

Schedule of Rates and Charges Together  
With Terms and Conditions Applicable To  
Services Provided in The Territories Served By  
**FRONTIER DALLAS TX FIBER 1 LLC**

Within The State Of  
Texas

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## 1. EXPLANATION OF SYMBOLS

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

- (C) to denote a change in regulations
- (D) to denote discontinued rates or regulations
- (E) to denote the correction of an error made during a revision (the revision which resulted in the error must be one connected to some material contained in the Price Guide prior to the revision)
- (I) to denote a rate increase
- (N) to denote a new rate or regulation
- (R) to denote a rate reduction
- (T) to denote a change in text, but no change in rate or regulation

**2. CONCURRING TARIFFS**

No concurring tariffs.

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### 3. DEFINITION OF TERMS

#### ACCESS LINE ARRANGEMENT

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

#### ACCESS POINTS

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

#### ACCESSORIES

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

#### ADDITIONAL EXCHANGE ACCESS FACILITIES

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

#### ADVANCE NONREFUNDABLE PAYMENT

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

#### ANCILLARY EQUIPMENT

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

#### APPLICANT

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

#### AUGMENTING

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



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### 3. DEFINITION OF TERMS

#### AUTHORIZED PROTECTIVE CONNECTING MODULE

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

#### AUTHORIZED USER

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

#### AUTOMATIC TRUNK

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

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

#### AUXILIARY LEADS

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

#### BASE RATE

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

#### BASE RATE AREA (BRA)

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

#### BAUD

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

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### 3. DEFINITION OF TERMS

#### BUILDING

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

CCSA - Common Control Switching Arrangement - These switching arrangements are provided on Telephone Company premises to interconnect channels for (1) private line telephone service, and (2) alternate private line telephone-data service.

#### CENTRAL OFFICE (CO)

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

#### CENTRAL OFFICE OPERATOR ACCESS TRUNKS

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

#### COAM

Customer Owned and Maintained

#### CHANGE

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

#### CHANNEL

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

#### CLASS OF SERVICE

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

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### 3. DEFINITION OF TERMS

#### COMMUNICATIONS SYSTEMS

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

#### CONFORMANCE NUMBER

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

#### CONFORMING ANSWERING DEVICE

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

#### CONNECTING APPARATUS

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

#### CONNECTING ARRANGEMENT

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

#### CONNECTION

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

#### CONTINUOUS PROPERTY

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

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### 3. DEFINITION OF TERMS

#### CONTRACT

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

#### COST

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

#### CPE

Customer-Premises Equipment

#### CUSTOMER

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

#### CUSTOMER-OWNED LINES

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

#### CUSTOMER PREMISES WIRING

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

#### CUSTOMER-PROVIDED TERMINAL EQUIPMENT

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

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### 3. DEFINITION OF TERMS

#### DATA ACCESS ARRANGEMENT

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

#### DATE OF PRESENTATION

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

#### DEMARICATION POINT

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

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

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

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

#### Single Unit Installations.

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

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### 3. DEFINITION OF TERMS

#### DEMARICATION POINT (Cont'd)

##### Multiunit Installations.

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

##### Multiple Demarcation Point Rearrangements

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point.

#### DENIAL OF SERVICE

See "Supervision of Service".

#### DIRECT ELECTRICAL CONNECTION

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

#### DIRECTORY LISTING

(See Section 12)

#### EXCHANGE

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

### 3. DEFINITION OF TERMS

#### EXCHANGE ACCESS ARRANGEMENT

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

#### EXCHANGE ACCESS RATE

The monthly rate which applies to the Exchange Access Arrangement.

#### EXCHANGE AREA

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

#### EXISTING FACILITIES

Vacant facilities in place and ready to serve.

#### EXISTING POLES

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

#### EXTENDED AREA SERVICE (EAS)

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

#### EXTRA LISTING

Refer to "Directory Listing" section.

#### FACILITIES

The physical plant necessary in connection with providing service.

#### FLAT RATE SERVICE

Unlimited exchange service furnished for fixed periodic charge.

#### FOREIGN CENTRAL OFFICE SERVICE (FCO)

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

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### 3. DEFINITION OF TERMS

#### FOREIGN EXCHANGE SERVICE (FX)

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

#### FOUR-WIRE CIRCUIT

Communication path using one channel for each direction of transmission.

#### GRADE OF SERVICE

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

#### GRADED RURAL SERVICE

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

#### GRANTEE

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

#### HARM

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

#### HERTZ

An electrical term meaning one cycle per second.

#### HOUSEHOLD

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

#### INDIVIDUAL LINE

(See Grade of Service)

#### INSIDE MOVE

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



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### 3. DEFINITION OF TERMS

#### INTEREXCHANGE

Telecommunications between two or more exchanges.

#### INTERFACE

(See Demarcation Point)

#### INTRAEXCHANGE

Telecommunications confined wholly within a single exchange.

#### ISLAND BASE RATE AREA (IBRA)

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

#### JACK

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

#### KEY LINE SERVICE (See Manual Trunk)

#### KEY TELEPHONE

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

#### KEY TELEPHONE SYSTEM

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

#### LABELING

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

#### LEVEL "A" RATES

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

### 3. DEFINITION OF TERMS

#### LEVEL "B" RATES

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

#### LINE

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

#### LOCAL MESSAGE

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

#### LOCAL SERVICE

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

#### LONGITUDINAL VOLTAGE

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

#### LOOP SIMULATOR CIRCUIT LABELING

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

#### MANUAL TRUNK

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

#### MEMBER OF A FIRM OR CORPORATION

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

#### MESSAGE

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

#### METALLIC VOLTAGE

The potential difference between the tip and ring connections.

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**3. DEFINITION OF TERMS****MINIMUM TERMINATION LIABILITY**

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

**MOBILE TELEPHONE SERVICE**

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

**NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP) SERVICES**

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

**NETWORK CONTROL SIGNALING**

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

**NETWORK PORT**

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

**NEW CONSTRUCTION**

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

**NONRECURRING CHARGE (NRC)**

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

**NSEP TREATMENT**

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

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### 3. DEFINITION OF TERMS

#### PAY TELEPHONE SERVICE

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

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

#### PARTY LINE SERVICE

(See Grade of Service)

#### PERMANENT DISCONNECT

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

#### PCA

Protective Connecting Arrangement

#### PERSON

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

#### POINT OF CONNECTION

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

#### POWER CONNECTIONS

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

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

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

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

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### 3. DEFINITION OF TERMS

#### PREASSIGNED TELEPHONE NUMBER

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

#### PREINSTALLED WIRING

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

#### PREMISES

- I. All portions of the building occupied by same customer. Provided that:
  - (1) The portions are not separated from each other by intervening offices, rooms, or suites not occupied by the customer.
  - (2) The portions of different floors are contiguous and that the portion of the upper floor is directly above the portion occupied on the lower floor.
- II. All of the buildings occupied by the same customer. Provided that:
  - (1) All of the buildings are located on continuous property, which is owned and/or leased by the same customer which is not separated by a public highway.
  - (2) In the case of rural all buildings are within 500' of the main service location.

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

#### PRIMARY SERVICE

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

#### PRIVATE BRANCH EXCHANGE (PBX/PABX)

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

#### PRIVATE LINE

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

#### PRIVATE RADIO

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

### 3. DEFINITION OF TERMS

#### PUBLIC RADIO

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

#### PUBLIC THOROUGHFARE

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

#### REARRANGEMENTS OF EXISTING PLANT

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

#### REGISTRATION

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

#### REGISTRATION NUMBER

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

#### REGISTERED PROTECTIVE CIRCUITRY

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

#### REGISTERED TERMINAL EQUIPMENT

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

#### REGRADE

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

#### RESALE

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

#### RESERVED TELEPHONE NUMBER

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

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### 3. DEFINITION OF TERMS

#### RETURNED CHECK CHARGE

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

#### ROTARY HUNTING LINE

Rotary Hunting Lines are grouping of Exchange Access services arranged for completion of calls when a line is busy by overflowing to vacant line in the same prefix, area code, and group that is available to receive a call. Rotary Hunting Line Service is available to all customers and all lines in the group must have the same calling scope.

#### RURAL LINE SERVICE

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

#### SERVICE CHARGE

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

#### SERVICE LINE

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

#### SERVICE DROP

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

#### SERVICE POINT

See Demarcation Point

#### SHARING

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

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### 3. DEFINITION OF TERMS

#### SPECIAL RATE AREA (SRA)

An area outside the Base Rate Area (BRA) of an exchange, but not contiguous to the BRA in which rates for exchange access arrangements are offered at the applicable rate for the exchange in which they are located plus an incremental zone additive. These rates are listed in Section 5 as Special Rate Area flat rates. Rural service is not offered within the Special Rate Area boundary.

#### SPECULATIVE PROJECTS

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

#### STANDARD TRANSMISSION LIMITS

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

#### SUBDIVISION

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

#### SUBURBAN AREA

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

#### SUBURBAN SERVICE

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

#### SUPERSEDURE

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

#### SUPPLIER

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



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### 3. DEFINITION OF TERMS

#### SUSPENSION OF SERVICE

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

- At Customer's Request: Temporary suspension of service at customer's request. (Vacation Rate Service)
- Initiated by Telephone Company: Temporary suspension (denial) for nonpayment of service charges either local and/or toll.

#### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

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

#### TELEPHONE CONNECTION

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

#### TELEPHONE NETWORK

The public switched telephone network.

#### TELEPHONE SERVICE

A service including both exchange and toll service.

#### TEMPORARY DISCONNECT

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

#### TEMPORARY SERVICE

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

#### TERMINAL EQUIPMENT

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

### 3. DEFINITION OF TERMS

#### TERMINAL PORT

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

#### TERMINATION CHARGE

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

#### TIE LINE

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

#### TRACT OR SUBDIVISION

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

#### TRENCHING COSTS

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

#### TRUNK

(See Automatic Trunk)

#### UNDERGROUND SUPPORTING STRUCTURE

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

#### URBAN AREA

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

#### VACATION RATE SERVICE

(See Suspension of Service)

#### VERTICAL & HORIZONTAL COORDINATE (V&H)

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

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#### 4. GENERAL RULES AND REGULATIONS

##### APPLICATION OF PRICE GUIDE

This Price Guide contains regulations and charges applicable to the provision of intra-state service and facilities within its operating territory in the state of Texas by FRONTIER DALLAS TX FIBER 1 LLC, of Texas hereinafter referred to as the Company. The regulations specified herein are in addition to the regulations contained in other sections of this Price Guide.

Some services or features of services can not be provisioned over fiber facilities from the customer's premises to the serving Central Office. These restrictions are noted in the applicable service sections. In some areas of the state, an entire exchange may be equipped with all fiber facilities. A listing of all fiber facilities exchanges is contained in Section 5, following.

Regulations and charges contained in the Price Guides in which this company concurs apply in connection with specific service and facilities furnished under such Price Guides.

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

##### ADVANCE PAYMENTS

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

##### APPLICATIONS FOR SERVICE

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### APPLICATION OF BUSINESS OR RESIDENCE RATES

Business rates apply at the following locations:

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

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

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### APPLICATION OF BUSINESS OR RESIDENCE RATES (Cont'd)

###### Residence rates apply at the following locations:

In private residences where business listings are not provided.

A. "Business listing" is defined as:

- (1) A listing in the business section, where the white pages of the telephone directory are divided into a separate section for residence listings and a separate section for business listings; or
- (2) A listing using a name other than the personal name of the subscriber or a member of the subscriber's household, where the white pages are combined into a unified alphabetical business and residence section; or
- (3) A listing in the yellow pages of the telephone directory.

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

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

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

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

##### ALTERATIONS

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

##### AUTOMATIC DIALING - ANNOUNCING DEVICE

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

##### AVAILABILITY OF FACILITIES

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

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#### 4. GENERAL RULES AND REGULATIONS

##### BILLING

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### BELLS - (RINGERS)

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

- More than six bells/ringers (REN-1) are to be used on single loop;
- Two local loops are bridged in the central office and more than four bells/ringers (REN-1) are to be used;
- Three or more loops are bridged in the central office and more than two bells/ringers (REN-1) are to be used;
- Note: No more than 4 loops can be bridged in the central office unless a conference bridge is used.
- Five or more bells/ringers (REN-1) are used or for arrangements requiring numerous moves and changes, a central office conference bridge will be provided. Customer will be billed for common equipment wired for 20 lines (one input and nineteen outputs) and for each line used.

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

##### CANCELLATION OF APPLICATION FOR SERVICE

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

Where installation of service has been started prior to the cancellation, a cancellation charge equal to the applicable charges in Section I3 shall apply.

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### CUSTOMER COMPLAINTS

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

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

##### Company Response

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

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

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

##### DEFACEMENT OF PREMISES

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



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#### 4. GENERAL RULES AND REGULATIONS

##### DEFERRED PAYMENT PLAN

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

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

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

- Size of the delinquent account;
- Customer's ability to pay;
- Customer's payment history;
- Time that the debt has been outstanding;
- Reasons why debt has been outstanding; and
- Any other relevant factors concerning the circumstances of the customer.

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

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### DEPOSITS

###### Credit Requirements for Permanent Residential Applicants

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

If the residential applicant has been a customer of any telephone company for the same kind of service within the last two years and is not delinquent in payment of any such telephone service account and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill for such telephone service was paid after becoming delinquent and never had service disconnected for nonpayment; or

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

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

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

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

###### Reestablishment of Credit

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

###### Credit Requirements for Non-Residential Applicants

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

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#### 4. GENERAL RULES AND REGULATIONS

##### DEPOSITS (Cont'd)

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

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

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

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

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

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### DEPOSITS (Cont'd)

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

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

##### Records of Deposits

The Telephone Company shall keep records to show:

- The name and address of each depositor;
- The amount and date of the deposit; and
- Each transaction concerning the deposit.

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

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

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

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

##### Refund of Deposit

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

When the customer has paid bills for service for twelve (12) consecutive residential billings or for twenty-four (24) consecutive non-residential billings without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent, and when the customer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's bill. If the customer does not meet these refund criteria the deposit and interest may be retained by the telephone company.

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#### 4. GENERAL RULES AND REGULATIONS

##### DEPOSITS (Cont'd)

###### Upon Sale or Transfer of Company

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

###### Complaint by Applicant or Customer

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

##### DIRECTORIES

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### DISCONTINUANCE OF SERVICE

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

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

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

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

- Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement;
- Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;
- Failure to comply with deposit or guarantee arrangements where required;
- Without notice where a known dangerous condition exists for as long as the condition exists; and Tampering with the company's equipment.

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### DISCONTINUANCE OF SERVICE (Cont'd)

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

- Delinquency in payment for service by a previous occupant of the premises;
- Failure to pay for merchandise, or charges for non-telephone service provided by the Telephone Company;
- Failure to pay for a different type or class of Company service unless fee for such service is included on the same bill;
- Failure to pay the account of another customer as guarantor thereof, unless the Company has in writing the guarantee as a condition precedent to service;
- Failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billing;
- Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service;
- No public utility may abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring utilities, and approval from the Commission.

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### DISCONTINUANCE OF SERVICE (Cont'd)

##### DISCONNECTION OF SERVICE BY CUSTOMER

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

##### HOTEL/MOTEL COMMISSIONS

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

##### HYBRID SYSTEMS

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

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

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

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

##### LATE PAYMENT CHARGE

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

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



#### 4. GENERAL RULES AND REGULATIONS

##### PUBLIC SERVICE MULTIMEDIA COMMUNICATIONS

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

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

"Educational institution" means and includes: (a) accredited primary or secondary schools owned or operated by state and local governmental entities or private entities; (b) institutions of higher education as defined by Section 51.003, Education Code; (c) private institutions of higher education accredited by a recognized accrediting agency as defined by Section 51.003(13), Education Code; (d) the Central Education Agency, its successors and assigns; (e) regional education service centers established and operated pursuant to Sections 11.32 and 11.33, Education Code; and (f) the Texas Higher Education Coordinating Board, its successors and assigns.

"Library" means a "public library" or "regional library system" as those terms are defined by Section 331.122, Government Code, or a library operated by an institution of higher education or a school district.

**4. GENERAL RULES AND REGULATIONS**

EDUCATIONAL PERCENTAGE DISCOUNT RATES (E-Rates)

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

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

- all commercially available telecommunications services provided by

telecommunications carriers;

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### TELECOMMUNICATIONS RELAY SERVICE SURCHARGE

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

##### TEXAS UNIVERSAL SERVICE FUND (TEXAS USF) CHARGE

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

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

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

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

##### IMPAIRMENT OF SERVICE DUE TO CUSTOMER-CONNECTED EQUIPMENT

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

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#### 4. GENERAL RULES AND REGULATIONS

##### INDEMNIFICATION

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

##### INFORMATION TO CUSTOMERS

The Telephone Company shall:

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

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

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

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

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

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

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

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

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

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

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### INTERRUPTIONS OF SERVICE

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

##### LIABILITY OF THE TELEPHONE COMPANY

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

##### DATA SPEED LIMITATION

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

##### MAINTENANCE, REPAIR, AND LOSS

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### NEUTRALIZING TRANSFORMERS

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

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

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

##### OWNERSHIP OF FACILITIES

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

##### OBLIGATION OF CUSTOMER

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

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

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

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#### 4. GENERAL RULES AND REGULATIONS

##### ORDER OF PRECEDENCE FOR ESTABLISHING SERVICE

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

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

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

All others.

##### PAYMENT FOR SERVICE

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

##### PREEMPTION OF SERVICE

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

- (1) A sufficient number of public switched services are available for public use if preemption of such services is necessary to provision or restore NSEP service.
- (2) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.
- (3) A reasonable effort is made to notify the preempted service customer of the action to be taken.
- (4) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in this Price Guide.

##### PROVISION OF FACILITIES

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



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#### 4. GENERAL RULES AND REGULATIONS

##### REFUSAL OF APPLICATION

###### Compliance by Applicant

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

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

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

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

###### Applicant's Recourse

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

###### Insufficient Grounds for Refusal to Serve

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

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

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

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

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

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

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

**4. GENERAL RULES AND REGULATIONS**

**RESALE**

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

Pursuant to PURA95, certain services are available for resale. For a listing of those services and regulations governing resale of these services, see Section 24 of this Price Guide.

**RIGHTS-OF-WAY (SPECIAL OR PRIVATE)**

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

**ROAD WORK RECOVERY SURCHARGE**

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

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

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

	<u>Monthly Rate Per Account</u>	
Business	\$4.00	(l)
Residence	\$4.00	(l)

**SECURITY OF COMMUNICATIONS**

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

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#### 4. GENERAL RULES AND REGULATIONS

##### SPECIAL ARRANGEMENTS

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

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

##### TELEPHONE NUMBERS

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

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

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

##### TAX ADJUSTMENTS FOR CERTAIN RENTALS, TAXES OR CHARGES

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

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#### 4. GENERAL RULES AND REGULATIONS

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

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

The Emergency Number Act, Senate Bill 606, passed by the Legislature of the State of Texas, effective as specified in Section 24 of the Act, authorized an Emergency Service Fee as specified under Section 10 to be collected as specified in Section 13 of the Act. The Act applies only to territory as specified in Section 3 of the Act. The Telephone Company, as the service provider, is required by the Act to bill and collect the Emergency Service Fee from customers residing within the territory being provided such Emergency Number Service.

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

The House Bill 11 adjustment factor shall be determined by calculating the change on state franchise taxes for the next calendar year pursuant to House Bill 11 based on the revenues generated from services subject to this Price Guide.

- The House Bill 11 tax adjustment factor is 0.001759.
- This charge will be \$0.33 per residence line and \$0.86 per business line.

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

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

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

Where this Company concurs in another company's Tariffs/Price Guides, House Bill 11 tax adjustments factor will apply.

In the fourth quarter 1995, a one-time, per-line surcharge will be applied as a true-up surcharge for the 1994 House Bill 11 tax adjustment factor.

##### TEMPORARY FACILITIES

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

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#### 4. GENERAL RULES AND REGULATIONS

##### TERMINATION LIABILITY

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

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channels/Paths} \times \text{Remainder of Term} = \text{Termination Charge.}$$

2. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.
3. End of Term Options
  - a. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
    - 1) Renew their term commitment,
    - 2) Commit to a new term period,
    - 3) Arrange for a change of service, or
    - 4) Arrange for termination of the service.
  - b. In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under Price Guide (i.e., month-to-month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.
4. Early termination charges will not be assessed under the following circumstances:
  - a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.
  - b. Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable.
  - c. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
  - d. Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
    - 1) The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
    - 2) The Company or its affiliates, provides the new service via Price Guide, similar documents, commercial agreements or on an individual case basis (ICB), and
    - 3) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company or its affiliates at the same time.

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#### 4. GENERAL RULES AND REGULATIONS

##### TRACING OF HARASSING CALLS

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

##### TRANSFER OF SERVICE (SUPERSEDURE)

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

- when the applicant is to take service on the premises where that service is being rendered and
- when an arrangement acceptable to the utility is made to pay outstanding charges against that service.

##### TRANSMITTING MESSAGES

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

##### UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

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

##### USE OF CONNECTING COMPANY LINES

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

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#### 4. GENERAL RULES AND REGULATIONS

##### USE OF PARTY LINE SERVICE

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

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

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

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

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

##### VOICE BAND DATA

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

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

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

**4. GENERAL RULES AND REGULATIONS****WORK INTERRUPTIONS**

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

**WORK PERFORMED ON AN OVERTIME BASIS**

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

**MINIMUM TERMINATION LIABILITY**

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

For Contracts signed prior to March 15, 1979.

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

For Contracts signed after March 15, 1979:

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

Level B ÷ 125% = True Level B

Level B - True Level B + Level A = Base for determining Minimum Termination Liability

$(P/A) \frac{i}{n}$  of Base

i = discount rate to be supplied by Rates & Price Guide department.

n = number of months remaining under original contract.

Example:

Level A = \$300

Level B = \$150

3-Year Contract

1 Year Left

10.3% interest

$\$150 \div 125\% = \$120$

$\$150 - \$120 + \$300 = 330$

$\$330 (P/A) \frac{10.3}{1} = \$3,748$

1



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#### 4. GENERAL RULES AND REGULATIONS

##### MINIMUM TERMINATION LIABILITY (Cont'd)

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

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

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

## 5. LOCAL EXCHANGE SERVICE AND SCHEDULES

### 1. GENERAL

This section applies to local exchange telephone service offered by FRONTIER DALLAS TX FIBER 1 LLC, in the State of Texas and is governed by the Rules and Regulations as contained in other sections of this Price Guide.

### 2. APPLICATION

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

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

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

**3. EXCHANGE ACCESS SERVICE**

3.1 Exchange Access Service includes Access to the Network local calling between all customers within the exchange, between the exchange and any applicable Extended Area Service (EAS) exchange locations and between the exchange and any applicable Expanded Local Calling (ELC) exchange locations. A list of the exchanges and their respective local calling (EAS and ELC) exchanges are shown in 8. following.

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

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

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

3.4 Optional Extended Metropolitan Service (EMS) – Optional two-way toll free service from an exchange to a metropolitan area. Metropolitan areas are; Austin, Corpus Christi, Dallas, Fort Worth, Houston, San Antonio and Waco.

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

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

Addison	Farmers Branch	Mansfield	(N)
Azle			
Benbrook	Fort Branch	North Richland Hills	
Carrollton	Grapevine	Renner	
Dallas	Haslet	Richardson	
DeSoto	Irving	Seagoville	
Duncanville	Keller	Sunnyvale	
Edgecliff	Kennedale	Wedgewood	
Euless	Lake Worth	White Settlement	

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**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**
**3. EXCHANGE ACCESS SERVICE**

3.7 Deregulated Exchanges – The following exchanges are deregulated:

Addison	Farmers Branch	Mount Vernon	(N)
Allen	Fort Worth	North Richland Hills	
Argyle	Garland	Plano	
Azle	Gladewater	Renner	(N)
Bartonville	Gordonville	Richardson	(N)
Benbrook	Grapevine	Roanoke	
Bonham	Haslet	Rowlett	(N)
Carrollton	Henderson	Seagoville	(N)
Dallas	Irving	Sherman	(N)
DeSoto	Jacksonville	Sunnyvale	(N)
Denton	Justin	Van Alstyne	(N)
Duncanville	Keller	Wedgewood	
Edgecliff	Kennedale	White Settlement	
Eules	Lake Worth	Whitesboro	(N)
	Lewisville	Winnsboro	(N)
	Mansfield	Wylie	

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES

4.1 Business – Exchange Access Service

4.1.1 Business Line/Trunk

The rates as specified by Exchange Group allow for Network Access and unlimited local calling between customers within the exchange and between The Exchange and any applicable EAS and ELC locations. A listing of the exchanges, The Exchange Groups and The Exchange calling area are shown in 8. following. For exchanges with ELC, the ELC Rate is in addition to the Business Line/Trunk monthly rate as shown below and is applied as a surcharge.

For Centrex Service, if a customer subscribes to Network Access Registers (NARs) that exceed the standard number as reflected in Section 33 of this Price Guide, the applicable trunk rate (Manual or Automatic by Exchange Group) plus applicable Business ELC Rate following applies. The ELC Rate is applied as a surcharge, one for each additional NAR.

BUSINESS <sup>1</sup>

Service	Exchange Groups Monthly Rates					
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
B1 Single Line	\$43.00	\$43.00	\$43.00	\$43.00	\$48.00	\$53.99
Automatic Trunk <sup>2</sup>	\$45.10	\$45.10	\$52.10	\$52.10	\$52.10	\$52.10
Fire Reporting Lines	\$43.00	\$43.00	\$43.00	\$43.00	\$48.00	\$53.99
<u>OUTSIDE BASE RATE AREA ADDITIVES</u>				<u>Monthly Rate</u>		
One Party, each <sup>3</sup>				\$2.00		

<sup>1</sup> Outside Base Rate Area Additive may apply.

<sup>2</sup> Rotary Hunt is included at no additional cost.

<sup>3</sup> Applies to all One Party, Manual and Automatic Trunks and Coin Line Services outside the Base Rate Area with the exception of Special Rate Areas and those within three-quarters (¾) mile of the Base Rate Area.

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES (Cont'd)

4.2 Residence – Exchange Access Service

4.2.1 Residence Line/Trunk

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

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

RESIDENCE <sup>1</sup> – Basic Line	<u>Exchange Groups</u>	
Bands	<u>1</u>	
R1	\$25.00	
R2	\$29.00	(I)
R4-Rural	\$25.00	
Manual Trunk	\$25.00	
<u>Outside Base Rate Area Additives</u>	<u>Monthly Rate</u>	
One Party, each <sup>2</sup>	\$2.00	
Multiparty, each <sup>3</sup>	\$0.95	
<u>Residence – Primary Line (Deregulated Exchanges)</u>	<u>Exchange Groups</u>	
	<u>1</u>	
R1	\$35.00	(I)

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE

GENERAL

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

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

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

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

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

	Rate Per <u>Month</u>	Charge <u>Per Bill Page</u>
Measured Service Detail Billing		
Furnishes the customer with a detail printout of local calls made each month.		
Detail Billing Measured Service <sup>1</sup>	\$1.00	\$.20

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

	Rate Per <u>Month</u>
Associate Number Non-Aggregation	
Furnishes the customer with usage for each associate number, per associate number <sup>2</sup>	
	\$1.00

<sup>1</sup> See Section 13 for applicable service charges.

<sup>2</sup> Applicable only in exchanges converted to Universal Measured Service (UMS) billing.

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**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE (Cont'd)

Measured Service Components

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

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

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

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

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

- Azle
- Irving
- Keller
- Carrollton
- Lewisville
- Plano
- Garland
- Rowlett
- Grapevine
- Wylie

(N)



**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES (Cont'd)

4.3 OPTIONAL MEASURED SERVICE (Cont'd)

Timing of Local Messages

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

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

Discount

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

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

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

Determining a Rate

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

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

Exchange Access

Monthly Rate

Optional Measured Service Local Exchange Access Arrangement

Business	B1	\$32.45
	B1	\$32.45
	BKL	\$32.45
	TRK	\$32.45
Residence	R1	\$25.00
	R1	\$25.00
	RKL	\$25.00

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**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

## 4. RATES (Cont'd)

## 4.3 OPTIONAL MEASURED SERVICE (Cont'd)

Usage Rates for Originated, Completed Calls

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

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

Rate Discount and Application Period

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES (Cont'd)

4.4 OPTIONAL EXTENDED METRO SERVICE

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

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

	<u>BUSINESS</u>	
	<u>B1</u>	<u>Coin Line</u> <sup>1</sup>
Bartonville	\$81.10	-
Grapevine	\$81.10	-
Irving	\$81.10	-
Keller	\$81.10	-
Lewisville	\$81.10	-

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

<sup>1</sup> Rate includes Telephone Company-provided coin telephone.

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**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

## 4. RATES (Cont'd)

4.4 OPTIONAL EXTENDED METRO SERVICE (Cont'd)

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

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

	<u>BUSINESS</u>	
	<u>Automatic Trunk</u>	<u>DID Automatic Trunk</u>
Bartonville	\$140.35	\$120.35
Grapevine	\$140.35	\$120.35
Irving	\$140.35	\$120.35
Keller	\$140.35	\$120.35
Lewisville	\$140.35	\$120.35

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

4. RATES (Cont'd)

4.4 OPTIONAL EXTENDED METRO SERVICE (Cont'd)

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

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

RESIDENCE

R1

Bartonville	\$41.50
Grapevine	\$41.50
Irving	\$41.50
Keller	\$41.50
Lewisville	\$41.50

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## 5. LOCAL EXCHANGE SERVICE AND SCHEDULES

### 5. METROPOLITAN CALLING AREAS (Cont'd)

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

#### 5.3 DALLAS METRO

Dallas	The Local Calling Area of the Dallas Metropolitan Exchange also consists of the Frontier Exchanges of Carrollton, Cedar Hill, Danieldale Grand Prairie, Garland, Hutchins, Irving, Lewisville, Lancaster, Lawson, Mesquite, North Mesquite, Dallas-Fort Worth Airport, Plano, Rowlett and Wylie. It also included those customers subscribing to EACS in the Allen, Frisco, and Rockwall exchanges of AT&T and those customers subscribing to EMS in the Aubrey, Combine, Crandall, Farmersville, Forney, Greenville, Ennis, McKinney, Midlothian, Prosper, Princeton, Red Oak, Rylie, Royse City, Terrell and Waxahachie exchanges of AT&T and those customers subscribing to EMS in the Frontier exchanges of
Addison	
DeSoto	
Duncanville	
Farmers Branch	
Renner	
Richardson	
Rylie	
Seagoville	
Sunnyvale	

#### 5.4 FORT WORTH METRO

Fort Worth	The Local Calling Area of the Fort Worth Metropolitan Exchange also consists of the Frontier Exchanges of Azle, Aledo, Arlington, Burleson, Crowley, Eagle Mountain Lake, Grapevine, Silver Creek Westland, Wheatland, and Keller and those customers subscribing to EMS in the Alvarado, Cleburne, Granbury and Weatherford exchanges of AT&T and customers subscribing to EACS in the Allen and Rockwall exchanges of AT&T. It also includes those customers subscribing to EMS in the Frontier exchanges of Irving, Lewisville, D/FW Airport Reno and Springtown. EMS customers of the Rhome exchanges of Central Telephone Company of Texas and EMS customers of the Tolar, Godley, Acton and Cresson exchanges of Texas Windstream. Unlimited local flat-rate calling is provided between all telephones within the local calling area.
Benbrook\	
Edgecliff	
Eules	
Fort Worth -	
Wedgewood	
Haslet	
Kennedale	
Lake Worth	
Mansfield	
North Richland H	
Roanoke	
White Settlement	

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

7. LOCAL CALLING PLANS

General

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

Service Description

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

LCP Exchange

Designated Calling Area

Denton <sup>2</sup>

Dallas Metropolitan Exchanges  
Bartonville, DFW Airport,  
Grapevine, Keller, Lake Dallas

Argyle <sup>2</sup>  
Justin <sup>2</sup>

Argyle, Bartonville, Carrollton,  
D/FW Airport, Garland, Grapevine,  
Irving, Justin, Keller, Lewisville,  
Plano, Rowlett and Wylie

DFW Calling Plan<sup>3</sup> (DFW Calling Plan)  
Argyle, Azle, Bartonville, Carrollton  
DFW Airport, Denton, Garland, Grapevine,  
Irving, Justin, Keller, Lewisville,  
Pilot Point, Plano, Rowlett, Wylie

Includes each of the exchanges to  
the left and Acton, Allen,  
Alvarado, Anna, Aubrey, Avalon,  
Bardwell, Bristol, Blue Ridge,  
Caddo Mills, Cash, Celina,  
Cleburne, Combine, Crandall,  
Cresson, Dallas, Ennis,  
Farmersville, Ferris, Forney,  
Fort Worth, Frisco, Glen Rose,  
Granbury, Godley, Greenville,  
Kaufman, Italy, Lake Dallas,  
Maypearl, Mckinney, Merit, Milford,  
Midlothian, Nevada/Josephine,  
Palmer, Princeton, Prosper,  
Quinlan, Red Oak, Reno, Rhome,  
Rockwall, Royce City, Springtown,  
Tawakoni, Terrell, Venus,  
Waxahachie, Weatherford, Wilmer,  
Wills Point

(N)

(N)

<sup>1</sup> CCP, PCP and PPCP available

<sup>2</sup> Only Premium Plus Calling Plan (PPCP) offered.

<sup>3</sup> PCP Only

(N)

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## 5. LOCAL EXCHANGE SERVICE AND SCHEDULES

### 7. LOCAL CALLING PLANS (Cont'd)

#### Service Description (Cont'd)

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

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

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

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

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

#### Regulations

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

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

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

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

Minimum contract period for Local Calling Plans is 30 days.

Local Calling Plans are not to be shared.

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



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**5. LOCAL EXCHANGE SERVICE AND SCHEDULES****7. LOCAL CALLING PLANS (Cont'd)**Regulations (Cont'd)

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

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

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

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

Customers may change from one LCP to another LCP one time without paying a service charge provided the customer makes the change within 90 days of the date a Local Calling Plan was initially furnished the customer. The appropriate service order charges from Section 13 of this Price Guide will apply to each change thereafter.

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

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

7. LOCAL CALLING PLANS (Cont'd)

Community Calling Plan (CCP) \*

The following monthly charge applies to all customer accounts subscribing to CCP	<u>Monthly Rate</u> \$1.00
----------------------------------------------------------------------------------	-------------------------------

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

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

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

CCP Usage Rates

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

Rate Discount Period

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

Timing of Local Messages

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

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

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

7. LOCAL CALLING PLANS (Cont'd)

Rates

MESSAGE RECORDING

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

Local Calling Plan Detail Billing	Rate Per <u>Month</u>	Charge <u>Per Bill Page</u>
Furnishes the customer with a monthly detail printout of calls.		
Detail Billing Local Calling Plan <sup>1</sup>	\$0.40	\$0.10

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

7. LOCAL CALLING PLANS (Cont'd)

Rates (Cont'd)

UNLIMITED SERVICE

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

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

	<u>Monthly Rates</u>	
	<u>PREMIUM CALLING PLAN</u>	<u>PREMIUM PLUS CALLING PLAN</u>
<b>ARGYLE, DENTON AND JUSTIN</b>		
Business - One Party	N/A	\$52.50
Automatic Trunk	N/A	\$52.50
Centrex (per line)	N/A	\$20.00
Residence - R1	N/A	\$22.50

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

**8. EXCHANGE CALLING SCOPES**

Exchange	Exchange Group		ELC Rates		Local Calling Area	
	Res	Bus	Res	Bus		
Argyle*	1	3	\$2.39	\$4.77	Denton (VZ), Justin (VZ), Aubrey (ATT), Pilot Point (VZ), Ponder (EQ), Bartonville (VZ)	
Azle *	1	6	N/A	N//A	Ft. Worth ME, Rhome (Central)	(N)
Bartonville*	1	3	N/A	N//A	Argyle (VZ), Pilot Point (VZ), Ponder (EQ) [Opt EMS to Denton (VZ), Justin (VZ), DFW Airport (VZ), Grapevine (VZ), Keller (VZ), Lake Dallas (CTLD), Dallas ME(ATT)]	
Bonham *	1	2	\$3.50	\$7.00	Denison(ATT), Greenville(ATT), McKinney(ATT), Paris(ATT), Sherman(VZ), Bells-Savoy(VZ), Celeste(VZ), Ector(VZ), Honey Grove(ATT), La Donia(ATT), Leonard(VZ), Telephone(VZ), Trenton(VZ), Van Alstyne(VZ), Whitewright(VZ), Windom(VZ), Wolfe City(ATT)	(N)   (N)
Carrollton*	1	6	N/A	N//A	Dallas ME	
Denton *	1	2	N/A	N//A	No EAS or ELC in this exchange.	
Garland*	1	6	N/A	N//A	Dallas ME(ATT)	
Gladewater *	1	2	\$3.50	\$7.00	Longview(ATT), Tyler(ATT), Gilmer(VZ), Big Sandy(VZ), Kilgore(VZ), Hallsville(VZ), Pine Acres(ETX), Pittsburg(ATT), Owentown(ATT), Pritchett(ETX), Red Springs(VZ)	(N)   (N)
Gordonville*	1	2	\$3.50	\$7.00	Denison(ATT), Gainesville(ATT), Pottsboro(ATT), Sherman(VZ), Whitesboro(VZ), Gunter(VZ)	(N)
Grapevine*	1	6	N/A	N//A	Ft. Worth ME(ATT), [Opt. Dallas ME(ATT)]	
Henderson *	1	4	\$3.50	\$7.00	Good Springs(ESTX), Laneville(ESTX), Minden(ESTX), Oak Hill(ESTX), Pine Hill(ESTX), Turnertown(VZ), Kilgore(VZ), Longview(ATT), Tyler(ATT), Arp(EQ), Beckville(WS), Carthage(ATT), Cushing(WS), Gary(WS), Mount Enterprise(ESTX), New London(EQ), New Summerfield(VZ), Overton(EQ), Price(EQ), Reklaw(WS), Tatum(TatumTel), Troup(EQ)	(N)   (N)
Irving *	1	6	N/A	N//A	Dallas ME(ATT), [Option Ft. Worth ME(ATT)]	
Jacksonville *	1	2	\$3.50	\$7.00	Tyler(ATT), Rusk(VZ), Alto(CCT), Bullard(EQ), Cushing(WS), Frankston(EQ), Goodsprings(ESTX), Hudson(ESTX), Maydelle(ESTX), Montalba(EQ), Neches(EQ), New Summerfield(VZ), Price(EQ), Reklaw(WS), Troup(EQ)	(N)   (N)
Justin*	1	2	\$1.39	\$2.78	Denton(VZ), Argyle(VZ), Aubrey(ATT), Pilot Point(VZ), Ponder(EQ), Rhome(Central)	
Keller *	1	6	N/A	N//A	Ft. Worth ME(ATT), [Opt. Dallas ME(ATT)]	
Kilgore *	1	5	N/A	N//A	Longview(ATT), Tyler(ATT), Laneville (ESTX), Mt. Enterprise (ESTX), Arp (EQ), Gilmer (VZ), Gladewater (VZ), Good Springs (ESTX), Hallsville (VZ), Henderson (VZ), Laneville (ESTX), Minden (ESTX), New London (EQ), Oak Hill (ESTX), Overton (EQ), Owenton (ATT), Price (EQ), Turnertown (VZ), Pine Hill (ESTX)	(N)   (N)
Lewisville*	1	6	N/A	N//A	Dallas ME(ATT), [Opt. Ft. Worth ME(ATT)]	

\* Deregulated Exchange prior to 2017. Residential rates apply for the Exchange Group noted.

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

**8. EXCHANGE CALLING SCOPES**

Exchange	Exchange Group		ELC Rates		Local Calling Area
	Res	Bus	Res	Bus	
Mt. Vernon*	1	2	\$3.50	\$7.00	Mt. Pleasant(ATT), Pittsburg(ATT), Talco(Peop), Winfield(VZ), Winnsboro(VZ), Bogota(WS), Weaver(VZ), Sulphur Springs(VZ), Paris(ATT), Glade Branch(Peop)
Plano *	1	6	N/A	N//A	Dallas ME
Rowlett *	1	6	N/A	N//A	Dallas ME(ATT)
Sherman *	1	5	N/A	N//A	Denison(ATT), Pottsboro(ATT), Aubrey (ATT), Bells-Savoy (VZ), Bonham (VZ), Celeste (VZ), Collinsville (VZ), Dorchester (VZ), Ector (VZ), Gordonville (VZ), Gunter (VZ), Howe (VZ), Leonard (VZ), Pilot Point (VZ), Telephone (VZ), Tioga (VZ), Tom Bean (VZ), Trenton (VZ), Van Alstyne (VZ), Whitesboro (VZ), Whitewright (VZ)
Sulphur Springs *	1	2	N/A	N//A	Wynne(Peop), Birthright(VZ), Bogata(WS), Brashear(VZ), Campbell(Peop), Como(VZ), Cooper(EQ), Dry Creek(Peop), Emory(VZ), Glade Branch(Peop), Miller Grove(VZ), Mount Vernon(VZ), Pickton(VZ), Sandy Creek(Peop), Shirley(VZ), Weaver(VZ), Wolfe City(ATT), Yantis(Peop), Commerce(EQ), Talco(Peop)
Van Alstyne*	1	3	\$3.50	\$7.00	McKinney(ATT), Prosper(ATT), Celina(ATT), Princeton(ATT), Blue Ridge(VZ), Denison(ATT), Sherman(VZ), Collinsville(VZ), Howe(VZ), Dorchester(VZ), Tom Bean(VZ), Bells-Savoy(VZ), Ector(VZ), Tioga(VZ), Farmersville(ATT), Pottsboro(ATT), Celeste(VZ), Whitewright(VZ), Trenton(VZ), Leonard(VZ), Bonham(VZ), Farmersville(ATT), Anna(ATT), Gunter(VZ), Pilot Point(VZ)
Whitesboro*	1	2	\$3.50	\$7.00	Collinsville(VZ), Denison(ATT), Gainesville(ATT), Gordonville(VZ), Sherman(VZ), Aubrey(ATT), Gunter(VZ), Pilot Point(VZ), Tioga(VZ)
Winnsboro *	1	3	N/A	N//A	Sandy Creek(Peop), Wynne(Peop), Bogata (WS), Dry Creek (Peop), Glade Branch (Peop), Golden (Peop), Jim Hogg (Peop), Mineola (ATT), Mount Vernon (VZ), Pine Mills (VZ), Pittsburg (ATT), Quitman (VZ), Yantis (Peop), Rosewood (ETEX)
Wylie *	1	6	N/A	N//A	Dallas ME(ATT)

\* Deregulated Exchange prior to 2017. Residential rates apply for the Exchange Group noted.

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

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

<u>Exchanges</u>	<u>Cities</u>	<u>Counties</u>	
Argyle		Denton	
Azle	Briar Reno	Parker Tarrant Wise	(N) (N) (N)
Bartonville	Copper Canyon	Denton	
Bonham	Dodd City Bailey	Fannin	(N) (N)
Carrollton	Addison Hebron Renner	Dallas Denton	
Denton	Argyle	Denton	
Garland	Sachse	Dallas	
Gladewater	Clarksville City Warren City	Gregg Smith Upshur	(N) (N) (N)
Gordonville		Grayson	(N)
Grapevine	Colleyville Southlake West Lake	Tarrant	
Henderson		Rusk	(N)
Irving	Grand Prairie	Dallas	
Jacksonville		Cherokee	(N)
Justin		Denton Wise	

**5. LOCAL EXCHANGE SERVICE AND SCHEDULES**

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

<u>Exchanges</u>	<u>Cities</u>	<u>Counties</u>
Keller		Tarrant
Mount Vernon		Franklin Hopkins Titus
Rowlett		Dallas Rockwall
Sherman	Southmayd	Grayson
Sulphur Springs		Hopkins
Van Alstyne		Collin Grayson
Whitesboro	Sadler	Cooke Grayson
Winnsboro		Franklin Hopkins Wood
Wylie	Lucas Murphy Parker St. Paul	Collin



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## 6. PREPAID LOCAL TELEPHONE SERVICE

### 1) APPLICATION

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

### 2) GENERAL

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

### 3) DEFINITION OF TERMS

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

- a) Basic Local Telecommunication - Basic Local Telecommunications Service includes services listed in the PLTS definition below.
- b) Disconnection of Telephone Service - That period after which a customer's telephone number is deleted from the central office switch and databases.
- c) Prepaid Local Telephone Service (PLTS) -
  - Residential Single Line Exchange Access Service or Optional Measured Service (where offered).
  - Access to 9-1-1 service.
  - Access to dual party relay service.
  - The ability to report service problems seven (7) days a week;
  - Access to business office.
  - Primary directory listing.
  - Toll blocking service and
  - Non-published and non-listed services, at the customer's option.
- d) Service Connection Charges - The charge(s) applied to connect service to a customer's telephone line after it has been disconnected.
- e) Service Restoral Charge - The charge(s) applied to restore service to a customer's line after it has been suspended.
- f) Suspension of Service - That period during which the customer's telephone line does not have dial tone, but the customer's telephone number has not been deleted from the central office switch and database.

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## 6. PREPAID LOCAL TELEPHONE SERVICE

### 1) DEFINITION OF TERMS (Cont'd)

- g) Telephone Company - FRONTIER DALLAS TX FIBER 1 LLC
- h) Toll Blocking - Blocking of a customer's access to toll providers and toll services.
- i) Usage Sensitive Blocking - Blocking of a customer's access to services which are charged on a usage sensitive basis for completed calls, that is, charged per event. Such calls shall include, but not limited to services such as \*69 Call Return and \*66 Busy Number Redial Redial.

### 2) CUSTOMER ELIGIBILITY

- a) Former Customers - In cases where applicants have been denied telephone service because of the existence of indebtedness to Frontier or another telecommunications carrier, such applicant is eligible to receive PLTS.
- b) Current Customers - An existing residential customer, who has not been disconnected from the network and has received a notice following suspension of service for nonpayment of services, is eligible to receive PLTS.
- c) Applicants Previously Disconnected from PLTS - Any applicant previously disconnected from PLTS for reasons specified elsewhere in this Price Guide by Frontier or another dominant certificated telecommunication utility, will be denied application for PLTS.
- d) Business Customers - Business customers are not eligible for PLTS.

### 3) CONDITIONS

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

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

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

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

No deposits shall be required from any applicant for PLTS.

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## 6. PREPAID LOCAL TELEPHONE SERVICE

### 4) RATES AND CHARGES

- a) Nonrecurring Charges - If a customer does NOT subscribe to PLTS within ten (10) days from the date the Telephone Company mails a termination notice containing the notification of the customer's PLTS eligibility, the Telephone Company will charge the applicable service connection charges, in Section 13 of this Price Guide, when the customer subscribes to PLTS.

If the Telephone Company suspends basic local service prior to disconnection, service restoration charges will be recovered after the subscribing PLTS customer leaves PLTS to return to basic local telecommunications service. At that time, a restoral charge consisting of the primary service order charge and the line connection charge rate elements will apply. (See Section 13 of this Price Guide.)

- b) Monthly Rates - Applicable residence rates shall apply for the following services:
- Residential Single Line Exchange Access Service or Optional Measured Service.
  - Toll blocking service.
  - Non-published or non-listed service, at customer's option.
- c) Surcharges and Fees - Surcharges and fees established or authorized by a government entity that are billed by the Telephone Company, including, but not limited to, 9-1-1, subscriber line charge, sales tax, municipal fees, and dual party relay service surcharge.
- d) Late Payment Charges - Late payment charges are not applicable to PLTS.

### 5) PAYMENTS

The PLTS customer will be required to make an initial payment for the service; the payment will consist of two (2) months local service for the PLTS and applicable service connection charges. Except for the amount billed under the deferred payment plan, subsequent monthly payments for PLTS shall not exceed the monthly rate for one month of service under PLTS. The due date of such monthly payment shall be based on the Telephone Company's regular billing cycle.

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

### 6) DEFERRED PAYMENT PLAN

As a condition of subscribing to PLTS, the Telephone Company will require an applicant to enter into a deferred payment plan for any outstanding debt owed to it for services previously received for basic local telecommunications service and now subscribes to it under PLTS. The Telephone Company shall not require an applicant for PLTS to enter into a deferred payment plan to pay those outstanding debts for any services not subscribed to under PLTS including, but not limited to, intraLATA and interLATA toll charges.

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## 6. PREPAID LOCAL TELEPHONE SERVICE

### 6) DEFERRED PAYMENT PLAN (Cont'd)

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

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

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

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

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

### 7) DISCONNECTION OF PLTS

a) Disconnection with Notice - The Telephone Company may disconnect PLTS after notice for any of the following reasons:

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

b) Disconnect Without Notice - Notwithstanding any other provision of this Price Guide, the Telephone company may disconnect PLTS without notice, for the following:

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

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

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**6. PREPAID LOCAL TELEPHONE SERVICE****8) RETURN TO BASIC TELECOMMUNICATIONS SERVICE**

- a) Customer's Option - A customer subscribing to PLTS may return to basic local telecommunications service provided the customer:
- Has paid in full all outstanding debt to the Telephone Company, including indebtedness for the carriage charges of interexchange carriers whose charges have been billed by the Telephone company pursuant to Price Guide or contracts; and
  - Has paid all bills for PLTS.
- b) Telephone Company's Notice of Eligibility - Upon the PLTS customer's completion of paying outstanding debt and paying all bills for PLTs, the Telephone Company will:
- Notify the customer of eligibility requirements for returning to basic local telecommunications service without PLTS restrictions;
  - Notify the customer of the option of receiving basic telecommunications service with toll blocking and/or usage sensitive blocking pursuant to the Telephone Company's Price Guide rate(s) and that such toll restriction and usage sensitive blocking can be removed at any time, upon the customer's request; and
  - Advise the customer to contact the Telephone Company if the customer desires to return to basic telecommunications service.
- c) Customer's Obligation After Receiving Notice - In addition to fulfilling the requirements of paying outstanding debts to the Telephone Company and paying all bills for PLTS, in order to subscribe to basic local telecommunications service, the customer shall:
- Request subscription to basic local telecommunications service from the Telephone Company and
  - Pay service restoral or service connection charges, if applicable.

### **7. ADVANCE PAYMENTS**

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

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

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

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## 8. DEMARCATION POINTS

### GENERAL

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

### DEFINITION OF TERMS

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

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

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

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

For Multiunit Installations:

- (1) In multiunit premises existing as of August 13, 1990, where there are multiple demarcation points within the multiunit premises, a demarcation point for each customer shall be no further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.
- (2) In multiunit premises in which wiring is installed after August 13, 1990, including additions, modifications and rearrangements of Frontier's network wiring existing prior to that date, the multiunit premises owner shall determine the location of the demarcation point or points. The multiunit premises owner shall determine whether there shall be a single demarcation point location for all customers or separate locations for each customer. Provided, however, that where there are multiple demarcation points within the multiunit premises, a demarcation point for a customer shall not be further inside the customer's premises than a point twelve inches from where the wiring enters the customer's premises.

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## 8. DEMARCATION POINTS

### DEFINITION OF TERMS (Cont'd)

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

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

- Multifamily residential apartments, condominiums, townhouses, or duplexes;
- Multitenant commercial, shopping center and campus situations; and
- Any other facility arrangement not classified as a single unit.

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

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

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



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## 8. DEMARCATION POINTS

### INSTALLATIONS

Installations shall be classified as one of the following:

- (1) Single unit installations are facility arrangements configured to accommodate a single customer. All other facility arrangements are classified as multiunit installations. Single unit installations include: single family dwellings; single business premises; and other single customer installations on one property, undivided by public thoroughfares (e.g., educational, industrial, governmental, or medical premises).
- (2) Multiunit installations are facility arrangements configured for either more than one customer in a building or more than one premises on a legal unit of property. Multiunit installations include: multifamily residential apartments, condominiums, townhouses or duplexes; multitenant commercial, shopping center, and campus situations; and any other facility arrangement not classified as a single unit.

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

### LOCATION OF DEMARCATION POINTS

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

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

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

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

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

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## 8. DEMARCATION POINTS

### LOCATION OF DEMARCATION POINTS (Cont'd)

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

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

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

### RELOCATION OF DEMARCATION POINTS

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

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

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

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

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## 8. DEMARCATION POINTS

### RELOCATION OF DEMARCATION POINTS (Cont'd)

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

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

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

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

- (1) Frontier will allow the customer or building owner not more than twelve (12) months to prepare to assume use and control of Frontier facilities on the customer's or property owner's side of the minimum point of entry.
- (2) The customer or building owner may request that Frontier establish a single demarcation point at the minimum point of entry at any time during the 12 month period, provided Frontier is given at least thirty (30) days notice prior to the requested effective date of the single demarcation point. If network equipment must be relocated, Frontier must be provided at least ninety (90) days notice.
- (3) If the nature of the single unit installation changes prior to the establishment of a single demarcation point at the minimum point of entry, then the options available to the property owner will be determined by the status of the installation at the time the single demarcation point would otherwise have been established; e.g., if a single tenant building becomes a multitenant building before the single demarcation point is established, then the building owner will have all of the options available as are available to owners of other multiunit installations.

### REGULATED INTRA/INTERBUILDING FACILITIES

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

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

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## 8. DEMARCATION POINTS

### RESPONSIBILITIES OF THE CUSTOMER

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

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

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

### APPLICATION OF CHARGES TO RELOCATE DEMARCATION POINTS

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

- (1) Charges will apply if Frontier must rearrange or install new cable facilities in order to establish the single demarcation point.
- (2) The appropriate charges will be based on time and materials and be billed to the customer or premises owned as special construction charges.

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

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

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

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## 8. DEMARCATION POINTS

### SALES AND REMOVALS OF Frontier-OWNED INTER/INTRA BUILDING CABLE

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

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

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

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

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

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

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

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

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

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## 8. DEMARCATION POINTS

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

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

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

### ALLOWED USE

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

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

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

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

### Limitation of Liability

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

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

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## 8. DEMARCATION POINTS

### ALLOWED USE (Cont'd)

#### Conditions on Allowed Use

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

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

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

- There are no services within the cable sheath that require network equipment; however, an agreement by the property owner to pay for the relocation of the network equipment to a minimum point of entry will satisfy this condition.
- There are no other cables in the same duct or buried along the same easement that the property owner wishes to use that cross rights-of-way to serve other Frontier customers.
- There are no other cables on the same pole that the property owner wishes to use that cross rights-of-way to serve other Frontier customers; however, the property owner's agreement to a pole attachment will satisfy this condition.

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

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

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

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

**9. DENIAL OF SERVICE – NON-PAY**

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

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

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

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

**RATES**

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

<sup>1</sup> Line Connection charge applies. Party line customers required to pay line connection charge and trip charge.



**10. VACATION SERVICES**

VACATION GET AWAY SERVICE

General

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

Conditions

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

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

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

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

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

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

Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.

Vacation Get Away Service will be available where technically feasible.

Charges for Vacation Get Away Service will be a nonrecurring charge to be billed in advance of the vacation service.

Rates

Nonrecurring Charge

Vacation Get Away Service	\$39.99
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## 11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### APPLICATION

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

### GENERAL

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

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

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

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

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

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

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

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

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

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**11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS****GENERAL (Cont'd)**

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

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

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

**CHARGES APPLICABLE FOR FACILITY EXTENSION**

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

**DEFINITIONS**

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

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

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

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

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

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

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**11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

## DEFINITIONS (Cont'd)

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

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

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

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

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

Advance Nonrefundable Payment - Payment in part of the total excess construction charge due the Telephone Company by the applicant. This payment will be credited to the amount of excess construction charge due the Company by the applicant. This payment is not considered as a deposit or advance payment as outlined in Sections 4 and 7.

Deposit - See Section 4.

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

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

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## 11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### CONSTRUCTION CHARGES

#### Line Facility Allowance

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. For the purposes of calculating an allowance concerning multicircuit customers, each circuit required shall be considered as an applicant. The allowance will be a front-end adjustment.

#### Line Facility Charges

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

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

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

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

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

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

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

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## 11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### UNDERGROUND SERVICE ENTRANCES

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

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

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

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

### SPECIAL TYPES OF CONSTRUCTION

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

- of a type other than that which the Telephone Company would normally utilize in the furnishing of its services.
- over a route other than that which the Telephone Company would normally utilize in the furnishing of its services.
- in a quantity greater than that which the Telephone Company would normally construct to serve the customer needs.
- on a temporary basis until permanent facilities are available.
- involving abnormal costs.
- in advance of its normal construction on an expedited basis.

### REARRANGEMENTS OF EXISTING PLANT

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

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## 11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### CONSTRUCTION REQUIRED FOR TEMPORARY SERVICE

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

### CONSTRUCTION FOR PROVISION OF ADDITIONAL EXCHANGE ACCESS FACILITIES

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

### FEDERAL GOVERNMENT INSTALLATIONS

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

### CONSTRUCTION IN NEW REAL ESTATE DEVELOPMENTS

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

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

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

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

**11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS**

**SPECIAL SERVICE OR FACILITIES**

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

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

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

Approval by the Texas Public Utility Commission;

No other Telephone Company is willing to serve the area;

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

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



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## 11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

### LINE EXTENSIONS CONSTRUCTED BY APPLICANT

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

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

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

All newly constructed and rebuilt customer-owned lines shall be designed for a transmission loss of no more than eight (8) decibels from the serving central office. All customer-owned lines shall be maintained so that transmission loss does not exceed ten (10) decibels.

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

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

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

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

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

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

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**11. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS****LINE EXTENSIONS CONSTRUCTED BY APPLICANT(Cont'd)**

The telephone company will measure the transmission of the customer-owned line before connecting it to the telephone company line and approve or disapprove it for connection. In those instances where the customer-owned line fails to meet the loop transmission standards furnished by the Telephone Company, the customer will be billed cost for testing and inspection by the Telephone Company. It is the responsibility of the customer to maintain the customer-owned line so as to continue to comply with the above standards and not interfere or cause hazard with any of the services offered by the Telephone Company. The Telephone Company may measure the transmission of customer-owned lines at their option to ensure continued maintenance of the line by the customer. Upon notice by the Telephone Company, in writing or by telephone, that the customer-owned line does not meet the above standards, the customer shall make such change as may be necessary to comply with these standards within 10 days or their line will be disconnected. When the condition is an immediate hazard or is interfering with other services offered by the Telephone Company the line may be disconnected immediately pending correction by the customer.

Customer-owned line extension of facilities to contiguous uncertified area outside certified exchange area boundary is subject to the same conditions specified in this section for telephone company extension.

The Telephone Company shall furnish, install, and maintain the protector and wiring for the drop. Customer-owned one-party line customers may furnish customer-owned telephones in compliance with Part 68 of the FCC Rules and Regulations.

The Telephone Company does not undertake to maintain any portion of Customer-owned lines.

Customer-owned lines are subject to the Rules and Regulations in Section 4 of this Price Guide. All limitations and restrictions applicable to Company-owned Line Service apply to Customer-owned lines.

Application for service on Customer-owned lines will be connected only upon written authorization by the owner, owners, or person designated to grant such approval.

Monthly rates for each customer shall be those rates specified for Customer-owned lines in Section 5 of this Price Guide. The point of connection with Telephone Company facilities determines the rate applicable for the service.

Customer-owned line customer's telephone service may be denied for nonpayment under conditions as provided in Section 9 of this Price Guide.

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## 12. DIRECTORY LISTINGS

### GENERAL

These rates and regulations for directory listings apply only to the alphabetical section of the directory containing the regular alphabetical list of customers and do not apply to listings or advertising appearing in the classified section.

The alphabetical list of names of customers is solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service, and special sequence or arrangement of names is not contemplated.

The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.

A listing must conform to the Telephone Company's specifications with respect to its directories.

Listings are regularly provided in connection with all classes of exchange service except public coin telephone service. A listing may be omitted from the directory upon request of a customer in writing and under the conditions specified for Non-published Service.

The length of the contract period for extra directory listings where the listing actually appears in the directory is the directory period, unless the main contract is cancelled prior to the end of the period. When the listing appears on information records only, the contract is for one month.

One listing is furnished without charge to each customer. Dual listings associated with the same surname, involving no more than two individuals given names residing at the same address may be provided without charge. Each given name for the purpose of this Price Guide is defined as any combination, not to exceed two, first names, middle names, initials, nicknames or maiden names.

### PRIMARY LISTINGS

When two or more main station lines or private branch exchange trunk lines are consecutively operated (rotary), the first number of the rotary group is considered the primary listing. Where two or more main station lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line.

Business and/or Residence directory listings are not permitted for non-customers.

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## 12. DIRECTORY LISTINGS

### REGULAR EXTRA LISTINGS

Business extra listings may be the names of partners or members of a partnership or firm, the names of officers of the corporation, or the names of business associates or employees of a business establishment. Business extra listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity to a commodity or service are not accepted.

Regular extra listings in the name of a customer or noncustomer are not permitted when associated with an exchange access line or lines of another customer for the purpose of sharing or resale of exchange access service. Examples of these listings that may not be used by a customer are:

- Engaged in furnishing service of a secretarial nature; or
- In the business of renting office space to a transient or permanent tenant and proposes to furnish telephone service to his lessees; or
- Customers who request to resell network services to other entities.

Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household as part of the family unit.

Business extra listings in connection with semipublic coin stations are furnished under rates and regulations as specified for business extra listings.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted for business customers only under the address of a PBX station or additional station, installed on premises of the customer; but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

In connection with Private Branch Exchange service at hotels, motels, retirement complexes, or boarding houses, residence extra listings at business extra listing rates may be provided in the names of permanent guests or tenants at that location, provided approval is obtained of the hotel or motel involved. However, no separate billing will be issued for these instances.

At the option of the customer, extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

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## 12. DIRECTORY LISTINGS

### SPECIAL TYPES OF EXTRA LISTINGS

#### Duplicate Listings

Duplicate listings, i.e., listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

#### Alternate Listings

Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

#### Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

#### Foreign Exchange Listings

Foreign Exchange Listings are listings appearing in a directory other than the directory in which local service is furnished. The minimum contract period for which charges will apply will be for the duration of the directory payable annually in advance. Foreign listings will be disconnected and a refund made based on the months remaining for the duration of the directory after main service has been discontinued.

#### Reference Listings

Reference Listings may be furnished to customers who change their names, absorb other businesses, or subdivide their business and have authority to continue the use of the old name, and in other cases when, in the judgment of the Telephone Company, they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings.

#### Residence Family Plan Directory Listing Service

Residence Family Plan Directory Listing Service will include directory listings for the customer, his wife, all unmarried children and the mother and/or father of the customer, if members of the same household.

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## 12. DIRECTORY LISTINGS

### NON-PUBLISHED SERVICE OR NON-LISTED SERVICE

A listing is considered to be non-published when, at the customer's request, there is no listing placed in the Telephone Company's telephone directories. This arrangement will be provided only under the terms of a special agreement wherein the customer agrees to save the Telephone Company harmless from any damages which might result because of the non-published listing and to absolve the Telephone Company from any responsibility for the failure of the customer to receive telephone calls because of the non-published listing. A number is considered non-listed if it is on directory assistance but not in the telephone directory. Non-published telephone numbers may be released to law enforcement authorities or other agencies in cases involving security, criminal investigations, and public safety.

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

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

- Customer with A Published Listing -

If a customer has both a published listing and non-published/non-listed listing for the same address and class of service, the non-published/no-nlisted monthly recurring charge will not apply.

- Customer with A Non-published/Non-listed Listing -

If a customer has a non-published/non-listed listing, only one monthly recurring charge will be applied for any non-published and/or non-listed listings for the same customer with the same class of service at the same address. If the customer has a combination of non-published and non-listed listings at the same address, the non-listed monthly recurring charge will apply.

- Pay Telephone Service
- Special Reversed Long Distance Service
- Foreign Exchange/Zone Service
- Temporary Service (service provided for a period not more than 30 days)
- Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.
- Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- New listings provided to a customer because of unusual circumstances, such as harassing calls, threats, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

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**12. DIRECTORY LISTINGS**RATES

	<u>Monthly Rate</u>		
	<u>Residence</u>	<u>Business</u>	
<u>Primary Listings</u>			
Regular Exchange Service (one listing)	-	-	
Semipublic Service (one listing)	-	-	
Regular Extra Listings, Alternate Listings, Duplicate Listings, Reference Listings, each <sup>2</sup>	\$6.00 <sup>3</sup>	\$24.00 <sup>3</sup>	
Extra Lines of Information, each <sup>2</sup>	\$5.50 <sup>3</sup>	\$24.00 <sup>3</sup>	
Foreign Exchange Listing, each <sup>1</sup>	\$5.50 <sup>3</sup>	\$11.50 <sup>3</sup>	(I)
Non-published Service	\$7.00 <sup>4</sup>	\$7.00 <sup>4</sup>	
Non-listed Service	\$6.50 <sup>4</sup>	\$6.50 <sup>4</sup>	
Residence Family Plan Directory Listing Service	\$0.85		
Service Order Charges <sup>5</sup>			

<sup>1</sup> Regular listing charge billed annually in advance.<sup>2</sup> Payable annually in advance.<sup>3</sup> Foreign listings, extra listings, alternate listings, duplicate listings, and extra lines of information will be discontinued and a refund made based on the months remaining for the duration of the directory after main line service has been discontinued.<sup>4</sup> See Application of Rate in this Section.<sup>5</sup> See Section 13 of this Price Guide for applicable Service Order Charges

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### 13. SERVICE CHARGES

These service charges apply to service connections, moves and changes at the customer's request:

- Primary Service Order Charge
- Secondary Service Order Charge
- Line Connection Charge
- Premise Visit Charge
- Return Check Charge

Service charges are in addition to all other applicable rates and charges associated with the facilities being provided. The service charges in this section apply only when the specific work function is actually performed.

Service charges do not apply to facilities reestablished at either a temporary or a permanent location after destruction or partial destruction of Telephone Company-owned facilities by fire or natural disasters beyond the control of the customer. However, if service is established at a new location and the customer later moves back to the old location, the service charge is applied in connection with the reestablishment of service at the old location.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply, due to the request of the customer, nor do the contemplate work begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

#### SERVICE ORDER CHARGE

##### DEFINITIONS

"Primary Service Order Charge" is for recording and processing information necessary to execute a customer request pertaining to telephone service for which a charge is applicable. The Primary Service Order Charge applies on the following: (1) primary service requests (2) move from one premise to another (3) telephone number change at customer's request (4) upgrade or downgrade at customers' request (5) change party line association at customer's request (6) stand alone listing request.

The "Secondary Service Order Charge" applies on all other service orders not included under initial service order charge.



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### 13. SERVICE CHARGES

#### EXCEPTIONS

The "Service Order Charge" will not apply in connection with the following service orders:

#### Telephone Number Change

Due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.

Bill date change to effect mutual agreement between the Company and the customer.

#### Bill Date Change

Bill date change to effect mutual agreement between the Company and the customer without a telephone number change (with telephone number change, see above).

#### Listings

Primary listing change caused by death, marriage or divorce of the listed customer.

Removal of an extra listing.

Listing correction due to Telephone Company error.

#### Party Line Association

Change party line association after contact by local management with all party line users has not resolved customer complaint.

#### Address Changes

Billing address change to ensure delivery of bill for services provided.

All changes to correct addresses for which the customer has no control (i.e., zip code; premises number; street name; rural routes).

#### Company Error/Request

All service orders issued as a result of Company error or Company request.

#### Station Billing

One "Service Order Charge" applies on multi-order requests involving "station billing."

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**13. SERVICE CHARGES****LINE CONNECTION CHARGE****DEFINITIONS**

The "Line Connection Charge" is for central office work, testing and cross connect to execute a customer request pertaining to telephone service.

One "Line Connection Charge is applicable to each central office, full period private line circuit and/or off-premise additional exchange access line connected. This charge includes a central office line which terminates on a concentrator identifier answering service and also full period private line services.

"Line Connection Charges" are applicable each time service is established or reconnected at a customer's location, except when service and facilities are superseded.

"Line Connection Charge" applies to all telephone number changes due to customer request.

"Line Connection Charge" applies to each line when changing from single line to rotary hunt group or from rotary hunt group to single line.

"Line Connection Charge" applies to each line when customer requests upgrade or downgrade and central office work is required.

"Line Connection Charge" applies at single or duplex dwellings for each drop or demarcation point moved, changed or rearranged at a customer's request. To move a point of demarcation for multiunit locations, see Sheet 5 of this Section.

**EXCEPTIONS**

The "Line Connection" charge will not apply in connection with the following service orders to establish toll billing for dormitory service. All regrades due to Company reasons.

- Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.
- To effect a bill date change agreed upon between Company and the customer.
- Change party line association after contact by local management with all party line users has not resolved customer complaint.
- On service orders issued for Company reasons or due to Company error.

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### 13. SERVICE CHARGES

#### PREMISE VISIT CHARGE

##### DEFINITIONS

"Premise Visit Charge" applies for each party line customer restored or reconnected after denial for nonpayment.

Only one "Premise Visit Charge" applies in connection with work associated with the same customer request at one premise.

When the same customer's request involves more than one premise, a premise visit charge applies for each premise.

##### WIRING CHARGE

The customer is responsible for providing and maintaining customer premises wiring. In-place wiring is considered to be provided by the customer.

##### MULTIUNIT DEMARCATION REARRANGEMENTS

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point at or near the property line in compliance with the minimum point of entry requirements of 47 C.F.R. 68.3.

Charges to rearrange multiple demarcation points to a single demarcation point at the Minimum Point of Entry, at the request of the customer, will be determined on an individual case basis and recover the Company's actual cost of the rearrangement. The customer may choose to access the telephone network, via the "Allowed Use" option, as specified in Section 8 of this Price Guide or the customer may purchase those facilities. If the customer chooses to purchase facilities, on the customer side of the demarcation point, charges will also include the sales price of the cable, based on structural value.

**13. SERVICE CHARGES**

<u>SCHEDULE OF CHARGES</u>	<u>RESIDENCE</u>	<u>BUSINESS</u> <u>incl Coin</u>	<u>KEY LINES/</u> <u>TRUNKS</u>
Service Order Charge Primary, each	\$30.00	\$45.00	\$45.00
Service Order Charge Secondary, each	15.00	30.00	30.00
Line Connection Charge	30.00	40.00	40.00
Premise Visit Charge, each	20.00	20.00	20.00
Returned Check Charge, each	25.00	25.00	25.00
Restoration of Service, each	30.00	50.00	50.00

At the option of the customer service charges may be paid in three equal installments over a three-month period.

Charge for Stand Alone Listings, each <sup>1,2</sup>

	<u>RESIDENCE</u>	<u>BUSINESS</u>
(a) Initial	\$4.00	\$4.00
(b) Changes to an existing listing	3.50	3.50

RETURNED CHECK CHARGE AND RESTORATION OF SERVICE

DEFINITIONS

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

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

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

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**13. SERVICE CHARGES**EXPEDITED DUE DATE CHARGEService Charge

Priority Service Request applies only when the customer is unwilling to accept the existing due date at time of the initial customer contact and demands immediate (24-hour) service:

Residence or nonsystem business initial and subsequent installations	\$20.00
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TRAFFIC STUDY - CUSTOMER INITIATED

One company initiated PABX traffic study per year, per customer is provided at no charge. Each additional customer initiated PABX traffic study will incur the following charges. The length of each study will be three days and the data will be analyzed and submitted to the customer by letter.

Set up Charge, per request	\$300.00
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Line Charge, per line studied	\$3.00
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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AUTOMATIC RINGDOWN CIRCUIT

For communications between two points whereby either station, upon picking up the receiver, automatically rings the other station.

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
<u>Routed through central office:</u>		
One or two-way automatic signalling.	\$20.00	\$10.50

DIRECT INWARD DIALING (DID) SERVICE

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<b>DID TRUNK TERMINATION</b>		

Applicable only to DID Trunk in EAS Rate Bands 4-8

DID Trunk Termination, per trunk	-	\$20.00
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**DID NUMBER BLOCKS**

First block of 100 numbers in an electromechanical, SPC or digital office	1	\$105.00
Each additional block of 100 numbers		\$15.00
First ten blocks of 10 numbers in a Digital or SPC office, each block	1	\$10.50
Each additional block of 10 numbers		\$1.50

DID Number Blocks are provided in association with DID Service trunks. The rates for Number Blocks are in addition to the applicable local calling rates and applicable EAS Rates.

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

DID Number Blocks are provided in blocks of consecutive numbers.

DID Number Blocks may NOT be ordered in number blocks smaller than 100 in electromechanical central offices or ten (10) in digital or SPC central offices.

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

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

<sup>1</sup> C.O. DID services have no nonrecurring charges associated with them other than the appropriate Service Charges in Section 13 of this Price Guide.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****CONVENIENCE FEE****General**

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

**Regulations**

This fee will not apply if:

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

**Rates****Nonrecurring Charge**

Convenience Fee, per occurrence

\$10.00

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

<u>CONFERENCE FIRE REPORTING SYSTEM</u>	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
Fire Reporting Access Line (Directory Number) Each Station Bridged to Conference Fire Reporting System Common Equipment	1	See Section 5
Additional Station, each	1	\$3.50
 <u>FIRE REPORTING SYSTEM – TELLABS *</u>		
	<u>Single Payment Option</u>	<u>Rate Per Month</u>
Common Equipment Capable of accommodating 1 Fire Reporting Line and 10 fireman's line circuits <sup>2, 3</sup>		
Level A/Single Payment Option	\$6,565.00	-
Level A/5 Year Contract	-	\$137.00
Level B	-	\$58.25
Each additional fireman's line circuit up to a maximum of 30 line circuits bridged to the fireman's residence one-party line in the Central Office (2):		
Level A/Single Payment Option	\$400.00	-
Level A/5 Year Contract	-	\$8.35
Level B	-	\$2.45

<sup>1</sup> Applicable Service Charge in Section 13  
<sup>2</sup> A \$3.00 Central Office bridging nonrecurring charge applies to establish bridge for fireman's line circuit.  
<sup>3</sup> See Section 5 for fire reporting line.  
\* Service is not available in all fiber exchanges, as noted in Section 5 of this Price Guide, or in areas within an exchange where only fiber access is provided.



**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

INDIVIDUAL LINE SERVICE

General

Individual Line Service provides the customer with a telephone number having the digits the customer specifically requests. This number may consist of seven letters, seven digits, or a combination of letters and digits.

All required Individual Line Service telephone numbers are subject to availability and are provided at the discretion of the Telephone Company. The Telephone Company may make reasonable changes in the telephone number as the requirements of service may demand.

Existing customers who have a specific number prior to the establishment of this service will not be charged for Individual Line Service.

If the Telephone Company finds it necessary to change the Individual Line Service customer's telephone number, the Individual Line Service customer will be granted a refund of the nonrecurring charge associated with the service (See Rates following.)

Applicable service charges in Section 13 will apply when changing from an Individual Line Service telephone number to a nonspecific number at the customer's request.

Individual Line Service includes a standard directory listing consisting of the customer's name, address, and telephone number. It does not include a directory listing printed in alphabetical characters.

Rates

Individual Line Service will include a nonrecurring charge and a monthly rate as shown below:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Business	\$50.00	\$3.50
Residence	\$25.00	\$1.50

<sup>1</sup> In addition to applicable service charges in Section 13.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****ANNOUNCEMENT SYSTEM SERVICE**

The Time/Weather/Temperature equipment will be located on the customer's premise.

In order to avoid excessive utilization of commonly used facilities, the length of any announcement is subject to approval of the Telephone Company.

The customer must suitably terminate all facilities provided by the Telephone Company.

The customer may not transmit over facilities furnished by the Telephone Company any material the transmission of which is prohibited by law or which is deemed objectionable by the Telephone Company.

The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over facilities furnished hereunder; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

The furnishing of the Public Announcement Service Access Arrangements for this service contemplates that the distribution of the calls placed to the telephone number assigned to such a service will be such that the volumes received at any time will not cause impairment, disruption, or deterioration of the quality of other exchange service or message telecommunications service furnished for use by its customers. In the event that the use of this service causes such impairment, disruption, or deterioration, the Telephone Company shall have the right to discontinue such service without prior notification to the customer.

Because of the volume of incoming traffic, the type access to a customer's Time/Weather/Temperature equipment will be determined by the Telephone Company. Assignment of telephone numbers for this service will be at the discretion of the Telephone Company.

**RATES**

	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u> <sup>1</sup>
Public Announcement Service Access, per Line	--	\$30.00

<sup>1</sup> The Rotary Hunting Line Charge in this Section also applies.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
<u>DETAIL BILLING SERVICE</u> <sup>1</sup>		
Furnishes the customer toll charges by PABX Trunk each month.		
Detail Billing Service	\$50.00	\$44.00
<u>SPECIAL BILLING NUMBERS</u> <sup>1</sup>		
For increments of 1-25 numbers or fraction thereof	-	\$2.75
<u>DUPLICATE BILL CHARGE</u>		
A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.		
	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

<sup>1</sup> The availability of this offering is contingent upon available numbers.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

CALL RESTRICTION SERVICES

Toll Blocking Service is a central office service that restricts one plus (1+ and 10+XXX), International (011+), zero plus (0+) and/or zero minus (0-) calling. Restricted calls are directed to a central office announcement.

Two Toll Blocking Service options are available:

- a) Option 1 - Restricts any direct dialed one plus (1+ and 10+XXX) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Calls to 800 Service will not be restricted (1 + 800 + XXX-XXX). This option includes Originating Line Screening which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a credit card account.
- b) Option 2 - Restricts any direct dialed one plus (1+ and 10+XXX) or direct dialed International (011+) call. This includes directory assistance (1 + 411, 1 + 555-1212, 1 + NPA + 555-1212). Option 2 also restricts any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Operator assisted emergency calls. Calls to 800 Service will not be restricted (1 + 800 + XXX-XXX).

Toll Blocking Service will be provided to Residence One-Party, Business One-Party and Trunk Access Line customers. Toll Restriction Service will not be provided on party lines or Centrex lines.

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

The minimum contract period for this service is one month.

**RATES**

The following rates and charges apply to the provisioning of Toll Blocking Service and are in addition to all other applicable charges as specified elsewhere in this and other Price Guides of the Company.

The monthly rate for toll blocking is in addition to the monthly rate with which the service is associated.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Toll Blocking, per line/trunk		
Option 1 - Blocks all 1+ calls	\$1.50	\$10.00 <sup>1</sup>
Option 2 - Blocks all 1+, 0+, and 0- calls	1.50	10.00 <sup>1</sup>

<sup>1</sup> The Secondary Ordering Charge of this Price Guide applies when adding Toll Blocking to an existing account.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**CALL RESTRICTION SERVICES (Cont'd)

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

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

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

**RATES**

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u> <sup>1</sup>
Option 1 - Collect and Third Number Billing, - per Line Screened	\$2.50	\$10.00
Option 2 - Third Number Billing, - per line Screened	2.50	10.00
Option 3 - Collect Billing, - per line Screened	2.50	10.00

<sup>1</sup> In addition to the applicable Service Ordering Charge in this Price Guide.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

CALL RESTRICTION SERVICES (Cont'd)

Business Selective Class of Call Screening <sup>2</sup>

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

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

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

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

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

Customers subscribing to Business Selective Class of Call Screening service are responsible for all toll charges. The minimum period for Business Selective Class of Call Screening service is one month.

All local calls and calls to Telephone Company numbers such as repair, directory assistance, and public emergency service numbers such as as 9-1-1 will be permitted.

RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Per line equipped	\$3.00 <sup>1</sup>	
Per trunk equipped		\$12.50 <sup>1</sup>

<sup>1</sup> Applicable Service Ordering Charge in this Price Guide.

<sup>2</sup> This service is offered to Business customers only.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

CALL RESTRICTION SERVICES (Cont'd)

900 Call Restriction

Regulations

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will only be provided in conjunction with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit. In central offices where the capability does not exist to provide individual customer line blocking of 900 calls, 900 calling will not be offered.

A customer subscribing to this service may not access any 900 telephone number.

Call restriction of 900 Information Access Service will additionally restrict 976 service. However, only one nonrecurring charge will apply.

The minimum contract period for this service is one month.

Non-payment of 900 call charges will not be the cause to disconnect local exchange service. If charges for calls to 900 numbers are not paid by the customer, the Company may block access to 900 numbers.

The following charges apply in addition to the established rates and charges for the services to which 900 Call Restriction is applied.

	<u>Nonrecurring Charge</u>
900 Call Restriction, per residence line equipped <sup>1</sup>	\$2.25
900 Call Restriction, per business line equipped <sup>1</sup>	\$2.25

<sup>1</sup> No charge applies for the initial blocking request.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

ROTARY HUNTING LINE SERVICE

Rotary Hunting Lines are grouping of Exchange Access Service arranged for completion of calls when a line is busy by overflowing to vacant line in the same prefix, area code and group that is available to receive a call. Rotary Hunting Line Service is available to all customers and all lines in the group must have the same calling scope.

	<u>Nonrecurring Month</u>	<u>Rate Per Month</u>
Rotary Hunting Line Charge, in addition to rate for Exchange Access Service	-	\$3.00

CIRCULAR HUNT

Hunting lines are the grouping of Exchange Access Services to allow for overflowing of busy lines to a vacant line in the same exchange, area code, and group that is available to receive a call. All lines in the Circular Hunt Service group must have the same calling scope.

Circular Hunt permits a complete hunt over all lines in a prearranged group. If an idle line is not encountered, the hunt will continue until the line that was originally called is reached at which point a busy tone will be returned to the calling party. The line called in Circular Hunt does not have to be a preassigned start hunt line but any line in the group.

	<u>Nonrecurring Month</u>	<u>Rate Per Month</u>
Circular Hunt, in addition to rate for Exchange Access Service, per line	-	\$3.25



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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****TIE LINES** (For Terminating Company-Owned Lines)**GENERAL**

Tie lines are furnished subject to the availability of circuits and provided no unusual expense is involved. If unusual expenses are involved, the circuits will be priced as a special assembly of equipment.

Tie lines may terminate in switchboards of the same customer and on the same or different premises. For mileage charges applicable to tie lines, see below.

Tie lines connecting switchboards of different customers are furnished with the understanding that such tie lines are to be used only for communication between stations directly connected to and located on the same premises as the switchboards involved. Such tie lines are provided only if each of the switchboards involved is connected to the central office by central office trunks.

Tie lines connecting switchboards located on the premises of the customer (except where standard operation and transmission can be obtained on all connections) are furnished for communication between stations directly connected to and located on the same premises as the switchboards involved. Tie lines are used in connection with central office trunks, off-premises stations, or other tie lines.

Tie lines connecting switchboards of the same customer contemplate connection between any two stations connected to and on the same premises as the switchboards in which the tie line terminates. In addition, such a tie line may be connected (at either end, but not both ends simultaneously) to a central trunk for a through communication between a station connected to and located on the same premises as the switchboard in which the tie line terminates and any other station to which the central office trunk has access via local exchange or the toll network.

Interexchange Carriers may use tie lines found in this Price Guide that will meet their administrative needs; however, an Interexchange Carrier is restricted from utilizing tie lines found in this Price Guide to furnish a portion of their authorized service offerings.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**TIE LINES (For Terminating Company-Owned Lines) (Cont'd)

## RATES

	Nonrecurring <u>Month</u>	Rate Per <u>Month</u>
<u>Intraexchange</u>		
Tie Line Mileage		
Between points in the same Building	\$12.00	\$3.23
Between points in different buildings on the same premises, per 300 or fraction thereof (minimum monthly charge \$3.00)	\$12.00	\$3.23
Between points not on the same premises, per ¼ mile or fraction thereof (minimum monthly charge \$3.00)	\$12.00	\$3.23

Interexchange

See Private Line and Channel Services for voice grade circuit.

Applies to both ends of the tie line.

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## 14. MISCELLANEOUS SERVICE AND EQUIPMENT

### INSTANT CALL ACCOUNTING

Instant Call Accounting provides customers with a detailed record of outgoing calls that can be accessed by either dedicated or dial-up arrangement.

#### Dedicated Instant Call Accounting

The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

#### Dial-Up Instant Call Accounting

The customer, using Customer Premises Equipment (CPE), initiates a download request to the Instant Call Accounting processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

### CONDITIONS AND REGULATIONS

#### General

Each call record will contain the date, time and duration of the call, the calling station number, facility used, and the number that was called.

Records will be provided for calls originated from Centrex stations or individual business lines and include toll, local measured service calls, and calls made over private facilities (i.e., FX and WATS) and private networks.

Records will NOT be provided for incoming calls, station-to-station (intercom) calls, or local calls (except in measured service areas).

The records produced by this service are not represented to be a provision of billing detail.

Instant Call Accounting will be furnished only from offices that are technically capable of and that are equipped for providing the service.

Customers are responsible for providing the appropriate modem to process the call detail records. Frontier makes no guarantee and assumes no additional obligations with respect to the customer's receipt of the call detail records if the customer provided CPE does not meet Frontier's compatibility requirements.

Customers can choose data transmission speeds ranging from 1200 bits per second (bps) to 9600 bps.

Call accounting records will be transmitted to the customer's premises call accounting equipment.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

INSTANT CALL ACCOUNTING (Cont'd)

CONDITIONS AND REGULATIONS (Cont'd)

Dedicated Instant Call Accounting

A dedicated data channel (four-wire [Type 420] private line facility) between the serving central office and the customer's premises equipment is required.

The appropriate private line rates and charges will be applied from the Southwestern Bell Private Line Tariff.

A customer provided private line modem is required at the customer's premises.

Due to limited storage capacity, the Telephone Company cannot guarantee that call records that have been transmitted to the customer will be available for retransmission.

Dial-Up Instant Call Accounting

A Centrex line or individual business line is required. The customer may use an individual business line or Centrex line that is currently subscribed to or subscribe to an additional business line or Centrex line subject to the appropriate rates and charges in this Price Guide.

If the Centrex line or individual business line that is used for the dial-up link has the Call Waiting feature on it, the call waiting tone could cause the loss of some data.

A customer provided dial-up modem is required at the customer premises.

To prevent the possible risk of lost call records data, Dial-Up customers should retrieve their call records at least every seven days. It is the customer's responsibility to retrieve their call records to reduce the possibility of losing call record data.

Rates and Charges <sup>1</sup>

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Dedicated Instant Call Accounting <sup>2, 4</sup>	\$2000.00	\$1000.00
Dial-Up Instant Call Accounting <sup>3, 5</sup>	\$1000.00	\$550.00

<sup>1</sup> Rates and charges are applicable per system.  
<sup>2</sup> In addition, a four-wire private line facility is required at the applicable rates and charges specified in the Southwestern Bell Private Line Tariff.  
<sup>3</sup> In addition, either an existing Centrex line, an existing individual business line, an additional Centrex line, or an additional individual business line is required at the current rates and charges specified in this Price Guide.  
<sup>4</sup> In addition, one customer provided private line modem is required.  
<sup>5</sup> In addition, one customer provided dial modem is required.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM****Description of the Service**

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Telephone Company.

**Obtaining TSP System Service**

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represents a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)****Provisioning Priority**

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

**Restoration Priority**

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)****Obligations of the Customer**

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.

In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes NSEP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking NSEP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every three years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore NSEP services assigned restoration priority 1
- Provision Emergency (E) NSEP services
- Restore NSEP services assigned restoration priority 2, 3, 4 or 5
- Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this Price Guide which operate in conjunction with the TSP System.

Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered with provisioning and/or restoration priority 4 or 5. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring <u>Charge</u>
Per Access Line/Circuit	\$14.50



**14. MISCELLANEOUS SERVICE AND EQUIPMENT**TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Cont'd)Rates and Charges (Cont'd)Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section 11, Charges Applicable Under Special Conditions.

(2) Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date. The rates and charges will apply as set forth in Section 13, Expedited Due Date Charge.

Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code of 4 or 5 is specified in position 12 of the authorization code.

	<u>Monthly Rate</u>
Per Access Line/Circuit	\$4.90

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

BUSINESS TRAFFIC STUDY SERVICE

General

Business Traffic Study Service provides business customers with a performance report of call capacity of originating and terminating traffic on access lines to determine how many calls terminate successfully and the number of calls that reach a station busy condition. Frontier provides these reports along with a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables and the recommendation is a close estimate and can not be guaranteed.

Conditions

- Business Traffic Study Service is available only to business customers.
- Calls must be carried by Frontier and billed by or on behalf of Frontier to the customer requesting the study.
- Traffic studies are performed on Frontier access lines or hunt groups with local exchange numbers. Studies cannot be performed on toll-free or pay-per-call type telephone numbers.
- Traffic studies are performed, at the customer’s request, per exchange, per customer account.
- Traffic study reports are provided on a weekly, bi-weekly or monthly basis.
- A one-week traffic study may be performed per exchange, per customer account, at no charge in each calendar year. Any additional traffic studies requested during the calendar year will be billed at the rates and charges shown following.
- Traffic study report features may vary by central office switching system type.

Application of Rates and Charges

- For the setup of each additional Traffic Study Report, per calendar year, per customer, the Service Establishment Charge applies in addition to the monthly rate.
- Appropriate Service Charges apply.

Rates and Charges

Per Calendar Year	<u>Service Establishment Charge</u>
Per Customer, per Study	
Initial Study	No Charge
Each Additional Study	\$120.00
Traffic Study Reports	<u>Monthly Rate</u>
Per Telephone Number or Hunt Group Initial One-Week Study Request	No Charge
Each Additional Request	
Weekly Reporting	\$80.00
Bi-Weekly Reporting	\$60.00
Monthly Reporting	\$40.00

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

DIGITAL BILLING

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

	<u>Residential</u>	<u>Business</u>
Rate for Digital Billing with Duplicate Paper Bill	\$5.00	\$5.00

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

ANSWERING SERVICES

AUTOMATIC ANSWERING AND RECORDING SERVICE

GENERAL

Automatic answering and recording service is available for use with all exchange and private branch exchange stations, except Public Telephone Service, where full selective ringing is employed.

The automatic answering and recording equipment automatically disconnects the called telephone after the completion of the period provided by the equipment for recording incoming messages.

Since the customer and calling parties have exclusive control over the quality and characteristics of speech used in the messages recorded, the Telephone Company has no liability for the quality of, or defects in, the recording of such messages.

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

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****ANSWERING SERVICES** (Cont'd)**AUTOMATIC ANSWERING AND RECORDING SERVICE** (Cont'd)**RESTRICTIONS**

This service will not be permitted in locations where in the judgement of the Telephone Company service will be impaired to the general public as provided in the General Rules and Regulations section of this Price Guide.

Where Automatic Announcement Services are associated with local exchange telephone services, identities of customers and their addresses will be furnished to all persons requesting such information, provided that the inquiring parties specifically identify the telephone numbers for which customers' names and addresses are desired.

A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is connected with service of the Telephone Company, or

All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing or be part of and obtained at the start of the recording.

In lieu of the preceding paragraph, the recording party can give verbal notification in a clear, unambiguous manner, which is recorded at the beginning and as part of the call.

A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:

the licensee informs each party to the call of its intent to broadcast the conversation; or

each party to the call is aware of the licensee's intent to broadcast the call; or

such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

The FCC has established the following exceptions to the foregoing requirements:

Recordings made of incoming calls to telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:

Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

ANSWERING SERVICES (Cont'd)

AUTOMATIC ANSWERING AND RECORDING SERVICE (cont'd)

RESTRICTIONS (Con't)

Recordings made by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center.

Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:

Recordings made by the United States Secret Service of the Department of Treasury of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

Recordings of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, acting under color of law.

Automatic Answering and Recording Service shall not be used for the transmission of prerecorded announcements concerning weather, time, temperature, or other information of a general public interest. Such service will be provided by utilizing the equipment specified as to type and capacity in the Announcement Systems Section of this Price Guide.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**ANSWERING SERVICES (Cont'd)

## SECRETARIAL ANSWERING BUREAU SERVICE (TELEPHONE ANSWERING BUREAUS)

## GENERAL

Facilities for telephone secretarial answering service are furnished to permit the answering at one location of incoming calls on the central office lines of patrons receiving secretarial answering service by means of switching equipment and secretarial lines connecting the central office lines to the customer provided secretarial equipment in compliance with Part 68 of the FCC Rules and Regulations.

The customer furnishing the secretarial answering service shall contract with the Telephone Company for the necessary facilities. The patron receiving secretarial answering service shall contract with the Telephone Company for the necessary facilities which may be required to furnish service.

Secretarial equipment may be arranged for the interconnection of lines terminated therein. The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only. The Telephone Company reserves the right to disconnect all service to any telephone answering bureau which fails to comply with this regulation.

In accordance with the provisions of the General Rules and Regulations section of this Price Guide dealing with use of service, residence service extended to or terminated at answering bureau locations will be reviewed to ensure that the use of such service is not for business purposes. Otherwise, the customer (patron) will be required to contract for business individual line service.

The patron's telephone or private branch exchange switching equipment must be so located that transmission will be satisfactory for exchange and toll service from the secretarial equipment via the secretarial line.

Firms offering secretarial service are required to have business service listed in their own names.

Tie line mileage charges for the tie line trunks apply.

Charges for tie line trunk termination in excess of 4 will be based on cost.

## Secretarial Line

An extension of a main service to a secretarial answering bureau location where it is terminated in the equipment furnished to the bureau or in a telephone instrument modified for inward service only. Secretarial line mileage is measured airline from the patron's location to the bureau location.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

ANSWERING SERVICES (Cont'd)

SECRETARIAL ANSWERING BUREAU SERVICE (TELEPHONE ANSWERING BUREAUS)

GENERAL (Cont'd)

Exchange Access Arrangement

An arrangement whereby a patron's main service is terminated at a secretarial answering bureau location in the equipment furnished to the bureau.

Concentrator-Identifier Bridging Connection

A connection between the patron's telephone circuit and the concentrator facilities at the secretarial answering bureau.

Alternate Call-Number Listing

A directory listing instructing calling parties to call the regular business service number of the secretarial answering bureau when the customer's (patron's) telephone does not answer.

The secretarial answering bureaus' regular telephone service will not be terminated on these answering units.

Except for the Alternate Call-Number Listing provisions, the following arrangements are provided only to individual line customers (patrons) who desire to have their incoming calls answered by a secretarial answering bureau.

RATES

Secretarial answering service facilities will be provided on the basis of secretarial switchboards or concentrator-identifier systems, depending upon the number of secretarial lines and type of operation required by customer.

<u>Desk Turret Assembly</u>	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
Secretarial Line		
Secretarial line mileage 1/4 EXT MI 760	-	1

Main Line

The monthly rates and service charges in effect at the local exchange for individual line service.

Concentrator-Identifier Bridging Connection

Bridging charge per line, <sup>2</sup>	\$3.00	\$7.00
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<sup>1</sup> See Section 15 for rates.

<sup>2</sup> The bridging charge will be billed to the telephone answering bureau's patron.



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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**ANSWERING SERVICES (Cont'd)

## SECRETARIAL ANSWERING SERVICE (ANSWERING BUREAUS)

## FOREIGN SECRETARIAL LINES

## GENERAL

In addition to the regulations and definitions applicable to secretarial answering service in this Price Guide, the following regulation will apply to foreign secretarial lines.

## Definition of Terms

## Local Exchange

The local exchange is the exchange in which the telephone answering bureau is located.

## Foreign Exchange

The foreign exchange is the exchange normally service the customer desiring secretarial answering service of another exchange.

## SCOPE

Foreign secretarial lines for the purpose of this instruction are those lines required to connect a customer in a foreign exchange to an answering bureau in another exchange. As in the case of regular secretarial lines, these lines will also be required to be placed on an inward-only basis.

## RATES

The following combination of rates will apply.

Between exchanges (contiguous, with or without EAS) the answering bureau will pay the secretarial line terminal charge (business extension rate) in the local exchange, the secretarial line mileage from the local central office to the answering bureau, and the full period circuit rate between the normal rate centers of the exchanges involved as provided in the Private Line Services and Channels section of this Price Guide.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**ANSWERING SERVICES (Cont'd)

## SECRETARIAL ANSWERING SERVICE (ANSWERING BUREAUS) (Cont'd)

## BRIDGING ARRANGEMENT

A bridging arrangement provides a device which will permit the attendant to hold an incoming call on a client's line, dial out on a customer's local line and then physically interconnect the incoming line with the outgoing line so that the two parties may talk directly.

The Telephone Company shall not be responsible for the quality of transmission which may result from such connections.

The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only.

The customer indemnifies the Telephone Company against and holds the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs of liability in law or in equity, of every kind and nature whatsoever including, without limiting the generality of the foregoing losses, claims, demands, causes of action, damages, costs of liability for (1) libel, slander, invasion of rights of privacy or (2) failure in transmitting, receiving or delivering messages over the facilities of the Telephone Company and/or connecting companies arising directly or indirectly from any act or omission of the customer or of any third party while using or attempting to use service provided by the Telephone Company.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****SPECIAL ASSEMBLIES****GENERAL**

Special assemblies consist of modifications of service arrangements for which provision is not otherwise made in this Price Guide. They will be furnished, when practical, by the Telephone Company at charges equivalent to the estimated cost of furnishing such arrangements if in connection with and not detrimental to any of the services furnished under Frontier's Price Guide.

When, through no fault of the Telephone Company, work is not started within 90 days of the scheduled start date for a particular project, the customer may be liable for the following charges: (1) interest on project costs at the current rate for new venture capital to the Telephone Company, (2) moving, transportation, and storage costs, (if incurred).

**RATES****Computation**

Rates for special assemblies are equivalent to the estimated costs of furnishing the special assembly.

Estimated cost consists of an estimate of the total cost to the Telephone Company in providing the special assembly including:

**Cost****Maintenance**

Depreciation based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

General administration expenses, including taxes on the basis of average charges for these items.

Any other items of expense associated with the particular special assembly.

An amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.

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

Special assembly rates are subject to review and revision conditioned upon changing costs.

At such time as a special assembly item becomes a Price Guide offering, the Price Guide rates will apply.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

SPECIAL OFFERINGS - GENERAL CUSTOMER PLANS

Special Offerings – Reconnect Credit Offer

A. GENERAL

Frontier may offer residence customers who attempt to disconnect or who change their local service from another provider to Frontier, a one time benefit of either \$25.00 or \$50.00 that may either take the form of a gift card or bill credit.

B. REGULATIONS

Eligible customers who have been identified as a customer likely to disconnect based upon criteria determined by the company may receive the \$25.00 benefit.

Eligible customers who are responding to a Frontier direct mailing, advertisement, or other marketing activity, may receive the \$50.00 benefit.

The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Frontier or any Frontier affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.

The offers are not available to customers disconnecting dial tone service for seasonal service.

These offers are limited to one per customer and cannot be combined with any other offers except as authorized by Frontier.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****SPECIAL OFFERINGS - GENERAL CUSTOMER PLANS** (cont'd)

Special Offerings: Save Offer – Business

**A. Offer Description:**

As dictated by competitive market conditions, Frontier may make various offers to business customers to attract, retain, or reacquire them as Frontier local exchange customers.

**B. Program Regulations:**

1. Qualified customers, as determined by the Company, are new, existing, or former business customers who:
  - a) cite a competitive offer or are contemplating disconnecting their Frontier service but agree to retain their Frontier local exchange service; or
  - b) as a direct result of Frontier's outbound telemarketing, direct mail campaigns, or other marketing campaigns, change their local service provider back to Frontier; or
  - c) as a direct result of Frontier's outbound telemarketing, direct mail campaigns, or other marketing campaigns, subscribe to Frontier local exchange service.
2. Qualified customers may be offered credits, discounts, gift certificates, or other items of equivalent monetary value. No customer will receive a credit, discount, gift certificate, or other items of equivalent monetary value that results in a price lower than the Long Run Incremental Cost (LRIC) of the subscribed services.
3. Qualified Frontier business customers must have annual Frontier local exchange service billing of less than \$25,000 per year.
4. Qualified customers may be offered credits, discounts, gift certificates, or other items of equivalent monetary value equal to a discount that would range from 10% to 40% of the customer's local exchange service spend level. No individual customer will receive any combination of discounts worth more than 40% of their local exchange service spending level during any consecutive 12-month period.
5. Qualifying Services include month-to-month and term agreements: Business – Exchange Access Service, Centrex and Centrex Metro, CustoPAK, Unlimited Centrex Communications System Basic Packages and Unlimited DTL Basic Packages with Expansion Lines, Single Line Business PAK, Unlimited IntraLATA Toll Usage for Business, Solutions for Business, and features.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****AIRPORT TELEPHONE SERVICE****I. GENERAL**

Airport Telephone Service is a special telephone service arrangement designed for the common use of airline companies and other businesses located at the Dallas-Fort Worth Airport. The service is provided by switching equipment, and station lines as required. The arrangement contemplates primarily voice service for inward and outward local and long distance calling without operator assistance.

The service will be furnished at the rates and charges specified herein for customers located within the airport service rate area. Qualification of customers for this service will be determined by the Telephone Company. Regular exchange service, as well as Airport Telephone Service, may be provided within the airport service rate area at the special rate for the particular exchange service provided at this exchange.

The airport service rate area shall include the land and the buildings used in the operation of the airport located thereon. This land may be intersected by streets and/or alleys. The airport service rate area shall be defined by an airport service rate area map showing the boundaries of the area to be served under the rates and regulations specified herein. For purposes of this Price Guide, the airport service rate area is considered the same premises for private line mileage purposes only. The airport service rate area is to be treated as an exchange for other Price Guide application.

The switching equipment is provided in the type and quantity as determined by the Telephone Company.

Directory listings of Airport Telephone Service customers will be provided in the regular telephone directory applicable for the serving exchange, subject to the regulations, rates and charges specified in the Directory Listings section of this Price Guide for regular customer service. The Telephone Company does not furnish directory listings for restricted stations. The Telephone Company, at its option, may also publish a separate directory containing only the directory listings of customers for Airport Telephone Service. Any such special directory and the listings therein are also subject to the regulations, rates and charges prescribed in the directory listing section of this Price Guide.

Long distance calls will be identified by telephone number on the customer's bill.

Toll diverting service is not offered in connection with Airport Telephone Service.

The initial contract period for Airport Telephone Service is one month.

The station rates, as specified, are subject to the following regulations, mileage and incremental charges as appropriate:

Mileage charges will not apply to main stations located within the airport service rate area. The regular extension line mileage charge treatment will apply to all extension stations located outside of the building in which the main station is located.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****AIRPORT TELEPHONE SERVICE** (Cont'd)

## 1. GENERAL (Cont'd)

Airport Intercommunications Telephone service (Restricted) may be provided and used for intercommunications only. Airport Intercommunications Telephone service is arranged that it cannot originate or receive local or long distance calls. Airport Intercommunications Telephone service can access only other Airport Telephone Service stations, Tie Lines and CCSA. Airport Intercommunications Telephones may not be extended beyond the Airport Service Area.

Regular Foreign Exchange mileage, as provided in this Price Guide, will apply from the airport service rate area to the point of termination for Airport Telephone Service. Airport Telephone Service will not be made available outside the airport service rate area in lieu of appropriate local exchange service. Airport Telephone Service Foreign Exchange Service will be available only to customers having a business location within the Airport Service Rate Area and subscribing to Airport Telephone Service at their airport location. Airport Telephone Service Foreign Exchange Service is subject to all conditions included in other sections of this Price Guide.

Private Branch Exchange Systems will not be permitted to terminate Airport Telephone Service stations. Services not specifically provided for in this section may be provided as applicable in other sections of this Price Guide.

The following service features will be available to all Airport Telephone Service Stations for the specified basic rate:

- (1) Direct Inward Dialing
- (1) Direct Outward Dialing
- (1) Expanded Direct Distance Dialing
- (2) Rotary Service (Within Customer Group)
- (1) Station Transfer (Within Customer Group)

Abbreviated Dialing  
Individual Station Billing  
Touch Calling  
Intercept

- (1) Not available in connection with Airport Intercommunications Telephone Service.
- (2) Rotary Intercommunications Telephones are available in two-line rotary groups at the rate specified in this Price Guide.

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## 14. MISCELLANEOUS SERVICE AND EQUIPMENT

### AIRPORT TELEPHONE SERVICE (Cont'd)

#### 2. DEFINITIONS

**ACD Multiple Line of Business Codes** - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business.

**ACD Overflow of Enqueued Calls** - Enhances the existing ACD call-overflow capability by adding new timing thresholds for enqueued calls. Calls enqueued for a predetermined amount of time are routed to a defined overflow queue for appropriate action. When a call has overflowed based on time enqueued, it remains in the original queue and is also routed to the overflow queue.

**ACD Secondary Directory Number** - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

**ACD Walkaway/Closed** - Allows agents to enter a three-digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts, and determine staffing requirements, schedule work shifts, and determine staffing requirements.

**Additional Queue Slots** (greater than the number of access positions) - Dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. A queue slot is required for each call to be held in queue.

**Answer Agent** - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents. When the Answer Agent key is pressed, the calling agent's directory number is displayed.

**Call Agent** - Allows the supervisor to directly call an agent without having to dial the agent's secondary directory number.

**Call Center Manager** – A call center management information service that provides call center managers with the ability to monitor and control both their calls and their agents. Within the same Centrex customer group, the customer may monitor and control multiple ACD groups through a single Call Center Manager MIS Link. The use of an additional MIS Link allows the customer to have multiple supervisory terminals supporting the same Centrex ACD groups.

**Call Center Reporting** - Automatically sends basic ACD reports to a customer designated fax machine. The structure and parameters of the reports are predefined by the Company and contain statistics relating to agent and group performance.



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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****AIRPORT TELEPHONE SERVICE** (Cont'd)

## 2. DEFINITIONS (Cont'd)

**Call Source Identification** - Provides for the display, at the agent's position, of the incoming facility (e.g. calls from within the same customer's group, the agent's extension number is displayed). Calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

**Call Supervisor** - Allows the agent quick access to the supervisor for help or consultation.

**Call Transfer with Time** - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with the first agent).

**Called Name/Number Display** - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

**Controlled Interflow** - This feature allows a supervisor to temporarily divert a group's new incoming ACD calls to another group because of a change in business conditions.

**Display Agents Summary** - This feature-key-activated option enables the ACD supervisor using a Business Set with Display to quickly check the status of all ACD agent positions assigned to a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls.
- waiting for calls (idle).
- not ready to receive ACD calls.
- not available (agent logged in or Make Set Busy activated).

**Display Queue Status** - Allows the supervisor to monitor the efficiency in which incoming calls are being handled. Activation of this feature shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions.
- number of calls waiting in the incoming call queue.
- number of calls logically queued against the group.
- waiting time (in seconds) of the oldest call-in queue.

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## 14. MISCELLANEOUS SERVICE AND EQUIPMENT

### AIRPORT TELEPHONE SERVICE (Cont'd)

#### 2. DEFINITIONS (Cont'd)

**Emergency Alerting** – To enable the ACD agent to confer immediately with the supervisor, the agent can be provided with an Emergency key and the supervisor with an Answer-Emergency key.

**Emergency Alerting Enhanced** - Enhances the existing Emergency Alerting feature by allowing an ACD agent to add both a supervisor and a recording device to a call simultaneously by pressing a single key.

**Emergency Answer** – Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.

**Emergency Answer Backup** - Provides a method for redirecting Emergency Key calls to another customer designated position when the supervisor position is unavailable.

**Forced Agent Availability** - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. The feature is key activated on an individual agent basis.

**Group Intercom Paging** - The Group Intercom All Call (GIAC) feature enables any Meridian Business Set (MBS) user (the originator) who is a member of a Group Intercom Call (GIC) group to simultaneously page up to 29 predefined MBS-equipped members of the same GIC group. Individual group members hear the page over their own set's built-in speaker and can (when required) respond to the originator.

**Multistage-Queue Status Display** - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

**Observe Agent** - Permits the supervisor position to monitor the agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

**Supergroups** - Enables multiple ACD groups, located in a single or multiple locations but served by the same ACD node (central office), to distribute calls dynamically among the separate groups based on the current available resources.

**Supervisor Control of Night Service** - Can eliminate or minimize calls left unanswered in the incoming-call queue at the onset of night service.

**3 Way Calling/Call Transfer to ACD** - Permits a supervisor to transfer a call to another agent, with or without establishing a three-way conference first.

**Transfer to In-Calls Key** - Enables the ACD agent to transfer an incoming ACD call directly to another agent's In-Calls key.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**AIRPORT TELEPHONE SERVICE (Cont'd)

## 3. FEATURES AND SERVICES

MDC CUSTOMER TERMINAL EQUIPMENT

- Attendant Console
  - Console Key and Lamp Functions
  - Console Interface
  - Console Testing
  - Performance Specifications, Technical
  - Performance Specifications, Power
  - Performance Specifications, Environmental

BASIC MDC - ATTENDANT FEATURES

- Attendant Access to Paging
- Attendant Call Park Recall Timer
- Attendant Call Selection
- Attendant Camp-On
- Attendant Conference (Maximum Six Conferees)
- Attendant Console Display
- Attendant Control of Trunk Group Access
- Attendant Locked Loop Operation
- Attendant Release Upon Completion of Dialing
- Attendant Speed Call
- Attendant to Recorded Announcement
- Attendant Transfer
- Attendant Recall
  - Stations
  - Trunks
- Call Hold
- Call Park
- Code Calling Line Termination
- Console Test
- Delayed Operation
- Interposition Calls and Transfers
- Lockout
- Maintenance and Administration Position
- (MAP) Display for Attendant Operational Measurements
- Multiple Console Operation
- Multiple Listed Directory Numbers
- Position Busy
- Secrecy
- Serial Call
- Straightforward Outward Completion
- Supervisory Console (Basic)
- Switched Loop Operation

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

BASIC MDC - ATTENDANT FEATURES (Cont'd)

- Trunk Group Busy/Trunk Group Access Control Through Special Keys Through Dialing
- Timed Recall Set to Zero
- Trouble Key on MDC Console
- Trunk Group Busy Indication
- 2-Way Splitting
- Uniform Call Distribution from Queue
- Wild Card Key

BASIC MDC - SERVICES

Access

- Common Control Switching Arrangement (CCSA) E&M Types I & II
- CO From PBX
- Enhanced Private Switched Communication Service (EPSCS)
- Electronic Tandem Network (ETN)
- Special Service Facilities

Attendant Service

- Local Consoles
- Remote Consoles

Attendant Service (Centralized, Limited - To Host and Remote Line Equipment)

Class-of-Service Restrictions

- Fully Restricted Service
- Semirestricted Service
- Toll Restricted Service
- Unrestricted Service

Code Call Access

Code Restrictions

Data Call Protection

Dial Pulse Conversion

Dial Tone Upon Trunk Seizure

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

BASIC MDC - SERVICES (Cont'd)

- Dictation Access and Control (DTMF Only)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- End-To-End Signaling
- Flexible Intercept
- Foreign Exchange (FX) Line-Analog
- Foreign Exchange (FX) Trunk, Digital 2-Way
- Hunting
- MDC Outpulsing to Plain Ordinary Telephone Service (POTS) Trunks
- MDC Quantity Control (100 Lines)
- Increase in Number of Customer Groups
- Individual Line Business Service - PBX Application
- Loudspeaker and Radio Paging Access
- Loudspeaker Paging - Line Termination
- Multicustomer Operation
- Night Service
  - Fixed
  - Flexible
- Trunk Answer from Any Station (TAFAS)
- Off-Premises Stations and Extensions
- Operational Measurements - MDC
- Service Order System
- Simplified Dialing
- Six-Port Conference Circuit Use Control
- Station-to-Station Calling
- Tandem Switching of Special Service Circuits (Senderized Operation)
- Uniform Numbering Plan Capability

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**AIRPORT TELEPHONE SERVICE (Cont'd)

## 3. FEATURES AND SERVICES (Cont'd)

BASIC MDC - STATION FEATURES

- Automatic Line
- Call Forward
  - All Calls
  - Busy
  - No Answer
- Call Hold
- Call Pickup
- Call Transfer Enhancement
- Call Waiting
- Consultation Hold
- Meet-Me Conference
- Ring Again
- Speed Call (One Short and One Long List Per Station Maximum)
  - Individual - Short List
  - Individual - Long List
  - Group - Long List
- Station Access to Paging
- Station Call Park
- Station Code Call Access
- Call Forward No Answer Interaction with 3WC
- Station Controlled Conference (Six Ports Maximum)
  
- 3-Way Conference/Transfer
  - 3-Way Conference
  - Call Transfer of Incoming Calls
  - Call Transfer of Outgoing Calls
  - Call Transfer of All Calls

MDC ENHANCED BUSINESS SERVICE - SYSTEM FEATURES

- Flexible Console Alerting

MDC ENHANCED BUSINESS SERVICE - SERVICES

- Audio Input on Incoming Calls In Queue (Attendant and Uniform Call Distribution)
- Distinctive Ringing
- Executive Busy Override (EBO)
- Intergroup Calling
- Overlap Outpulsing - MDC
- Uniform Call Distribution (UCD)

MDC STATION MESSAGE DETAIL RECORDING (SMDR) - ADMINISTRATION

- SMDR For Operator Number Identification (ONI) Lines
- ESN - Answer Supervision Generation
- Station Message Detail Recording (SMDR)

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

MDC STATION MESSAGE DETAIL RECORDING (SMDR) - NUMBER IDENTIFICATION/CHARGING

Trunk Identifier In AMA/SMDR Record

MDC STATION MESSAGE DETAIL RECORDING (SMDR) - SERVICES

ESN - Variable Types of Outpulsing on Same Call

SMDR ENHANCED - ESN

Authorization Codes

SMDR ENHANCED - MDC

Account Code/Acceptance and Recording  
Attendant Call Detail Entry  
Authorization Codes - Verification and Recording  
Direct Inward System Access (DISA)  
Separate Station Message Detail Recording (SMDR) Output  
Files For MDC SMDR and Automatic Message Accounting (AMA)  
Separate Station Message Detail Recording (SMDR) Output  
Files By Customer Group  
Authorization Code Immediate Dialing

MDC/ESN TRUNK QUEUING (FOR OUTBOUND CALLING ONLY)

Automatic Route Selection (ARS)  
Expensive Route Warning Tone (ERWT)  
Off-Hook Queuing (OHQ)  
Callback Queuing (CBQ)  
Callback Queuing (CBQ) Enhanced  
Off-Hook Queuing (OHQ) Enhanced

MDC LARGE CONFERENCE – CONFERENCE FEATURES

Attendant Conference (Large)  
Meet-Me Conference (Large)  
Station-Controlled Conference (Large)

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

MDC - VIRTUAL FACILITY GROUPS

Class 5 MDC INWATS  
Class 5 MDC OUTWATS  
Off-Hook Queue. Callback Queue for OUTWATS Virtual Facility Groups (VFG)

MDC - ATTENDANT CONSOLE MEASUREMENT

Dynamic Attendant Console Measurements

MDC - PRESET CONFERENCE

Preset Conference

MDC - PRIORITY CONSOLE ALERTING

Attendant Console Immediate Alerting

MDC - CUT-THROUGH DIALING

Cut-Through Dialing

BUSINESS SET FEATURES

Auto Answer Back  
Feature Code Access  
Listen On Hold  
Make Set Busy  
Malicious Call Hold

ENHANCED BUSINESS SET SERVICES

Call Park Recall ID  
Enhanced MADN Call Control  
Individual Page from Group Intercom  
\*66 Busy Number Redial Associated with Set  
Make Set Busy Except Group Intercom  
Originating/Terminating Line Select  
Privacy Release Conference Control <sup>1</sup>  
Ring Again on Idle Meridian Business Sets <sup>2</sup>

<sup>1</sup> This feature requires dedicated conference circuits which will involve additional charge to the customer.

<sup>2</sup> Business Group Option



**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

ENHANCED BUSINESS SET SERVICES II

Access Feature Group Enhancement  
Access Feature Grouping  
Call Forward-Busy/No Answer/Split  
Call Forward - Remote Activation  
Direct Station Selection  
Do Not Disturb  
Enhanced Service Order  
Interactive Display For  
    Meridian Business  
Group Intercom Paging  
Meridian Business Set Power  
    Feature-Name Programming  
Multiple Executive Message Waiting  
    Keys for Directory Number  
Music-On-Hold for EBS  
Recorded Announcement-Custom  
Repeated Alert  
Reset Dialing for Direct Inward  
    System Access  
Second and Third Recorded Announcement-  
    Custom  
Secondary MADN Call Forward  
Service Order Simplification  
    for Hunt Groups  
Station Camp-on for Meridian  
    Business Sets  
3 Way Calling/Call Pickup  
    Interaction

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

REAL-TIME STATION MESSAGE DETAIL RECORDING (VIA DNC50) SERVICE

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICES

BASIC AUTOMATIC CALL DISTRIBUTION (ACD) FEATURES

- ACD Call Agent
- ACD Agent Key
- ACD Overflow of Enqueued Calls
- ACD Called Name/Number Display
- Night Service
- Call Delay Announcement
- Music on Queue
- ACD Call Supervisor Key
- Call Source Identification
- ACD Incalls Key
- Attendant Console to ACD
- Incoming Call Priority
- Incoming Call Queue
- Agent Queue
- ACD Agent Login Enhancement
- ACD Directory Numbers
- Agent Status Lamp
- Abandoned Call Clearing
- ACD Call Forcing
- ACD Not Ready Key
- Display Queue Status Key
- ACD Queue Status Lamps
- Automatic Overflow
- Three-Way Call
- Call Transfer to ACD

ADVANCED AGENT FEATURE PACKAGE FEATURES

- ACD Overflow of Enqueued Calls
- ACD Multiple Line of Business Codes
- Call Transfer with Time
- Emergency Alerting
- Emergency Alerting Enhanced
- Transfer to In-Calls Key

Available with Business Sets:

- ACD Walkaway/Closed
- Called Name/Number Display
- Call Source Identification
- Call Supervisor
- Multistage-Queue Status Display

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

3. FEATURES AND SERVICES (Cont'd)

AUTOMATIC CALL DISTRIBUTION (ACD) SERVICES (Cont'd)

SUPERVISOR FEATURE PACKAGE FEATURES

- Answer Agent
- Call Agent
- Controlled Interflow
- Emergency Answer
- Emergency Answer Backup
- Forced Agent Availability
- Observe Agent
- Supervisor Control of Night Service
- 3 Way Calling/Call Transfer to ACD

Available with Display Sets:

- Called Name/Number Display
- Call Source Identification
- Display Agents Summary
- Display Queue Status

OPTIONAL FEATURES

- ACD Secondary Directory Number
- Additional Queue Slots
- Supergroups
- Call Center Manager
- Call Center Reporting

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) FEATURES

- \*66 Busy Number Redial Redial and Automatic Call Return
- Anonymous Call Block
- Call Trace
- Calling Number Identification
- Cancel Calling Number Delivery
- Special Call Acceptance
- Special Call Forward
- VIP Alert

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**AIRPORT TELEPHONE SERVICE (Cont'd)

## 4. RATES AND CHARGES

Airport telephones extended beyond the airport service rate area are not included in number of stations to determine rate applicable for Airport Telephone Service.

Airport telephones extended beyond the airport service rate area that terminates at the same secondary location do qualify for ATS rate treatment at the secondary location.

Station Feature Changes (i.e., number change, custom calling, call pick up, etc.), requested after initial installation, will require the application of a business secondary service order charge. Up to 10 feature changes per service order.

Airport Telephone Service (Access To: ATS/EMS TOLL)

	<u>Monthly Rate</u>
Rotary and/or Nonrotary Number Stations	
ATS Stations Ordered or Established Prior to July 27, 1983:	
First 10, each	\$46.55
Next 90, each	\$23.30
Next 200, each	\$13.80
All others, each	8.05
Additional Station, each	6.00
ATS Stations Ordered or Established After July 27, 1983:	
First 10, each	\$43.85
Next 90, each	\$20.60
Next 200, each	\$13.10
All Others, each	\$5.35
Additional Station, each	\$6.90

See Section 13 for applicable service charges.

Feature Changes <sup>1</sup>

Station Feature Changes for Airport Telephone  
Service (Up to 10 Feature Changes Per Service Order)

<sup>1</sup> Business Secondary Service Order Charge in Section 13 applies.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

4. RATES AND CHARGES (Cont'd)

Airport Intercommunications Telephone Service (Restricted)

	<u>Monthly Rate</u>
Airport Intercommunications Telephone Service.	\$10.50
Additional Station, each	6.90

Note 1: Airport Intercommunications Telephone service is not included in number of stations to determine rate applicable for Airport Telephone Service.

Note 2: Rotary Airport Intercommunications Telephone service is available in two-line rotary groups only at the above rate. Requests for Airport Intercommunications Telephone service in rotary groups over two lines will be on Special Assemblies of Equipment basis.

	<u>NRC</u>	<u>Monthly Rate</u>
<u>Enhanced Business Set Services</u>	\$620.00	\$55.00
<u>Enhanced Business Set Services II</u>	<u>NRC</u> <sup>1</sup>	
Access Feature Group Enhancement, per customer group		\$32.00
Access Feature Grouping, per customer group		\$32.00
Direct Station Selection, per customer group		\$32.00
Interactive Display for Meridian Business Sets, per line <sup>2</sup>		\$0.50
Group Intercom Paging for Meridian Business Sets, per station		\$0.50
Meridian Business Set Power Feature-Name Programming, per customer group		\$32.00
Multiple Executive Message Waiting Keys for Directory Number, per customer group		\$32.00
Repeated Alert, per line		\$0.25
Reset Dialing for Direct Inward System Access, per customer group		\$40.00
Service Order Simplification for Hunt Groups, per customer group		\$80.00
Station Camp-on for Meridian Business Sets, per customer group		\$32.00
3 Way Calling/Call Pickup Interaction, per customer group		\$0.00
Call Forward-Remote Activation, per line		\$0.25
Call Forward-Busy/ No Answer/Split, per line		\$0.25
Do Not Disturb, per line		\$0.75
Enhanced Service Order, per line	\$1.00 <sup>3</sup>	\$0.25
Music-On-Hold for EBS, per line <sup>4</sup>		\$0.50
Recorded Announcement- Custom	\$145.00 <sup>3</sup>	\$40.00
Second and Third Recorded Announcement-Custom	\$50.00 <sup>3</sup>	\$35.00
Secondary MADN Call Forward, per line		\$0.25

<sup>1</sup> Secondary Service Order Charge from Section 13.

<sup>2</sup> Maximum MRC per business group is \$35.00.

<sup>3</sup> In addition to Secondary Service Order Charge from Section 13.

<sup>4</sup> The Telephone Company provides the music source.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**AIRPORT TELEPHONE SERVICE (Cont'd)

## 4. RATES AND CHARGES (Cont'd)

	<u>NRC</u> <sup>1</sup>	<u>Monthly Rate</u>
<u>Real-Time Station Message Detail Recording (Via DNC50)</u>	\$1,300.00	\$141.00
<u>Automatic Call Distribution (ACD)</u>		
Basic ACD, per line (feature detail)	\$50.00	\$30.00
ACD Management Information System (MIS) Data Stream, per MIS System <sup>1</sup>	\$90.00	\$95.00
Advanced Agent Feature Package <sup>2</sup> per ACD Group	\$25.00	
per ACD Line		\$5.00
Supervisor Feature Package, per Line	\$10.00	30.00
<u>Optional Features</u> <sup>2</sup>		
Secondary Directory Number, per Number	N/A	\$2.00
Additional Queue Slots per System	\$25.00	
per Slot		\$2.50
Supergroups	\$50.00	\$25.00
Call Center Manager (CCM) <sup>3</sup>		
1st CCM	\$75.00	\$200.00
2nd CCM	75.00	150.00
3rd & Subsequent CCM	75.00	125.00
Call Center Reporting <sup>3</sup>		
per customer	100.00	
per agent		15.00

<sup>1</sup> A Full Duplex Data Channel is required. Refer to the Southwestern Bell Private Line Tariff for rates.

<sup>2</sup> Customers will be required to have Basic ACD before they can subscribe to either the Advanced Agent Feature Package or the Optional Features.

<sup>3</sup> In addition to the rates for Call Center Manager, the customer must purchase one copy of Perimeter workstation software per Call Center Manager, one modem per Call Center Manager, a four-wire analog data circuit from the serving central office to the customer's premises, and data processing equipment including, but not limited to, a 486 personal computer, monitor, and printer.

<sup>4</sup> In addition to the rates for Call Center Reporting, the customer must provide the fax machine and appropriate telephone line.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

AIRPORT TELEPHONE SERVICE (Cont'd)

4. RATES AND CHARGES (Cont'd)

	<u>NRC</u> <sup>1</sup>	<u>Monthly Rate</u>
<u>CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)</u>		
*66 Busy Number Redial Redial and Automatic Call Return, per line		\$0.35
Call Block, per line		\$2.25
Call Trace, per occurrence	\$10.00 <sup>2</sup>	
Calling Number Identification <sup>3,4</sup>		
2 - 25 lines, per line		\$3.00
26 - 50 lines, per line		\$2.00
51+ lines, per line		\$1.00
Cancel Calling Number Delivery		No Charge
Special Call Acceptance, per line		\$3.00
Special Call Forward, per line		\$2.35
VIP Alert, per line		\$2.65

<sup>1</sup> Secondary Service Order Charge from Section 13.

<sup>2</sup> At its option or upon receipt of a proper request from a law enforcement agency, the Telephone Company will set up a temporary tracing arrangement at no charge to the customer when in the judgement of the Telephone Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property and the customer has not subscribed to Call Tracing Service or subscription to Call Tracing Service is not a suitable solution.

<sup>3</sup> If the customer has Meridian Business Sets (MBS), charges must be applied to all MBSs in the business group.

<sup>4</sup> Maximum MRC per business group is \$200.00.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****DIAL IT SERVICE****GENERAL**

Dial It Service consists of service and facilities for customer provided announcements or interactive programs. This service enables a caller, for a charge, to dial a telephone number and receive a Dial It Service sponsor's message. Each completed call originated within the Dial It Service calling area will be at a set charge to the caller. The Dial It Service calling area encompasses the following Frontier exchanges which have the capability to place a local call to a 976 Service telephone number or Special Prefix Dial It Service (SPDIS) telephone number.

Carrollton	Keller	Garland	Lewisville	Rowlett
Grapevine	D/FW Airport	Irving	Piano	Wylie

The term Dial It Service includes both 976 Service and SPDIS.

**DEFINITIONS**

A "sponsor" is an information provider who subscribes to an access line pursuant to this Price Guide. A caller to a Dial It Service number is a "client" of the sponsor.

An "interactive program" is a program whereby a caller through the use of a touch call pad or similar device can communicate with the sponsor's equipment for the purpose of selecting a particular announcement.

**976 SERVICE**

976 Service is designated for those Dial It Service programs which Frontier determines meet the terms and conditions of its billing and collection contract for Dial It Service. 976 Service consists of a serving arrangement which enables sponsors to provide recorded announcements or recorded interactive programs to sponsor's clients. 976 Service is not to be used for the delivery of non-recorded messages.

**SPECIAL PREFIX DIAL IT SERVICE (SPDIS)**

Special Prefix Dial It Service is available to those Dial It Service programs which Frontier determines do not meet the terms and conditions of its billing and collection contract for Dial It Service. SPDIS consists of a serving arrangement which enables sponsors to provide live or recorded announcements and interactive programs.

SPDIS will be provided to a client on a subscription basis only. The client must file a written request with the Telephone Company in order to access SPDIS. A client may not choose one or more specific SPDIS telephone numbers to access; subscription to SPDIS provides access to all SPDIS telephone numbers. In central offices which are incapable of providing SPDIS on an individual line basis, SPDIS will not be offered to customers served by those central offices.



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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**DIAL IT SERVICE (Cont'd)

## SPECIAL CONDITIONS

Billable calls must originate within the Dial It Service calling area.

If the Telephone Company has reason to believe that permitting the commencement or continuation of Dial It Service under this Price Guide schedule is adversely affecting the Telephone Company's ability to provide complete or maintain the level of or quality of its other services to its other subscribers, the Telephone Company may refuse to provide Dial It Service or may discontinue providing such service. unless in the judgment of the Telephone Company, an emergency condition exists or is threatened, the Telephone Company shall give 24 hours notice of discontinuance. Where such emergency condition exists or is threatened, the Telephone Company shall give notice of discontinuance as promptly as reasonably possible.

Dial It Service shall not be used for unlawful purposes or in an unlawful manner.

Dial It Service sponsorship of any particular announcement or interactive program shall not preclude the Telephone Company from providing service to another Dial It customer sponsoring the same or similar announcement or program.

The Dial It Service sponsor shall indemnify and defend the Telephone Company against and hold the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability in law or inequity of every kind and nature whatsoever, including attorney fees, arising directly or indirectly from material transmitted, and from any act or omission of the sponsor or caller while using or attempting to use said service and facilities.

One directory listing per announcement or program will be furnished without charge in each directory within the exchange from which service is provided.

Each directly dialed call will be at a predetermined amount established by the sponsor.

Calls will not be permitted from the following types of services:

- Party Line Service
- Services with Selective Class of Call Screening
- Coin/Coinless
- Operator handled Calls
- Services with 976 Call Restriction as defined in this Price Guide

Third party calls billed to Dial It telephone numbers and collect calls to Dial It numbers will be denied. All calls to a Dial It Service telephone number from WATS and all calls requiring Telephone Company operator assistance or handling will be denied. The Telephone Company will restrict all calls to Dial It Service telephone numbers from hotel/motels when the hotel/motel can be defined as such and when equipment and conditions allow such restrictions.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****DIAL IT SERVICE** (Cont'd)**SPECIAL CONDITIONS** (Cont'd)

The length of each message shall not exceed 60 seconds or one complete cycle of a 60 second message unless otherwise stated and agreed upon by the customer and Telephone Company. Total length of a message shall never exceed 300 seconds. If the agreed upon message length is more than 60 seconds, the Dial It sponsor will pay the additional time rate. The sponsor must notify the Telephone Company whenever the message length is to be increased or decreased.

If the message length is longer than that agreed upon, the Telephone Company may terminate the service, only after written notification is given to the sponsor.

Within 10 days of the effective date of this Price Guide, the sponsor is required to include a statement on the program stating the per call charge for a local call to the Dial It Service number. If the price advisement is at the end of the message, it shall commence not longer than one second after the end of the message.

If there is a cross-promotion to another Dial It Service program, including a cross-promotion with a parental admonition, at the end of the message, the price advisement shall occur before the cross-promotion and no longer than one second after the end of the message.

All Dial It Service programs or cross-promotions which can be reasonably assumed to be directed exclusively toward minors and which contain an inducement or "teaser" to call back shall include an admonition to seek permission of a parent or legal guardian before calling back and shall indicate the specific charges that are involved in making another call.

All Dial It Service programs containing a cross-promotion to another Dial It Service program shall include an announcement of the price of the cross-promoted Dial It Service call. 976 Service sponsors and/or Special Prefix Dial It Service sponsors shall not directly or indirectly utilize automatic dialing and announcement devices for cross-promotions or references to any sponsor-provided information service where a caller will incur a charge to place the call.

The sponsor has no property right in any number or central office designation assigned by the Company in the furnishing of Dial It Service.

Upon termination of Dial It Service by the sponsor, Frontier may immediately reassign the number, at its sale discretion, if the sponsor has not instituted Commission or judicial proceedings on or before the 10th day following termination. If the sponsor initiates any such proceedings, Frontier may not reassign the number until a final decision is made following exhaustion of any and all legal remedies.

The sponsor provided automatic announcement equipment will be of a design which automatically disconnects after playing out one full cycle of the message.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****DIAL IT SERVICE** (Cont'd)**SPECIAL CONDITIONS** (Cont'd)

The following services are not available with Dial It Service: Vacation Rates, Installment Billing, Custom Calling Features.

Noncompliance with the rules and regulations in this Price Guide may result in disconnection of the sponsor's service after proper notice. (1) The notice shall state the basis for the non-compliance, shall cite the specific Price Guide provision(s) upon which the Company is relying and shall indicate that disconnection will occur 10 days after receipt of notice unless compliance with the Price Guide is accomplished. The notice, properly postpaid and addressed, shall be sent by certified mail, return receipt requested, and concurrently by first-class mail. The notice sent by first-class mail shall be presumed to be received on the third day after posting. The receipt of notice date will be the date reflected on the signed certified mail receipt returned to the Company, or, if not returned, the presumed date of receipt of the first-class mailing.

Service will be disconnected immediately upon the sponsor's violation of any Price Guide rule or regulation within six months of notice to the sponsor for a previous violation of the same nature.

The Telephone Company will perform billing and collection service for 976 Service sponsors.

A one-month minimum billing period is required for Dial It Service.

The SPDIS sponsor shall be responsible for its own billing and collection. At the request of the SPDIS sponsor, the Company will provide, pursuant to contract, billing information which includes: (1) Calling telephone number (2) Date of call (3) Time of call (4) Billing name and address of caller. Non-published telephone numbers will not be provided.

**SPONSOR OBLIGATION**

The sponsor will provide continuous and uninterrupted service.

The sponsor is responsible for the preparation and provision of all announcements or interactive programs, all necessary customer premises equipment, the contents of the announcements or interactive programs, and the quality of speech or sounds of the announcements or interactive programs.

The sponsor understands and agrees that all announcements and programs must comply with the Federal, State and Local laws, rules and regulations.

Each sponsor advertisement, publication or other communication containing the Dial It Service telephone number to be called shall designate the set per call rate. This information must also be made verbally when advertised on television or radio. For SPDIS, such information shall also designate that the telephone number can only be accessed through a subscription basis.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****DIAL IT SERVICE** (Cont'd)**SPONSOR OBLIGATION**

If a sponsor advertises this service, this advertising shall commence by the date service begins or by-the implementation date of a sponsor's selected price change.

In all advertising and promotions which can be reasonably assumed to be directed towards minors the sponsor shall prominently display in printed media or verbally state it radio and television media that the consent of parent or legal guardian should be obtained before a call is made.

The sponsor shall not mention or refer to Frontier in any of its advertising.

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

The sponsor assumes all financial responsibility for all costs involved in providing announcements or interactive program services including, but not limited to, the customer premises equipment, production and development of the announcement or interactive program, advertising and promotional expenses.

Lines associated with this service are restricted to incoming calls only, at applicable rates and charges. These lines are to be used exclusively for Dial It Service.

The sponsor is required to subscribe to as many additional access lines, restricted to incoming calls only, as in the judgment of the Telephone Company are required to adequately handle calls without impairing the service to others. The Company will provide adequate notice and proof to the sponsor that additional lines are needed before installation of such lines.

The sponsor assumes, according to other specific rates and charges under Price Guide, all financial responsibility for all facilities required to connect its equipment to the central office which serves the particular prefix code used for Dial It Service.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT****DIAL IT SERVICE** (Cont'd)**COMPANY OBLIGATION**

The Telephone Company will provide billing and collection service to the 976 Service sponsor. The Telephone Company will bill the 976 Service sponsor's clients for all directly dialed calls originated within the Dial It Service calling area which are completed to the announcement or program from flat and measured rate access lines. All 976 calls will be placed on a separate page from other calls and the following information shall be printed on that page.

The customer is obligated to pay for 976 calls but basic local service cannot be disconnected for non-payment of such charges (2) Non-payment will result in mandatory call blocking of 976 Service, which may carry a \$7.00 one-time charge (3) If the account is not paid, it may be turned over to a collection agent by the information provider (%) An 800 number is available-for the customer to discuss 976 service <sup>1</sup>.

For Dial It calls placed from a telephone number that subscribes to measured service, the Dial It call rate only is applicable.

Credit to the sponsor on the monthly rate will be granted only when Dial It Service is interrupted for 24 or more consecutive hours.

The Telephone Company reserves the right to provide to the general public, upon specific request, the complete business address and business telephone number of the sponsor in response to inquiries and comments.

The Telephone Company will not provide billing and collection service for the SPDIS sponsor.

The Company shall provide to the sponsor a monthly report of the number of calls to each Dial It Service number which will serve as the sole document upon which charges will be assessed to the sponsor.

The Company will not be liable for any incorrect calculations of completed calls which result from damaged tapes or program failures.

<sup>1</sup> Items 1-4 preceding will be implemented immediately upon completion of necessary changes to the Company billing system.

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**14. MISCELLANEOUS SERVICE AND EQUIPMENT**DIAL IT SERVICE (Cont'd)

## 976 CALL RESTRICTION

976 Call Restriction is a central office service which will restrict certain local and long distance calls to the 976 prefix. Directly dialed calls which would be carried from origination to completion on the Telephone Company's network will be restricted and directed to a central office announcement. Calls which utilize the service of other carriers cannot be restricted.

976 Call Restriction will additionally block 900 Information Access Service. However, only one nonrecurring charge will apply <sup>1</sup>.

This service is offered in conjunction with residence and business lines/trunks, including lines associated with Centrex and other central office based services. 976 Call Restriction will be provided in conjunction with other Centrex and central office based services on an individual case basis.

976 Call Restriction is offered subject to the capability of the central office. In central offices where the capability does not exist to provide individual customer line blocking of 976 Service, 976 service will not be offered.

If charges for 976 Service Calls are unpaid by the caller, the Company may elect to equip the customer's line with 976 Call Restriction.

## 976 CALL RESTRICTION - RATES

The following rates are applicable to residence and business customers including those customers with Centrex and central office based services for which 976 Call Restriction is established on an individual case basis. These charges will be waived under the following conditions:

1. When a residential or business customer initially requests that 976 Call Restriction be established for local exchange service <sup>2</sup>.
2. When the customer requests that 976 Call Restriction be provided on the same service order as the establishment of new local exchange service. For the purpose of determining the applicability of the nonrecurring charge, transfer of service into the Frontier 976 calling area from outside the area will be treated as new service.
3. When a customer who currently has 976 Call Restriction requests the transfer of service and re-establishment on the same service request.

	<u>Nonrecurring Charge</u>
Customer requested 976 Call Restriction, per line/trunk equipped <sup>3</sup>	\$2.25
Mandatory Application 976 Call Restriction, per line/trunk equipped <sup>3</sup>	\$2.25

<sup>1</sup> See Section 14 for 900 Call Restriction.

<sup>2</sup> This waiver also applies when the provision of 976 Call Restriction is initiated by the Company.

<sup>3</sup> The \$2.25 charge for 976 Call Restriction will only apply to those customers who order 976 Call Restriction or who are provided mandatory 976 Call Restriction after the "free" initial application of the service.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

DIAL IT SERVICE (Cont'd)

RATES

Applicable to the 976 Sponsor

	<u>NRC</u>	<u>Monthly Rate</u>
Initial establishment of 976 Service on the same service order, per announcement or interactive program	\$1,000.00	-
Any change in established call rate or length per announcement or interactive program	100.00	
976 Access lines, each line	1	\$26.45 <sup>2</sup>
Moves and Changes	1	-

Transport, Billing and Collection of Calls:

<u>Sponsor Established Call Rate</u>	<u>Initial 60 Seconds</u>	<u>Rate Per Mes.sage Each Add'1 30 Seconds or fraction thereof</u>
\$0.20 to \$0.55 (in \$0.05 increments)	\$.19	\$.03
\$0.60 to \$1.20 (in \$0.05 increments)	.30	.03
\$1.25 and over (in \$0.25 increments)	.50	.03

Calls for which a remittance is made to the 976 customer:

Directly dialed calls originated within the 976 calling area from flat and measured rate access lines.

A predetermined amount established by the 976 customer. (The amount must be at least equal to the transport and billing rates.)

<sup>1</sup> Applicable Service Charges in Section 13 of this Price Guide.

<sup>2</sup> In addition to Rotary Hunting Line Charge.

**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

DIAL IT SERVICE (Cont'd)

RATES (Cont'd)

Applicable to the SPDIS Sponsor

	<u>NRC</u>	<u>Monthly Rate</u>
Initial establishment of SPDIS Service on the same service order, per announcement or interactive program	\$250.00	-
Any change in length per message	100.00	
SPDIS Access lines, each line	1	\$26.45 <sup>2</sup>
Moves and Changes	1	-
Transport and Recording of Calls:		
	<u>Initial 60 Seconds</u>	<u>Rate Per Mes.sage Each Add'1 30 Seconds or fraction thereof</u>
Rate Per Call	\$.20	\$.05

A \$7.00 nonrecurring charge will apply per line/trunk for residence and business customers in a particular Dial It Service Calling area who request Special Prefix Dial It Service. The nonrecurring charge will be billed to the client.

The \$7.00 nonrecurring charge per line will be waived for Special Prefix Dial It Services under the following conditions:

When a customer initially requests that SPDIS be established for local exchange service within an existing Dial It Calling area.

When a customer who currently has Special Prefix Dial It Service requests the transfer of service and re-establishment of Special Prefix Dial It Service on the same service order.

When a customer initially requests that Special Prefix Dial It Service be established for local exchange service after the introduction of SPDIS in new market areas.

<sup>1</sup> Applicable Service Charges in Section 13 of this Price Guide.  
<sup>2</sup> In addition to Rotary Hunting Line Charge.



**14. MISCELLANEOUS SERVICE AND EQUIPMENT**

DIAL IT SERVICE (Cont'd)

RATES (Cont'd)

Provision of Billing Information to the SPDIS Sponsor

At the request of the SPDIS Sponsor the Company will provide billing information which includes (1) Calling Telephone Number (2) Date of Call (3) Time of Call and (4) Billing Name and Address of Caller.

In order for a SPDIS sponsor to obtain the billing information described above, it will be necessary for the sponsor to enter into a contractual agreement with Frontier regarding the manner in which the information may be used.

Billing Information Charges

Monthly Rate

\$205.00

Nonrecurring Charge

\$500.00

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## 15. ADDITIONAL EXCHANGE ACCESS

### GENERAL

Additional exchange access will be provided in connection with all classes of local exchange service, excluding public coin telephone service, at the rates and charges specified for the telephone utilized in the Miscellaneous Service and Equipment section of this Price Guide.

Additional exchange access must be located on the same premises of the customer on which the main line is located and are restricted to the use of the customer, his representatives and associates or to members of the customer's immediate family or domestic establishment; except that in the case of individual line service, additional exchange access may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit:

Individual line business additional exchange access: Where two or more premises of the same customer are used in the conduct of one establishment or business; or

Individual line residence or business additional exchange access: Where the additional exchange access is located on other than the customer's premises for the purpose of answering calls at such times as the customer is not available at the main line. Separate local exchange service is required on these other premises. A customer may have additional exchange access at their temporary location while remodeling at the permanent location or similar reasons for a period that will normally not exceed 90 days. Time extensions may be granted based upon circumstances in each individual case but in no case may such arrangement be permanent. Separate local service is not required in this instance.

Additional exchange access facilities are subject to "Mileage Charges" shown in this section of the Price Guide, computed airline from the main line.

The number of additional exchange access facilities which may be permitted with any main line is limited to such number as, in the judgment of the Telephone Company, will not interfere with the efficient operation of the service.

Separate telephone numbers or any other distinctive designations are not assigned to additional exchange access facilities.

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## 15. ADDITIONAL EXCHANGE ACCESS

### DEFINITION

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

Following are the various types of additional exchange access service offered by this Telephone Company:

Business Additional Exchange Access - are those associated with and having full access to the business main line service.

Residence Additional Exchange Access - are those associated with and having full access to the residential main line service.

Off-Premises Additional Exchange Access - is associated with individual-line service only and having full access to the same main line service with which it is associated subject to the conditions specified in this section.

Detached Additional Exchange Access - is associated with foreign exchange service only.

Secretarial Answering Service - arrangements will be provided as outlined in other sections of this Price Guide. The service is provided only for individual-line customers.

Private Branch Exchange Additional Exchange Access - is associated with PBX stations and having full access to the same service as the PBX station subject to conditions specified in this section.

Rural Service Additional Exchange Access - will be furnished within the Exchange Area Boundary provided they are located on the same premises as the associated main line.

Residential Additional Exchange Access to Other Households - on same or other premises will be furnished only for answering purposes. Separate local access service is also required on those other premises.

Residential Additional Exchange Access to Other Buildings - on the same premises will be furnished only for use by the customer, his family, employees, or persons residing in the customer's household as a member of the family unit.

Service Station Additional Exchange Access - will be provided at the applicable rate for the class of service.

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## 15. ADDITIONAL EXCHANGE ACCESS

### APPLICATION OF RATES

The monthly rates for additional exchange access are provided on Sheet 5 of this section of the Price Guide.

Service charges as specified in the Service Charge Section of this Price Guide may apply to additional exchange access.

Business rates apply to the entire service if the use of the service at either the main line or the additional exchange access line(s) connected thereto is primarily of business character.

### MILEAGE RATES

#### ADDITIONAL EXCHANGE ACCESS LINE MILEAGE

Additional exchange access line mileage charges are applicable in connection with additional exchange access and private branch exchange stations not located in the same building as the main line.

Additional exchange access line mileage charges will apply to additional exchange access lines and private branch exchange station lines terminating in a multiline telephone system, even though no station is directly associated with the line.

Additional exchange access line mileage charges are applicable to circuits furnished in connection with certain items of miscellaneous equipment as specified in other sections of this Price Guide.

### BELLS-(RINGERS)

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

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

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

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

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

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

**15. ADDITIONAL EXCHANGE ACCESS**

BELLS-(RINGERS) (Cont'd)

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

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

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

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

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

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

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

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>	<u>3-Year Minimum Terminating Liability</u>
Loop Extender *, each	\$25.00	\$5.35	-
Bridge Lifter *, each	\$3.00	\$0.40	-
VF Repeater *, each	\$25.00	\$10.25	-
Long Line Adapter *, each	\$25.00	\$8.75	-
Conference Bridge - Required when five or more loops are being bridged:			
Common Equipment for 20 lines	-	\$110.00	\$3500.00
Line Equipment per line	\$25.00	\$10.65	-

(\*) Service is not available in all fiber exchanges, as noted in Section 5 of this Price Guide, or in areas within an exchange where only fiber access is provided.

**15. ADDITIONAL EXCHANGE ACCESS**

MILEAGE RATES

Rate Per  
Month

Additional exchange access (Also applies to PBX and PABX Telephones)

Between points not in the same building nor on the same premises, but in the same central office area as the main access line, computed airline between the location of the main access line and the off-premise additional telephone location, per 1/4 mile or fraction thereof <sup>1, 2</sup>

All Exchanges 1/4 EXT MI \$2.13

**OFF PREMISES PABX STATIONS AND PABX ADDITIONAL STATIONS**

In addition to applicable mileage charges for off-premises PABX Stations and additional PABX Stations, special loop treatment will apply due to more stringent loss design requirement over regular off-premises telephone service.

Division T&P Engineering will advise as to what equipment is used when the following arrangements are used.

<u>Special Loop Treatment *</u>	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
Loop Extender, each	\$25.00	\$5.35
Bridge Lifter, each	\$3.00	\$0.40
VF Repeater, each	\$25.00	\$10.25
Long Line Adapter, each.	\$25.00	\$8.75

<sup>1</sup> Special Loop Treatment charges also applies for off-premise PABX stations and off-premise PABX additional stations.

<sup>2</sup> When multiple central offices are required, except for off-premise PABX stations, these rates pertain only to the portion from the serving (foreign) central office to the location of the extension. A local loop will apply at both ends from the Central Office to the customer location for off-premise PABX stations. Foreign switching office service rates from Section 19 would also apply between the central offices.

(\*) Service is not available in all fiber exchanges or in areas within an exchange where only fiber access is provided.

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**16. CUSTOM CALLING SERVICES****GENERAL**

Custom Calling Service is furnished only in connection with individual line service.

Other facilities, miscellaneous and supplemental equipment, requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this Price Guide.

Call Waiting is not offered with rotary hunting lines. Call Forward can be provided on rotary hunting lines and the manner in which it functions will be reviewed with each customer. Nonrotary hunting key lines will be considered as regular business lines for custom calling service purposes.

Except as specifically provided herein, Custom Calling Services are subject to the regulations, rates and charges applicable to other types of customer service. Custom Calling Services rates and charges are in addition to the basic rates and charges for the service with which it is associated.

Custom calling service is furnished subject to availability of facilities and central office capability and subject to limitations of such equipment.

Flat rate services equipped for Call Forward are assessed regular long distance message charges for each call transferred on a long distance basis.

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## 16. CUSTOM CALLING SERVICES

### SERVICE CHARGE APPLICATION

Upon conversion of a "Stored Program Control" switch in an exchange or during special promotional offerings, a 90 day grace period will follow to allow those customers wishing to subscribe to custom calling features without application of service charges.

For a 60 day period after a customer establishes service, a customer may add SmartCall services including Flexible Packaging, without incurring service order charges.

### SATISFACTION GUARANTEE

If at anytime the customer notifies Frontier that he/she is not satisfied with the Custom Calling or CLASS Services, the customer will be entitled to a full refund on one (1) month's monthly recurring charge (MRC). If the subscription period is less than 30 days, the amount of the refund will be prorated for the appropriate portion of the monthly recurring charge. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Frontier will also disconnect the Custom Calling Service which does not satisfy the customer.

### FEATURES

Custom Calling Services are optional telephone service arrangements which provide one or more of the following features:

#### Call Forward

##### Basic Call Forward

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing \*72 and the number to which calls are being forwarded to.

##### 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.

##### 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.

##### 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.



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## 16. CUSTOM CALLING SERVICES

### FEATURES (Cont'd)

#### Call Forward (Cont'd)

##### Call Forward – Multipath

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

#### Call Waiting/Cancel Call Waiting

An arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

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

#### 3 Way Calling

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. The pay per use charge is activated irrespective of whether the call is completed or not.

#### Speed Call

Enables a customer to place calls to other telephone numbers by dialing a one-or two-digit code rather than the complete telephone number. Customers may subscribe to 30 on the same line.

#### Toll Control

Prevents unauthorized persons from making calls to toll points. In certain type offices, customers with the Toll Control feature will be able to make toll calls utilizing a "Toll Control Code;" however, some offices do not have the capability of utilizing Toll Control Codes. Without the Toll Control Code, customers with the Toll Control feature will not be able to access "1+" numbers or operator assisted numbers ("0+" and "0-"). The Toll Control feature is offered with Tel-Teen Service only.

**16. CUSTOM CALLING SERVICES**RATES

## INDIVIDUAL SERVICES

	Monthly Rate		Per Activation	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
Basic Call Forward	\$11.25	\$11.49		
Call Forward Busy		\$7.00		
Call Forward Busy/No Answer	\$8.75	\$8.50		
Call Forward No Answer		\$8.50		
Call Forward - Multipath	\$4.50	N/A		
Call Waiting/Cancel Call Waiting	\$17.00 (1)	\$11.49		
3-Way Calling	\$10.99	\$11.49	\$2.50 <sup>1</sup>	\$3.50 <sup>1</sup>
3-Way Calling more than One Feature 2	\$2.50	N/A		
Speed Call 30	\$6.00	N/A		

<sup>1</sup> Maximum charge of \$14.25 per month.

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## 16. CUSTOM CALLING SERVICES

### CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS)

#### General

Custom Calling Local Area Signaling Service (CLASS) is a group of Feature Pack Service features offered to single line residential and single line business customers subscribing to one party local exchange service.

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

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

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

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

#### Description

##### \*69 Call Return

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

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

##### \*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 charge.

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**16. CUSTOM CALLING SERVICES****CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)**

Description (Cont'd)

**Priority Call**

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.

**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.

**Selective Call Forward**

An arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Special Call Forward is activated, only calls from the prespecified numbers will be forwarded.

**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.

**Selective Call Acceptance**

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

**Enhanced 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. Enhanced Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Enhanced Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

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**16. CUSTOM CALLING SERVICES**CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

Description (Cont'd)

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.

Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

Anonymous Call Block/Rejection (ACR)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "\*77" ("1177" on rotary phones) and can be deactivated by dialing "\*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

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**16. CUSTOM CALLING SERVICES**CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

Description (Cont'd)

Call Waiting ID

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

Remote Call Forward (RCF) Service

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.

## 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.

Complete Blocking - Per Line

A service which allows a single-line customer to make all calls with the delivery of their calling number identification marked as "private" to all outgoing calls placed over the specified line. In conjunction with \*69, the terminating central office will recognize the "private" marking and prevent telephone number announcement and call completion to callers using \*69 Call Return service. Where facilities permit, complete blocking customers may unblock the calls on a per call basis by dialing an access code immediately prior to placing a call.

**16. CUSTOM CALLING SERVICES**CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

## RATES

	Monthly Rate *		Per Activation	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
*69 Call Return, per line	\$6.25	\$10.99	\$2.50	\$3.50
*66 Busy Number Redial	\$5.00	\$10.99	\$2.50 <sup>2</sup>	\$3.50 <sup>2</sup>
Priority Call	\$4.00	\$6.00		
Distinctive Ring	\$11.50	\$10.99		
Selective Call Forward	\$6.00	\$6.25		
Selective Call Rejection,	\$5.00	\$6.00		
Selective Call Acceptance	\$5.00	\$6.00		
Enhanced Call Forward				
Existing Number	\$10.00			
Personal Number	\$27.50			
Enhanced Call Forward with Call Manager				
Existing Number	\$12.35			
Personal Number	\$29.25			
Special Call Waiting	\$3.00	\$4.50		
Call Trace			\$10.00 <sup>3</sup>	\$10.00 <sup>3</sup>
Caller ID with Name	\$21.85 (I)	\$13.75		
Residence – age 65 and over <sup>1</sup>		\$7.95		
Caller ID with ACB	\$21.85 (I)	\$13.75		
Residence – age 65 and over <sup>1</sup>		\$7.95		
Anonymous Call Block/Rejection (ACR)	\$6.50	\$6.00		
Call Waiting ID	\$2.00	-0-		
Remote Call Forward, each access path	\$34.00	\$23.00		
Complete Blocking	\$0.50	-		

<sup>1</sup> Based on Customer's notification to the Company.

<sup>2</sup> Maximum charge of \$14.25 per month.

<sup>3</sup> 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.

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## 16. CUSTOM CALLING SERVICES

### FLEXIBLE PACKAGING

Flexible packaging offers a monthly discount on specific Feature Pack and CLASS features.

Flexible packaging is available to residence individual line customers only.

When a customer orders four (4) or more of the eligible features, a discount applies to all of the eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be billed on the same residence account. Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to qualify for the discount, only the number of features (four).

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

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

The following features are eligible for the flexible packaging discount offering: <sup>1</sup>

*66 Busy Number Redial	Distinctive Ring
*69 Call Return	Do Not Disturb
Anonymous Call Block	Selective Call Forward
Call Forward	Priority Call
Call Waiting or Call Waiting/Cancel Call Waiting	
Caller ID with Name	
Caller ID with ACB	

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

For a sixty (60) day period after a customer establishes service, a customer may add Custom Calling/CLASS services including flexible packaging, without incurring subsequent Service Order charges.

Service charges are not applicable when:

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

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



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## 16. CUSTOM CALLING SERVICES

### 150 SATELLITE CHANNEL PROGRAMMING PAC

150 Satellite Channel Programming PAC offers a monthly discount on specific Feature Pack and CLASS features.

150 Satellite Channel Programming PAC packaging is available to business individual line customers only.

When a customer orders three (3) or more of the eligible features, a discount applies to all of the eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be billed on the same business account. Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to qualify for the discount, only the number of features (three).

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

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

The following features are eligible for the 150 Satellite Channel Programming PAC discount offering: <sup>1</sup>

*66 Busy Number Redial	Caller ID with ACB
*69 Call Return	Distinctive Ring
Call Forward Busy/No Answer	Selective Call Forward
Call Forward	
Caller ID	

The applicable monthly discount for 150 Satellite Channel Programming PAC is thirty percent (30%).

For a sixty (60) day period after a customer establishes service, a customer may add Custom Calling/CLASS services including 150 Satellite Channel Programming PAC, without incurring subsequent Service Order charges.

Service charges are not applicable when:

- An order is placed which qualifies the customer for the 150 Satellite Channel Programming PAC discount, or
- When a 150 Satellite Channel Programming PAC customer rearranges his/her features, provided at least three (3) of the eligible features are retained.

**16. CUSTOM CALLING SERVICES****FEATURES PLAN - BUSINESS**

Features plan - Business offers three package options of fixed services available on a term commitment of one, two, and three years with a discount off the individual service's monthly rate. The Secondary Service Order charge in Section 13 does not apply. Features plan - Business are available to business individual line customers only.

Termination Liability – (See General Rules and Regulations.) In the event the customer terminates service within the first 60 days, the customer will be liable for the applicable monthly recurring rate; however, the Termination Liability will be waived. If the customer terminates Features plan - Business to subscribe to Unlimited IntraLATA Toll Usage for Business with Feature Package One, Two or Three on the same line, no termination liability charges will apply.

Features plan - Business Basic A	<u>Monthly Rate</u>		
	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
<u>Includes the following fixed services:</u> Call Waiting/Cancel Call Waiting, Caller ID or Caller ID with ACB Special Call Forward 3 Way Calling			
* Without ACB	\$20.70	\$18.98	\$17.26
* With ACB	\$20.85	\$19.11	\$17.39

## Features plan - Business Basic B

<u>Includes the following fixed services:</u> Call Waiting/Cancel Call Waiting, Caller ID or Caller ID with ACB Enhanced Call Forward Basic, 3 Way Calling			
* Without ACB	\$23.70	\$21.73	\$19.76
* With ACB	\$23.85	\$21.86	\$19.89

## Features plan - Business Complete

<u>Includes the following fixed services:</u> Call Forward Call Waiting/Cancel Call Waiting, Caller ID or Caller ID with ACB* 3 Way Calling			
* Without ACB	\$22.95	\$21.04	\$19.14
* With ACB	\$23.10	\$21.17	\$19.27

## Features plan - Business Deluxe

<u>Includes the following fixed services:</u> Call Forward, *69, Call Waiting/Cancel Call Waiting, Caller ID or Caller ID with ACB, Distinctive Ring, 3 Way Calling			
* Without ACB	\$33.15	\$30.39	\$27.65
* With ACB	\$33.30	\$30.52	\$27.78

**17. BUNDLED SERVICES**

1. Unlimited IntraLATA Toll Usage for Business Feature Packages

These features are only available to customers who subscribe to Unlimited IntraLATA Toll Usage for Business.

Feature Package One

Feature Package One is available to business customers' Single Line Exchange Access Service (B1) that is subscribed to Unlimited IntraLATA Toll for Business. Feature Package One includes Call Forward, Call Waiting/Cancel Call Waiting, and/or 3 Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features offered for the same rate.

Feature Package Two

Feature Package Two is available to customers' Business Single Line Exchange Access Service (B1), Centrex, or Centrex Centrex Communications System that is subscribed to Unlimited IntraLATA Toll Usage for Business. Feature Package Two includes Caller ID with Name and Voice Messaging <sup>1</sup>. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

Feature Package Three

Feature Package Three is available to customers' Business Single Line Exchange Access Service (B1), Centrex, or Centrex Centrex Communications System that is subscribed to Unlimited IntraLATA Toll Usage for Business. Feature Package Three includes Caller ID with Name and One Point Voice Messaging <sup>2</sup>. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

Feature Package Rates - Business	<u>Monthly Rate</u>
a. Feature Package One	\$ 21.00
b. Feature Package Two	\$27.00
c. Feature Package Three	\$28.00

<sup>1</sup> Voice Messaging is a non-regulated service.

<sup>2</sup> One Point Voice Messaging is a non-regulated service.

**17. BUNDLED SERVICES**

2. Regional Essentials

General

This offering is a combination of services available as a bundle to residential customers only.

Services

This offering includes the following services:

Exchange Access Service (R1)

Unlimited IntraLATA Toll

Waive Service Charges for the initial order or for any change to this service:

Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Choice of any two (2) of the listed Custom Calling Services

- Caller ID
- Caller ID with ACB
- Call Waiting/ Cancel Call Waiting

Residential Home Voice Mail Service

Rates

<u>Monthly Rate</u>	
\$50.04	(I)

Conditions

Regional Essentials is only available on residential single party (R1) Exchange Access Service.

Regional Essentials is not available:

- with any other package or bundled offering on the same line;
- on multiple party line service, Manual Trunk Service, or any measured line service;
- with any employee concession service offering;
- With ISDN service.

Note: In addition, ELC monthly rate applicable to the customer's exchange applies.

**17. BUNDLED SERVICES**

3. Regional Value

General

This offering is a combination of services available as a bundle to residential customers only.

Services

This offering includes the following services:

Exchange Access Service (R1)  
Unlimited IntraLATA Toll

Waive Service Charges for the initial order or for any change to this service:

Service Order Charge, Primary	Primary Order Charge
Service Order Charge, Secondary	Subsequent Order Charge
Line Connection Charge	Line Access Charge

Rates

Monthly  
Rate

\$46.04

Note: In addition, ELC monthly rate applicable to the customer's exchange applies. The exchange and applicable ELC rates are shown in Section 5.

Conditions

Regional Value is only available on residential single party (R1) Exchange Access Service

Regional Value is not available:

with any other package or bundled offering on the same line;  
on multiple party line service, Manual Trunk Service, or any measured line service;  
with any employee concession service offering;  
with ISDN service.

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**17. BUNDLED SERVICES**

## 4. Voice Discount Plan

Residence 1) customers who call to disconnect their primary line, 2) customers who change their local service from another provider to Frontier, 3) customers who have changed their local service from another provider to Frontier within the past 30 days and specifically request these rates in response to direct mailings, advertising or other Frontier marketing activities, 4) customers who have Frontier Online high speed internet or Frontier FiberOptic Internet service but do not have local service from Frontier and request this offer in response to a direct mailing, advertising, or other Frontier marketing activity, 5) customers who contact Frontier citing competitor's offers or otherwise indicate potential future disconnection base on price considerations, or 6) customers who respond to marketing activity or have been offered VDP by a Frontier Representative to negotiate service will be eligible for the following Voice Discount Plan.

	<u>Discount</u>
Regional Calling Value	\$26.05
Regional Essentials <sup>3</sup>	\$23.00
Regional Calling Value <sup>2</sup>	\$18.00
Regional Essentials <sup>2,3</sup>	\$15.00
Regional Essentials <sup>2</sup>	\$10.00

<sup>1</sup> Purchased with additional line.

<sup>2</sup> Bundled with a qualifying unlimited long distance calling plan.

<sup>3</sup> Not available to customers who currently subscribe to package services: Local Calling Plan, Local Calling Plus, Regional Calling, Regional Calling Extra, Regional Calling Value and Regional Essentials.

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**17. BUNDLED SERVICES**

## 5. Solutions for Business Bundle

## General

Solutions for Business Bundle is an optional business package that includes a network access line (or Custopak), calling features and Voice Messaging <sup>1</sup> service offered for a month-to-month or two year term commitment as well as three additional line types that are offered on a month-to-month basis.

Solutions for Business Bundle Main Line <sup>2</sup> includes the following:

- One Network Access Line (or Custopak) with touch calling or Business exchange line
- Unlimited Local and IntraLATA Toll calling
- Choice of zero to five (0 – 5) of the following calling features <sup>3</sup>:
  - Call Waiting
  - 3 Way Calling
  - Call Forward
  - Caller ID
  - Voice Messaging

Solutions for Business Bundle Additional Line <sup>4</sup> includes the following:

## Additional Bundle Line

- One Centrex Communications System line or Business exchange line

## Additional Bundle Line-Plus or Business exchange line

- One Centrex Communications System line
- Caller ID and Voice Messaging

## Additional Bundle Line-Unlimited or Business exchange line

- One Centrex Communications System line
- Caller ID and Voice Messaging
- Unlimited Local and IntraLATA Toll calling

## Conditions

Solutions for Business Bundle is available only where facilities and conditions permit. Solutions for Business Bundle is available only to customers who subscribe to the Company for their Local Usage and IntraLATA Toll calls.

<sup>1</sup> Voice Messaging in a non-regulated service and listed for informational purposes only.

<sup>2</sup> One line customers will be provisioned with a network access line.

<sup>3</sup> Features may not be available in all serving areas.

<sup>4</sup> Centrex Communications System lines include Call Waiting, 3 Way Calling and Call Forward.

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## 17. BUNDLED SERVICES

### 5. Solutions for Business Bundle (Cont'd)

#### Conditions (Cont'd)

Solutions for Business Bundle is only available with subscription to a business unlimited nationwide long distance calling plan through Frontier Communications of America Long Distance. A Bundle Completion Credit will be applied when a customer chooses to also subscribe to a broadband product (High Speed Internet or Frontier FiberOptic Internet). A customer choosing a broadband product under a month-to-month term will receive a credit of \$4.00 a month and a customer choosing a broadband product on a 2-year term will receive a credit of \$14.00 a month.

A customer subscribing to Additional Bundle Line – Unlimited with a Frontier broadband product (High Speed Internet or Frontier FiberOptic Internet) will receive an additional monthly credit of \$22.00.

Solutions for Business Bundle is available to business customers who subscribe to 25 or fewer lines per location (voice grade or voice grade equivalent).

Customers may have only one Solution for Business Bundle per customer location. A maximum of ten (10) lines can have unlimited calling. Customers may not combine this package with the Unlimited Dial Tone Line (DTL) Package for Business, the Unlimited Centrex Communications System Package for Business, the Single Line Business PAK for Business, Unlimited Local Usage for Business, or Unlimited Local and Toll Usage for Business.

Solutions for Business Bundle is not available with the following services:

- ISDN Service
- Remote Call Forward Service
- Auto Universal call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Line or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- Business Calling Plus
- Business Local Usage Package with allowances for Centrex and Business Service
- Customer Specific Pricing (CSP)
- Maximum Value Plan (MVP)
- Foreign Zone Service
- Easy Savings Flat Rate Plan for Business
- Pay Telephone Lines

Solutions for Business Bundle is not available in combination with other optional calling plans or virtual private network services.



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**17. BUNDLED SERVICES**

## 5. Solutions for Business Bundle (Cont'd)

## Conditions (Cont'd)

Solutions for Business Bundle does not apply to the following calls or services:

- Collect Calls - Easy Number Service
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- IDS Type Calls (Audiotext)
- Third Number Billed - Busy Line Verification
- Intercept Call Completion - Circuit 9 Service
- Mass Announcement Services
- Directory Assistance
- Group Bridging Service
- Connect Request Calls/Directory Assistance Call Completion
- Easy Number Service
- Repeat Calls, Return Calls (per activation)
- Person-to-Person
- All other operator Handled Calls
- 3 Way Calling (per activation)

Lines with unlimited calling may only be used for voice applications and incidental non-broadcast facsimile usage, and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing, predictive dialers, or facsimile broadcasting, blasting, or spamming. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Connection Charges will be waived in the event a class of service change is required in order to have Solutions for Business Bundle.

Applicable Service Charges will be waived for customers subscribing to a two-year agreement.

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**17. BUNDLED SERVICES**

## 5. Solutions for Business Bundle (Cont'd)

## Customer Solutions for Business Bundle Offer

If the customer notifies the Company within the first thirty (30) days of service installation that it is not satisfied with the service(s) and wishes to discontinue the service(s), the customer will be entitled to a full credit of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than thirty (30) days. The Customer will also be entitled to a full credit of any one-time charges directly associated with the establishment of the service.

This offer applies on two-year term subscriptions for new customers only. It does not apply to customers subscribing to the service on a month-to-month basis.

Early termination liability will be waived for customers requesting discontinuation of the service pursuant to this offer.

No customer will be entitled to discontinue service pursuant to this offer more than once per service.

The Company will remove the service(s) from the account of a customer requesting discontinuation pursuant to this offer.

The customer is responsible for notifying the Company to disconnect the service(s) within thirty (30) calendar days of installation.

The monthly recurring charges and one-time charges directly associated with the establishment of service will be applied as a credit on the bill of a customer discontinuing service pursuant to this offer.

Credits are limited to the charges identified above. No credits will be issued for other charges billed to the customer, including but not limited to toll and local usage charges, E911 surcharges, or other surcharges.

This offer applies only to the charges for the service as a whole and not any charges for optional features offered with this service.

This offer does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Time and Material charges.

This offer does not apply to service(s) to be used for less than thirty (30) consecutive days.

This offer does not apply to any customers with voice services already provisioned.

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**17. BUNDLED SERVICES**

## 5. Solutions for Business Bundle (Cont'd)

## Termination Liability

Solutions for Business Bundle is offered on a Month-to-Month or a 2-year term agreement.

Early termination of a Solutions for Business Bundle term agreement by the customer during any month of the 2-year term, except as noted in under Satisfaction Guarantee, will result in early termination charges as follows:

Plan 1 - A one-time flat Termination Charge of \$50.00 will apply. At the end of the term period customers will continue at their current billed rates. Customers not under a term, or on an expired term will be subject to price changes. Customers must contact Frontier to enter into a new term contract.

Plan 2 - The early termination charge will be calculated at 100% of the monthly recurring charge(s) for the remainder of the term on a per line basis. Expiration date for all terms will be coterminous based on the date of the first term established. Term contracts will automatically renew at the end of the existing term to a new 2-year term with 30 days to opt out before the end of a term to 60 days after the term automatically renews with no early termination charge.

Customers who subscribe to a 2-year term agreement before June 1, 2014, will be able at the end of the term period to continue service at their current rate until notified of a rate change. Customers must contact Frontier to enter into another term contract.

Customers who subscribe to a 2-year term agreement on or after June 1, 2014, and existing customers who choose to renew to a 2-year term may choose either Plan 1 termination liability/early termination, or Plan 2 termination liability/early termination as described above.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
- At the end of the term period, the customers will revert to monthly changes on a month-to-month basis at their current rate, unless the customer re-subscribes to another term commitment. Customers not under a term commitment will be subject to rate change.
- Solutions for Business Bundle Additional Lines will be offered on a month-to-month basis and the customer can add and delete the additional lines without termination charges as long as the main line remains on the account.

**17. BUNDLED SERVICES**

5. Solutions for Business Bundle (Cont'd)

Rates

Rates for Solutions for Business Customers – Plan 1. Plan 1 termination liability/early termination fees apply, as described previously in the Termination Liability language.

	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Solutions for Business Bundle Main Line	\$57.00	\$59.00

	<u>Monthly Credit</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Bundle Completion Credit	\$4.00	\$14.00

	<u>Monthly Rate</u>
Solutions for Business Bundle Additional Line	
Additional Bundle Line	\$35.00
Additional Bundle Line-Plus	\$45.00
Additional Bundle Line-Unlimited	\$57.00

	<u>Monthly Credit</u>
Additional Bundle Line Unlimited Credit	\$22.00

**17. BUNDLED SERVICES**

5. Solutions for Business Bundle (Cont'd)

Rates

Rates for Solutions for Business Customers – Plan 2 who subscribe on or after June 1, 2014. Plan 2 termination liability/early termination fees apply, as described previously in the Termination Liability language on sheet 66.

	<u>Monthly Rate</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Solution for Business Bundle Main Line <sup>1</sup>	\$64.00	\$66.00
	<u>Monthly Discount</u>	
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Frontier Affiliate Broadband Discount		
(discount applies to Solutions Bundle Main Lines with A 2 – year term)	\$4.00	\$14.00
	<u>Month-to-Month</u>	<u>2-Year Term</u>
Additional Bundle Line	\$40.00	\$35.00
Additional Bundle Line-Plus	50.00	45.00
Additional Bundle Line-Unlimited	62.00	59.00
	<u>Monthly Discount</u>	
*Frontier Broadband Bundle Discount (discount applies per Additional Bundle Line-Unlimited)		\$22.00

<sup>1</sup> Lines subscribed under Plan 2 may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on Plan 2 when these other voice services and/or features are purchased on a month-to-month basis.

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**17. BUNDLED SERVICES****6. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service****General**

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

**Conditions**

ISDN PRI Bundle Service is available where technically feasible.

The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

Ports will be provided at the T-1 level only.

Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

**17. BUNDLED SERVICES**

6. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service (Cont'd)

Conditions (Cont'd)

The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Price Guide.

Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates following.

Rates

	<u>Monthly Rate</u>	
<u>2-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle	\$1,297.92	(1)
ISDN-PRI Bundle with 20 DID Numbers	\$1,312.92	
ISDN-PRI Bundle with 50 DID Numbers	\$1,317.92	
ISDN-PRI Bundle with 100 DID Numbers	\$1,322.92	(1)
<u>3-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle	\$768.91	
ISDN-PRI Bundle with 20 DID Numbers	\$783.91	
ISDN-PRI Bundle with 50 DID Numbers	\$788.91	
ISDN-PRI Bundle with 100 DID Numbers	\$793.91	
<u>5-Year Term</u> <sup>1</sup>		
ISDN-PRI Bundle	\$686.25	
ISDN-PRI Bundle with 20 DID Numbers	\$701.25	
ISDN-PRI Bundle with 50 DID Numbers	\$706.25	
ISDN-PRI Bundle with 100 DID Numbers	\$711.25	

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

**17. BUNDLED SERVICES**

7. Frontier OneVoice

General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

- |                                    |                          |
|------------------------------------|--------------------------|
| Single Party Flat Rate Access Line | Caller ID                |
| Call Forward Busy/No Answer        | Anonymous Call Rejection |
| Unlimited Extended Area Service    | Call Forward             |
| Call Waiting/Cancel Call Waiting   | Multi-line Hunting       |
|                                    | 3-Way Calling            |

Premium Feature Package

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

Conditions

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable schedules of the Price Guide.

Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

Partial payment of the basic local service charge within the bundle may result in disconnection of the customer's basic local service.

Customers may add or delete any features offered within the bundle without incurring a Service Charge.

The bundle rate will appear as a single line item on the customer's bill.



**17. BUNDLED SERVICES**

7. Frontier OneVoice (Cont'd)

Conditions (Cont'd)

The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex or Foreign Exchange Services.

The bundle is offered on a month-to-month or one year term basis. (D)

Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

Term plans will auto renew unless notification is received from the customer sixty days in advance.

Service Order charges relating to the installation and setup of the service will be waived.

Rates

Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>	
Basic Bundle Month-to-Month	\$57.99	(I)
Basic Bundle One Year Term Commitment	\$42.99	(I) (D)
Premium Feature Package	\$9.99	

---

**17. BUNDLED SERVICES****8. Frontier Residential Unlimited Voice Service****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	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Calling

**Conditions**

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the Price Guide.

When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual rates.

Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Price Guide rules.

Customers may add or delete any features offered within the bundle without incurring a service charge.

No discounts will be given to subscribers that do not use all the features or have some features turned off.

The bundle is offered on a month-to-month basis.

The bundle rate will appear as a single line item on the bill.

**17. BUNDLED SERVICES**

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

Conditions (Cont'd)

The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

Rates

All other surcharges and taxes apply and will be billed in addition to the bundle.

An Activation Charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.

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

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**17. BUNDLED SERVICES**

## 9. Frontier Unlimited Voice and Feature Bundle

## 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 /Rejection	*69 Call Return
Basic Voicemail	Selective Call Acceptance
Touch Calling	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care	Directory Listing

## Regulations

The bundle is available only where facilities and operating systems are available and technically feasible.

The features are provided subject to their individual service regulations as specified in the applicable sections of the Catalog.

Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Catalog rules.

Customers may add or delete any features offered in the bundle without a service order charge.

No discounts will be given to subscribers that do not use all the features or have some features turned off.

The bundle is offered on a month-to-month basis.

The bundle will appear as a single line item on the bill.

The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

**17. BUNDLED SERVICES**

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

Regulations (Cont'd)

Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America, Inc. Domestic Price List.

Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Unlisted, Non-Published and Foreign Listing.

Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

Rates and Charges

All other surcharges and taxes apply and will be billed in addition to the bundle.

An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.

Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

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

**18. FOREIGN SWITCHING OFFICE AND FOREIGN EXCHANGE SERVICES**FOREIGN SWITCHING OFFICE SERVICE

## GENERAL

Foreign switching office service is service furnished from one switching office of a multioffice exchange to a customer located in the serving area of another switching office of that same multioffice exchange.

When facilities are available and service conditions will permit, the Telephone Company may furnish foreign switching office service subject to the regulations below.

## REGULATIONS

Foreign switching office service is furnished only on a one party, PBX/PABX trunk, key or ISAL exchange access arrangement basis.

If transmission and signaling conditions permit, additional exchange access within the local exchange area may be connected to an exchange access arrangement in the local exchange area.

"Detached" additional exchange access may be associated with foreign switching office service.

Foreign switching office service is normally furnished on a two-point basis; but where conditions permit, a third point may be added. Foreign switching office service is furnished to a maximum of three switching offices and exchange connection may only be made at one of these points.

Use of service, as defined in the "General Rules and Regulations" section of this Price Guide, also applies to the use of foreign switching office service.

Foreign switching office service is not in accord with the general plan of furnishing telephone service and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

If facilities are not available and unusual expenditures are involved in making them available, the customer may be required to pay an additional charge to cover the unusual expenditures or to contract for service beyond the initial period, or both.

## RATES

Foreign switching office mileage charges are measured V&H (method of computing airline mileage between two central office locations) between each central office and exchange access arrangement as follows:

	<u>Monthly Rate</u>
1st one quarter mile or fraction thereof	\$2.50
Each additional quarter mile or fraction thereof	\$1.25

**18. FOREIGN SWITCHING OFFICE AND FOREIGN EXCHANGE SERVICES**

RESERVED FOR FUTURE USE

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**19. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS****APPLICATION**

Services provided for in the Frontier IntraLATA Interexchange Services Price Guide shall be ordered to provide intraexchange service where applicable.

Services not provided for in the Frontier IntraLATA Interexchange Services Price Guide shall be ordered from this section and if not available herein then from the Southwestern Bell Telephone Company Private Line Service Tariff.

**REGULATIONS**

The regulations contained in this section and those contained in the Rules and Regulations of Section 4 of this Price Guide apply in addition to those of the Frontier IntraLATA Interexchange Services Price Guide or the Southwestern Bell Telephone Company Private Line Service Tariff whichever is applicable to the service offering.

Full Period Service

For each multipoint channel, the total mileage is the sum of the direct airline distances to the nearest building served at each premise to its serving office, plus the shortest combination of airline distances between the serving central offices. The rates apply to the total mileage so obtained. When an off-premises channel terminates in more than one building on the same premise, the on-premise rates apply.

Channels for Miscellaneous Purposes

In addition to the regulations and definitions as set forth in this Price Guide, the following regulations apply to channels for remote metering, supervisory control, telewriting, and miscellaneous signaling purposes.

Mileage Measurement

When the channel is totally within a central office location the measurement is "point to point."

Channels from a customer location in one central office to a customer location in another central office are measured from customer location "A" to central office "A", from central office "A" to central office "B", and from central office "B" to the customer location "B".

Four Wire Channel

When a channel is four wire the rate included in this section is doubled.



**19. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS**

REGULATIONS (Cont'd)

Description of Channels

Channels furnished under this section may be used by the customer, in accordance with the normal transmission characteristics of such channels, for remote metering, supervisory control, and miscellaneous signaling purposes only.

Station Equipment

Station equipment other than any equipment necessary for the suitable termination of this channel on the customer's premises, shall be provided by the customer.

Use of Intraexchange Private Line Channels

Services provided under this Price Guide shall be used by private line customers for use in obtaining end-to-end private line services. Interexchange Carriers may use services found in this Price Guide that will meet their administrative needs; however, an Interexchange Carrier is restricted from utilizing services found in this Price Guide to furnish a portion of their authorized service offerings.

**19. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS**FULL PERIOD SERVICERates

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
<u>Common Battery Service</u> <sup>1</sup> (with Central Office Battery on a paired circuit)		
<u>Between buildings</u> including one point of termination at each end:		
<u>On different premises</u>		
airline, 0-4/4 mile per channel	\$7.50	\$20.00
Each additional 1/4 mile or fraction Thereof	--	\$2.60
<u>Between building on same premises</u>		
airline, 0-1200 feet per channel	\$7.50	\$5.40
Each additional 300 feet or fraction Thereof	--	\$1.35
<u>Within the same building</u> including two points of termination, per channel		
	\$7.50	\$2.40
<u>Additional points</u> in same building, Each		
	\$3.75	\$1.25
<u>Magneto Service</u> <sup>1</sup> (Paired circuit without Central Office Battery)		
<u>Between buildings</u> including one point of termination at each end:		
<u>On different premises</u>		
airline, 0-4/4 mile per channel:	\$7.50	\$10.40
<u>Each additional 1/4 mile</u> or fraction thereof per channel:	--	\$2.60
<u>Between buildings on same premises</u>		
airline, 0-1200 feet per channel	\$7.50	\$2.80
<u>Each additional 300 feet</u> or fraction thereof per channel	--	\$0.70
<u>Within the same building</u> including two points of termination, per channel		
	\$7.50	\$2.40

<sup>1</sup> Service is not available in all fiber exchanges, as noted in Section 5 or in areas within an exchange where only fiber access is provided.

**19. INTRAEXCHANGE PRIVATE LINE SERVICES AND CHANNELS**

DEDICATED CABLE FACILITIES <sup>1</sup>

Rates

	<u>Nonrecurring Charge</u> <sup>2</sup>	<u>Rate Per Month</u> <sup>3</sup>
Reserved block of facilities requested by the customer for their dedicated and exclusive use and will not be utilized by the Telephone Company for any other purpose:		
50 pair facility, per 1/4 mile direct route or fraction thereof		\$100.00
100 pair facility, per 1/4 mile direct route or fraction thereof		\$150.00
200 pair facility, per 1/4 mile direct route or fraction thereof		\$200.00

Dedicated Digital Cable Facilities <sup>1</sup>

Reserved block of digital cable facilities Requested by the customer for his dedicated and exclusive use; these facilities will not be utilized by the Telephone Company for any other use.

50-pair facility, per ¼ route mile or fraction thereof	\$235.00
100-pair facility, per ¼ route mile or fraction thereof	\$340.00
200-pair facility, per ¼ route mile or fraction thereof	\$470.00

Service Charge <sup>1</sup>

New install including jack	\$40.00
Reconnect access service line and jack in Place	\$22.50

- <sup>1</sup> Service is not available in all fiber exchanges, as noted in Section 5 or in areas within an exchange where only fiber access is provided.
- <sup>2</sup> Applicable Service Charge in Section 13 for each work function performed on each Channel by the Telephone Company.
- <sup>3</sup> No additional monthly rate applies for these facilities when placed in service by the customer.

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## 20. SHARED TENANT SERVICE

### GENERAL

This Price Guide is furnished to define the requirements for providing Shared Tenant Service as it relates to services provided by a PABX Switch. Sharing of local exchange service is permitted only in accordance with the provisions of this Price Guide. Unless specifically provided in this section, Shared Tenant Service is subject to the rules and regulations contained in other sections of this Price Guide.

### DEFINITION OF TERMS

#### Shared Tenant Service (STS) Customer

Person, corporation, or authorized representative responsible for placing application for service, requesting additions, rearrangements, maintenance, or discontinuances of service. The STS customer, as defined in this section of the Price Guide, is the one point of contact between the patron(s) and the Telephone Company. The provider/owner of the PABX/switch and the STS customer shall be the sole contact for the resolution of billing disputes, and for the payment of all charges due the Telephone Company for the provision of Network Access.

#### Network Access

Network Access is the provision of lines or trunks to the designated premises of the customer. These lines/trunks provide access, over Telephone Company facilities, to the local exchange and toll network; and shall be provided under the terms and conditions outlined in other sections of this Price Guide.

#### Patron

Person, corporation, or authorized representative being served by the customer owning the PABX switch.

### CONDITIONS FOR SHARED TENANT SERVICE

Shared Tenant Service local exchange arrangements are furnished for the exclusive use of the customer in providing service to tenants behind a PABX. Shared Tenant Service is permitted where facilities are available and within the confines of an identified continuous property area under common ownership or property management. Areas designated for Shared Tenant Service may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be continuous in the absence of the thoroughfare and within a single local exchange boundary.

Shared Tenant Service is not provided in connection with Public Pay Telephones (Substantive Rule 23.54) or Foreign Exchange Service.

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## 20. SHARED TENANT SERVICE

### CONDITIONS FOR SHARED TENANT SERVICE (Cont'd)

The Customer shall notify the Telephone Company in writing at least six months in advance of the date on which the Customer intends to provide or discontinue the provision of Shared Tenant Service in order to allow the Telephone Company time to plan accordingly for the provisioning of local exchange access.

As a condition of service under this Price Guide, the Customer is prohibited from attempting to prevent a Patron from obtaining local exchange access from the Telephone Company and enforcing any contract or other arrangement which attempts to prevent a Patron from obtaining local exchange access service directly from the Telephone Company.

As a condition of service under this Price Guide, the Customer is required to provide the Telephone Company with the written assurance of the property owner or property management that no attempt will be made by the property owner or property management, by lease or otherwise, to restrict a tenant's/Patron's right to obtain local exchange access service directly from the Telephone Company.

As a condition of service under this Price Guide, the Customer and property owner/property management must assure the Telephone Company necessary access to any building to install and maintain local exchange access facilities serving building occupants. The Customer must make its facilities available to the Telephone Company at all times for this purpose.

The Customer is required, as a condition of acquiring service from the Telephone Company to provide the Patrons with a disclosure statement or form to be executed by the Patron prior to obtaining local exchange access from the Customer, which informs the Patron that: (1) Patrons are not customers of the local exchange telephone company; (2) the Patron has the right and is free to obtain local exchange access service from the Telephone Company; (3) violation of the Company's Price Guides or non-payment of local exchange charges by the Customer may result in the loss of telephone service by the Patron; (4) at such time as the Patron chooses to obtain local exchange access service from the Telephone Company rather than the Customer, the Patron may be assigned a new telephone number and will be required to pay all Price Guide charges associated with establishing new service.

Local exchange access charges billed to the Customer by the Telephone Company should be prorated by the Customer among the Patrons based upon the number of station access lines used by the Patron.

All local exchange access charges assessed against the Patrons by the Customer should be set forth on the Patron's bill as a discreet line item.

### SERVICE REQUESTS

Requests for the installation, repair, moves, or change of service associated with Shared Tenant Services must be made by the customer or his duly authorized agent.

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## 20. SHARED TENANT SERVICE

### DIRECTORY LISTINGS

Directory Listings shall be provided in accordance with the provisions contained in Section 12 of this Price Guide with the following modifications:

- One Primary Listing will be provided to the customer where two or more main station lines or private branch exchange trunk lines are consecutively operated (rotary); the first number of the rotary group is considered the Primary Listing.
- A Directory Listing may be provided patrons of the customer at the applicable rates defined in this Price Guide for Extra Listing.
- Requests for additional Regular Extra Listings or Alternate Listings shall be available and accepted from the customer and not the patron of the customer.

The Telephone Company shall provide the customer one primary listing at no charge.

### DIRECTORIES

Copies of Directories will be furnished in accordance with the General Rules and Regulations in Section 4 of this Price Guide.

### DEPOSITS

The Telephone Company may, in order to safeguard its interest, require a customer to pay a deposit as provided in Section 8 of this Price Guide.

### TOLL INVESTIGATION

Toll Investigation shall be performed at the request of the customer only after the customer has made reasonable efforts to resolve the toll disputes with the patron.

### GOVERNMENT OPERATIONS

Shared Tenant Service offering does not apply to State Government Operations.

### BILLING

Bills for Shared Tenant Services will be rendered monthly; shall show the period of time covered by the billing; and show a clear listing of all charges due and payable.

The customer shall be the responsible party for all charges associated with the provision of service, including basic monthly exchange charges, and toll charges, associated with the Exchange Access Arrangement.

Billing Disputes and the provision of discontinuance of service for nonpayment shall be in accordance with the General Rules and Regulations in Section 4 of this Price Guide.

Billing disputes between the patron and the customer, in no way constitutes a dispute involving the Telephone Company.

Central Office DID Equipment - Rates and charges as specified in Section 14 of this Price Guide apply to the provision of this service, if applicable.

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## 20. SHARED TENANT SERVICE

### OBLIGATIONS OF THE CUSTOMER

The customer shall be liable for the maintenance of all service provided by him to the patron as it relates to proper network interface.

The customer shall be liable for all charges arising from the ordering, installation, repair, moves, and changes associated with the Telephone Company provided facilities.

The customer shall be liable for all toll charges attributable to toll usage generated or billed to the customer's access lines.

The customer shall be liable for all charges related to repair calls as provided.

for in Section 30 of this Price Guide.

To the extent that the customer has authority, the customer shall furnish or arrange to have furnished to the Telephone Company, at no charge to the Telephone Company, equipment space, electrical power as requested by the Telephone Company, for termination of facilities at the point of demarcation. To the extent that the customer has authority, the customer shall also make the necessary arrangements to ensure the Telephone Company will have access to such equipment space at reasonable times for the installation or repair of service that may be requested by the occupants of the building, who may or may not be patrons of the customer.

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point at or near the property line or at a location which is accessible to both the customer and the Company and is in compliance with the minimum point of entry requirements of 47 C.F.R. 68.3 and Frontier Practice 610-148-010. (See Section 8, Demarcation Points, of this Price Guide.)

It is the responsibility of the premises owner to provide adequate facilities from the owner's side of the demarcation point to the jack and plug location of the tenants.

The STS customer, in some applications, may be required by state law to take the action necessary for its Patrons to have access to 911 service features consistent with those provided to local exchange service customers in the same 911 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 911 service within the service area served by the STS customer's private switch in accordance with the provisions of Section 36A of this Price Guide.

**20. SHARED TENANT SERVICE**

OBLIGATION OF THE TELEPHONE COMPANY

The Telephone Company shall terminate its Network Access Facilities at the demarcation point, which shall be at the minimum point of entry as defined by 47 C.F.R. 68.3 as set forth in Section 8, Demarcation Points, of this Price Guide and Frontier Practice 610-148-010.

In multiunit premises where there are multiple demarcation points, the customer may request a relocation of demarcation points to a single point at or near the property line, or at a location which is accessible to both the customer and the Company and is in compliance with the minimum point of entry requirements of 47 C.F.R. 68.3 and Frontier Practice 610-148-010. (See Section 8, Demarcation Points, of this Price Guide.) The Company will honor such requests at the appropriate charges. (See Section 8, Demarcation Points, of this Price Guide.) On all requests for service, service will be provided to the demarcation point.

The Telephone Company shall be indemnified and held harmless by the customer or patrons against claims and damages arising from the provision of Shared Tenant Services, except those directly associated with the provision of Network Access.

The Telephone Company shall be indemnified and held harmless from all claims and damages arising from the discontinuance of service for nonpayment to the Telephone Company by the customer. Such discontinuance of service for nonpayment shall render all patrons service discontinued. Notice of discontinuance shall be as specified in the Substantive Rules of the Public Utility Commission of Texas.

The Telephone Company shall be held harmless in billing disputes between the patron and the customer.

RATES

Nonrecurring charges as provided in Sections 11 and 13 of this Price Guide will also apply as applicable in addition to the rates and charges described below.

Shared Tenant Service rates are as follows:

<u>Exchange Access</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Shared Tenant Service Per Line/Trunk	1	2

<sup>1</sup> Service charges in Sections 11 and 13 of this Price Guide apply.

<sup>2</sup> Automatic Trunk rates in Section 5 of this Price Guide apply.



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## 21. CENTREX COMMUNICATIONS SYSTEM

### A. GENERAL

Centrex Communications System is a non-engineered Centrex service which, once the switch is pre-positioned, does not require operations to provision at the time of the customer order and does not require the customer to use the "dial 9" access code to place calls. Centrex Centrex Communications System is classified as a business service and is offered as a complete service package only. The exchange access, intercommunication and features are not offered separately. Centrex Communications System is a customized package for small business may not exceed a maximum of 30 lines (Exception: There is a six-line limit in the DMS 10 Central Office). All existing rules, regulations, rates and charges associated with the conversion will apply.

Centrex Communications System provides an enhanced dial tone from the central office to the customer's premises along with an attractive menu of basic services.

Centrex Communications System is furnished from compatible digital type switching equipment located on the Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system. Centrex Communications System services includes local exchange service (no dial "9" required), direct inward-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by the Telephone Company, touch-tone Calling Service and intercept to the main listed number. No Network Access Register (NARs) required for local access.

No other Centrex Classes of Service can be mixed with Centrex Communications System Service. The customer does have the flexibility of having any combination of standard business individual lines and hunt group lines that meets the communication needs of the business as well as choosing features from within the offered Centrex Communications System package for each line or hunt group.

Centrex Communications System is available only where technically feasible.

### B. CONDITIONS

#### 1. Service Options

**Basic Standard Services** – Services included with a Centrex Communications System line:

- Assume Dial "9"
- Call Transfer - All Calls
- Call Hold
- Consultation Hold
- Direct Inward & Outward Dialing
- Distinctive Ringing (Inside/Outside Ringing)
- Intercom
- 3 Way Calling
- Touch-Tone

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**21. CENTREX COMMUNICATIONS SYSTEM****B. CONDITIONS (Cont'd)****1. Service Options (Cont'd)**

**Selectable Standard Services**<sup>1</sup> – Services listed in this section are available for each Centrex Communications System line at no additional charge. A customer may customize their service by selecting as many of the following services as desired for each individual Centrex Communications System line:

Automatic Callback (within system only)	Call Restriction Six
Call Forward - Busy	Call Restriction Seven
Call Forward - No Answer	Call Waiting/Cancel Call Waiting
Call Forward – Variable – (All Calls)	Dial Call Waiting-Originating
No Call Restriction	Call Pick-up Directed
Call Restriction One	Call Pick-up Group
Call Restriction Two	Hunting – Series
Call Restriction Three	Hunting - Multi-line
Call Restriction Four	Speed Call (6 or 8)
Call Restriction Five	

**Optional Services**<sup>1</sup> – Services listed in this section are also available for each Centrex Communications System line at an additional monthly recurring charge per feature:

*66 Busy Number Redial Redial	Caller ID-Name & Number
Anonymous Call Block	Call Trace (refer to the Local Exchange CLASS)
Call Park – Multiple	Executive Busy Override
Call Park Directed	*66 Busy Number Redial
*69 Call Return	Special Call Forward
Caller ID-Number	VIP Aler

The following services may also be used with CustoPAK, where available: Call Tracing Service, Enhanced Call Forward – Existing, and ECF with Call Manager.

<sup>1</sup> Available only where technically feasible and features may not be available in all serving areas.

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## 21. CENTREX COMMUNICATIONS SYSTEM

### B. CONDITIONS (Cont'd)

#### 2. Term Options

Customers who sign up on or after June 1, 2014, either new or existing, may select a month-to-month, 2-year term,<sup>2</sup> or a 3-year term. The term commitment becomes effective upon the installation date of the service. Centrex Communications System payment options may be selected by billing account number within a customer's system.

Effective June 1, 2014, customers who subscribe to a 2-year term will automatically renew at the end of the existing term to a new 2-year term with a 30 day opt out period with no early termination charge. At the expiration of a 3-year term if a new term commitment is not established service will continue to be provided at the applicable month-to-month rate unless the customer terminates the service.

#### 3. Adding Lines Under Contract

Additional Centrex Communications System lines may be added to an existing system, up to a maximum of 30, during the term commitment option period. For customers subscribing to a 2-year or 3-year term, the obligation with respect to any additional lines will be coterminous.

#### 4. Termination Liability

There is no termination liability for customers who have elected the month-to-month payment option.

Except as provided below, when a customer chooses a 3-year term and disconnects or terminates its Centrex Communications System 30 days after installation, the non-recurring and installation charges will not be refunded. In addition, the customer will be liable for any charges applicable in the Termination Liability, General Rules and Regulations section of this Price Guide.

When a customer disconnects or terminates its Centrex Communications System prior to the expiration, an early termination charge will apply. The early termination charge for 3-year term will be at 25% of the monthly recurring charge(s) for the remainder of the term on a per line basis.

The charge for a 2-year term will be calculated at 35% of the monthly recurring charge(s) for the remainder of the term on a per line basis. If a Centrex Communications System customer on a 2-year term disconnects or terminates its Centrex Communications System within 30 days following installation of the service, the termination liability will be waived.

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<sup>1</sup> Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

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**21. CENTREX COMMUNICATIONS SYSTEM****B. CONDITIONS (Cont'd)****5. Transfer of Term Commitment Obligation**

With the written permission of the Telephone Company, the obligation to pay the Centrex Communications System charges for the remainder of the term commitment period may be assigned to another customer and the new customer assumes all outstanding charges. Refer to Termination Liability, General Rules and Regulations of this Price Guide.

**6. Centrex Communications System System**

Centrex Communications System lines sharing a common intercom arrangement and a primary Directory listing will be considered a Centrex Communications System System. A system may not exceed a maximum of thirty Centrex Communications System lines. Centrex Communications System is classified as a business service and is offered only as a complete service. The exchange access, intercommunication, and services are not offered separately.

**7. Subscriber Line Charge**

An applicable interstate Subscriber Line Charge will be applied to all Centrex Communications System lines.

**8. Incoming Toll Free Service Access Arrangement**

Incoming calls on Toll Free Service access lines can be terminated on a Centrex Communications System System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex Communications System System.

**9. Off-Premises Lines**

Centrex Communications System lines can be provided at a separate customer premises. No mileage charges apply to lines of the same Centrex Communications System system that are located at different premises but situated within the same wire center serving area.

**10. Optional Centrex Communications System Services**

Optional services may be available where Telephone Company facilities permit at the rates specified in Section D. Only the Centrex services specified in this section will be available under Centrex Communications System Service. Other Centrex, Custom Calling, and CLASS services are not available under the Centrex Communications System Service.

**11. Feature Restriction**

Call Transfer, 3 Way Calling, Call Forward Busy, Call Forward Don't Answer and Call Forward Variable services may generate local, regional toll, or long distance usage charges. If generated, these charges are the responsibility of the Centrex Communications System customer.

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**21. CENTREX COMMUNICATIONS SYSTEM****B. CONDITIONS (Cont'd)****12. Customer Satisfaction Guaranteed**

Customers subscribing to the month-to-month or the 24 months term commitment options of Centrex Communications System and who request that the Telephone Company disconnect the service within 30 calendar days of installation will be entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, prior to 30 days of disconnect. In addition, customers who are not satisfied with their Centrex Communications System may have their previous Frontier's Service reinstalled, at no cost, in accordance with the following terms and conditions:

Customers who had no previous service and subsequently elect to have their Centrex Communications System disconnected will be converted by the Telephone Company to Frontier Business Lines or Trunks at no additional non-recurring charge to them. However, the lines cannot exceed the total number of lines in the Centrex Communications System system that the customer is disconnecting, without incurring non-recurring charges.

The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to the customer's bill.

Credit refunds will not be available for toll charges incurred, or on E911 and other like surcharges.

Each customer will be entitled to a credit refund, one time per service.

The Customer Satisfaction Guarantee applies to the service as a whole and not the individual services offered with this service.

The Customer Satisfaction Guarantee does not extend to any Customer Provided Equipment (CPE) used in conjunction with this service, nor does it apply to Premises Visit charges incurred.

The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

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## 21. CENTREX COMMUNICATIONS SYSTEM

### C. FEATURE DESCRIPTIONS

#### CENTREX COMMUNICATIONS SYSTEM BASIC STANDARD FEATURES <sup>1</sup>

The features listed here are automatically included on every Centrex Communications System line, and are the backbone of the Centrex Communications System offering:

- 1) **Assume Dial "9"** – Allows the customer to place calls outside the group without having to dial the access code "9".
- 2) **Touch Tone** – Provides push button tone signaling for dialing calls and accessing features. Rotary dial telephones are not compatible with CustoPAK.
- 3) **Direct Inward Dial (DID)** - The ability of each member of the Centrex Communications System group to receive calls from outside the group directly to their station.
- 4) **Direct Outward Dial (DOD)** - The ability of each member of the Centrex Communications System group to place calls to locations outside the group without first having to dial a "9" access code or use an attendant.
- 5) **Distinctive Ringing (Inside/Outside Ringing)** - This feature allows the user to distinguish between calls originating from within the Centrex Communications System group and Calls originated from outside the Centrex Communications System group. Calls originating from inside the group will receive one ring, and calls originated from outside the group will receive a double ring.
- 6) **Call Transfer (All Calls)** - The ability for a Centrex Communications System line to transfer an established incoming call to another line. The "transfer to line" location may be inside the group or outside the group. This service may generate local, regional toll, or long distance usage charges. If generated, these charges are the responsibility of the Centrex Communications System customer.
- 7) **Call Hold** - The ability to place an established call on hold for an extended period of time by dialing the feature code \*01. This frees the line to place or receive another call. Only one call can be put on hold at a time per line.
- 8) **Consultation Hold** – A temporary or soft hold activated by a hook-switch flash or link button that will place a call in progress on hold and activate dial tone. The dial tone enables the user to make another call for private consultation or to activate a three-way call.
- 9) **3 Way Calling** – Provides the user with the ability to add a third party, from within the group or outside the group, to any established call for a three-way conference arrangement. This service may generate local, regional toll, or long distance usage charges. If generated, these charges are the responsibility of the Centrex Communications System customer.
- 10) **Intercom dialing** – Provides the customer with the ability to communicate between lines within your own Centrex Communications System group by dialing a two digit code instead of having to dial the full 7 or 10 digit telephone number.

<sup>1</sup> Features may not be available in all serving areas.

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## 21. CENTREX COMMUNICATIONS SYSTEM

### C. FEATURE DESCRIPTIONS (Cont'd)

#### CENTREX COMMUNICATIONS SYSTEM SELECTABLE FEATURES

The following features may be selected at no charge by the customer and may be placed on any Line or Hunt Group of the customers choosing.

- 1) **Automatic Call Back (within system only)** – When a Centrex Communications System user reaches a busy line within the Centrex Communications System group, a code (\*52) may be dialed which allows the call to be connected when both lines are idle. This feature is for use inside the Centrex Communications System group only, and only one request at a time from a line is permitted. The request will remain active for a period of time not to exceed 30 minutes unless it is deactivated, by dialing a code (#52), earlier by the originator.
- 2) **Call Forward – Busy** - A fixed feature, provisioned by the telephone company using data provided by the customer, to automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is busy. Calls forwarded outside the Centrex Communications System group are subject to local and/or long distance charges billed to the Centrex Communications System customer.
- 3) **Call Forward - No Answer** - A fixed feature, provisioned by the Telephone Company using data provided by the customer. To automatically route all incoming calls to another number (either inside or outside the group or to Voice Messaging) when the called line is not answered in a predetermined number of rings/seconds. Calls forwarded outside the Centrex Communications System group are subject to local and/or long distance charges billed to the Centrex Communications System customer.
- 4) **Call Forward – Variable (All Calls)** - Allows the customer to have all incoming calls routed to another number (either inside or outside the group). The user chooses and provisions the forwarded to number and may change the forwarded to number as often as they wish. The user also has the ability to turn the feature off and on as needed to better serve the users needs. Calls forwarded outside the Centrex Communications System group are subject to local and/or long distance charges billed to the Centrex Communications System customer.
- 5) **Call Waiting/ Cancel Call Waiting** - When a busy Centrex Communications System line receives an incoming call, a tone is heard announcing that an incoming call is being received. The user then has the option of either placing their present call on hold and answering the incoming call or to disregard the call. The calling party will receive ringing tone instead of a busy tone. The user may cancel the Call Waiting Terminating feature at any time by dialing the Cancel Call Waiting Code \*70. Canceling the Call Waiting Feature is good for only one call and must be repeated for each call the user does not wish to be interrupted by the call waiting tone.
- 6) **Dial Call Waiting-Originating** - When a user calls another member of the Centrex Communications System group, and reaches a busy signal, this feature will automatically send a call waiting tone to the line when the user dials the code \*54. This feature can be activated or deactivated by the user. The called line, upon hearing the tones, can terminate the call in progress, place the call in progress on hold, or disregard the call waiting tone.

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## 21. CENTREX COMMUNICATIONS SYSTEM

### C. FEATURE DESCRIPTIONS (Cont'd)

- 7) **Call Pick-up Directed** - This feature enables a user to answer (pick-up) calls directed to any other line within the Centrex Communications System group by dialing a code (\*18) and the number of the ringing line, even if the user and the ringing line are not in the same call pick-up group. If more than one user tries to pick-up the call, only the first user will receive the call, and the others will receive a busy tone to identify the call was answered.
- 8) **Call Pick-up Group** - This feature allows the user to answer (pick-up) any call directed to any other line within the users Pick-Up Group simply by dialing a Call Pick-Up Code (\*17).
- 9) **Hunting (Series and/or Multi-line only)** - Hunting allows the customer to eliminate busy signals and increase the Company's accessibility by expanding call coverage. Hunting begins with a call to a Lead number or Pilot number, and searches for an idle line beginning with the first number of a pre-assigned hunt group and ending with the last number in the group. Hunting for Centrex Communications System Customers will be provided in a Series or Multi-line arrangement only and must be programmed by Frontier from data provided by the customer.

Note: Circular or any other type hunting sequence is not available to Centrex Communications System customers.

- 10) **Speed Call (6 or 8)** - This feature allows the user to make calls to frequently dialed numbers by using an abbreviated code for each number. The short list consists of 8 numbers in all switch types except the 5ESS which will only provide 6. This is a customer programmable feature, and each user will have their own list.
- 11) **Call Restriction Options (8 options)** - The customer has the option of choosing the type call restriction desired for each individual line. The customer request for each line must be identified on the service order so the line can be provisioned with the proper line class code, and call blocking features.
  - **TYPES OF CALL RESTRICTIONS ARE:**
    - a. **No Restrictions** - This option allows the user to make and receive calls without any restrictions of any kind.
    - b. **Restriction One** - This option blocks all outgoing chargeable toll calls including all operator calls. It does allow outgoing local calls (outside the group), 8XX calls, local DA calls, repair calls, and 911 calls only. This option allows all incoming calls with no restrictions.
    - c. **Restriction Two** - This option blocks all outgoing direct dialed chargeable toll calls, but allows outgoing operator handled calls for class call screening (3rd number, collect, or credit card only), local calls (outside the group), 8XX calling, local DA calls, repair calls, and 911 calls. This option allows all incoming calls with no restrictions.
    - d. **Restriction Three** - The user is not permitted to make any outgoing calls to numbers outside the Centrex Communications System group (toll or local, including 911). This option allows all incoming calls with no restrictions.
    - e. **Restriction Four** - The user cannot make or receive calls to or from outside the Centrex Communications System group (including 911). Only inside the group (intercom) calling is allowed.
    - f. **Restriction Five** - Other requests for call blocking may be for 900, 700 and 976. These types of calls may be added to the No Restriction class of service as required.
    - g. **Restriction Six** - This option blocks casual dialing (101XXXX). This type of call may be added to the No Restriction class of service as required.
    - h. **Restriction Seven** - This option blocks international type calls. This type of call may be added to the No Restriction class of service as required.



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## 21. CENTREX COMMUNICATIONS SYSTEM

### C. FEATURE DESCRIPTIONS (Cont'd)

#### CENTREX COMMUNICATIONS SYSTEM OPTIONAL FEATURES

These features may be selected by the customer and may be added to any line or hunt group of the customers choosing, however there will be additional charges for these features.

- 1) **\*66 Busy Number Redial Redial** - This feature allows the user that attempts a call to a busy line, within their defined calling area, to dial a code (\*66) and be automatically connected to that line when both lines are idle. Once activated, a 30 minutes queuing process begins with a voice prompt advising the user that the network will attempt the call again. The user will be alerted with a special ring when the call is returned.
- 2) **Call Block** - This feature provides the user the ability to block up to twelve external telephone numbers of their choosing, from terminating a call to the user's line. The numbers the user chooses to block must be from the user's defined calling area. Calls from outside the user's defined calling area and operator calls cannot be blocked. Once activated any calls from these twelve numbers will be routed to an intercept message instead of completing.
- 3) **Call Park - Multiple** - This feature allows the user to "park" a call against their own number, and then retrieve the call from any other station in the group. Only one call can be parked on any one number at a time.
- 4) **Call Park Directed** - This feature is an enhanced call park feature and enables the user to "park" a call on any number within the Centrex Communications System group, except their own number, and then retrieve the call from the number the call was parked on. Only one call can be parked on any one number at a time.
- 5) **\*69 Call Return** - Allows a customer to obtain information about the last incoming call when the service is activated by dialing \*69. Upon dialing \*69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

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

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**21. CENTREX COMMUNICATIONS SYSTEM****C. FEATURE DESCRIPTIONS (Cont'd)**CENTREX COMMUNICATIONS SYSTEM OPTIONAL FEATURES (Cont'd)**5) \*69 Call Return (Cont'd)**

This feature is offered on a monthly subscription or per activation basis. Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. The customer is billed for any call placed by means of this service.

**General Disclaimer/Conditions** - Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information.

**Rates & Charges** - Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back.

**6) Caller ID-Number** - This feature allows the user (with compatible CPE) to view the telephone number, of the incoming call, typically by the second ring. Telephone numbers of incoming callers will be forwarded for non-blocked calls subject to technical and other limitations, including availability of the number for forwarding.

**7) Caller ID-Name and Number** - This feature allows the user (with compatible CPE) to view the telephone number and listed name (LN), associated with the incoming call, (typically by the second ring), subject to limitations such as those described below:

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

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## 21. CENTREX COMMUNICATIONS SYSTEM

### C. FEATURE DESCRIPTIONS (Cont'd)

#### CENTREX COMMUNICATIONS SYSTEM OPTIONAL FEATURES (Cont'd)

- 8) **Executive Busy Override** - This feature allows the user, upon reaching a busy line inside the group, to dial a code (\*40) to gain access to the busy line, thus establishing a Three-way call. The called number must be in the Centrex Communications System group, and will receive a warning tone prior to the establishment of the three-way conference call.
- 9) **\*66 Busy Number Redial** - This feature enables the user to redial the last called number by dialing a code (#77) rather than having to dial the entire number. This feature is not available in the 5ESS.
- 10) **Special Call Forward** - This feature allows the user the ability to program up to twelve numbers of their choosing that they want call forwarded. When one of the numbers on the user list calls them, the call will be forwarded to the number the user has programmed to receive the call. Calls from all other numbers will be handled in the normal manner. If Call Forward all calls is activated, it will override this feature.
- 11) **VIP Alert** – This feature enables the customer to program up to twelve telephone numbers so the customer will be notified of incoming calls from these special numbers by a distinctive ring tone. A special ring (short-long-short) will be used to notify the user of a call from one of the numbers on their special list. This feature will not work on a hunt group Pilot number.
- 12) **Unlimited IntraLATA Toll Usage for Business** – This plan allows the Centrex Centrex Communications System customer to have unlimited intraLATA toll voice usage for a flat monthly rate within the customer's intraLATA area.
- 13) **Unlimited IntraLATA Toll Usage for Business Feature Package Two** – This feature allows the Centrex Centrex Communications System customer that is subscribed to Unlimited IntraLATA Toll Usage for Business to choose Caller ID with Name and Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.
- 14) **Unlimited IntraLATA Toll Usage for Business Feature Package Three** – This feature allows the Centrex Centrex Communications System customer that is subscribed to Unlimited IntraLATA Toll Usage for Business to choose Caller ID with Name and One Point Voice Messaging. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at the same rate.

**21. CENTREX COMMUNICATIONS SYSTEM**

D. RATES

	<u>NRC</u> <sup>2</sup>	<u>Monthly Rate</u>
1. Centrex Communications System Lines, each <sup>1</sup>		
Includes:		
Assume Dial "9"		
Call Transfer - All Calls		
Call Hold		
Consultation Hold		
Direct Inward & Outward Dialing		
Distinctive Ringing (Inside/Outside Ringing)		
Intercom		
3 Way Calling		
Touch-Tone		
Non Metro Service:		
Month-to-Month Option:	\$20.00	\$53.15
Metro (EAS) Service:		
Month-to-Month Option:	\$20.00	\$63.15
Measured EAS (Nassau Bay)		
Month-to-Month Option:	\$20.00	\$53.15
2. Extended Metro Service (EMS)		
Month-to-Month Option		\$24.15

This EMS charge is in addition to the Metro (EAS) Service charges listed under 1. Centrex Communications System Lines.

- <sup>1</sup> The Centrex Communications System Line includes a network access line so no additional network access line is required.
- <sup>2</sup> This NRC should apply instead of the Line Connection Charge in Section 13, Service Charges.
- <sup>3</sup> Applicable Metro and Non Metro Exchanges.
- <sup>4</sup> Lines subscribed under a 2-year term may not be combined with other voice services or features under a term commitment. Other voice services and features may only be combined with lines on a 2-year term when these other voice services and/or features are purchased on a month-to-month basis.

**21. CENTREX COMMUNICATIONS SYSTEM**

D. RATES (Cont'd)

3. Centrex Communications System Selectable Services:

	<u>No MRC</u>
Automatic Callback (within system only)	-
Call Forward – Busy	-
Call Forward - Don't Answer	-
Call Forward - Variable-All Calls	-
No Call Restriction	-
Call Restriction One.	-
Call Restriction Two.	-
Call Restriction Three	-
Call Restriction Four.	-
Call Restriction Five	-
Call Restriction Six	-
Call Restriction Seven.	-
Call Waiting/Cancel Call Waiting	-
Dial Call Waiting-Originating	-
Call Pick-up - Directed	-
Call Pick-up - Group	-
Hunting - Series	-
Hunting - Multi-line	-
Speed Call (6 or 8)	-

4. Centrex Communications System Optional Services:

	<u>Additional MRC Per Month</u>
*66 Busy Number Redial Redial.	\$4.00
Call Block.	\$3.00
Call Park - Multiple.	\$3.00
Call Park - Directed	\$4.00
Automatic Call Return	\$4.00
Caller ID Number, per line	\$7.00
Caller ID Name & Number, per line	\$8.00
Executive Busy Override	\$4.00
*66 Busy Number Redial	\$4.00
Special Call Forward	\$4.00
VIP Alert	\$3.00
Unlimited IntraLATA Toll Usage for Business	
Unlimited IntraLATA Toll Usage for Business Feature Package Two	
Unlimited IntraLATA Toll Usage for Business Feature Package Three	

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**21. CENTREX COMMUNICATIONS SYSTEM****D. RATES (Cont'd)****5. Additional Services Available for Use with Centrex Communications System Service**

The following services may also be used with Centrex Communications System and their description and rate are included in Section 16 Call Tracing Service, Enhanced Call Forward – Existing, and Enhanced Call Forward with Call Manager – Existing.

**6. Foreign Central Office Service Charges**

When the Centrex Communications System station line is located in a different central office area of the serving exchange, the Foreign Central Office Service Charge applies as specified in this Price Guide.

**7. Service Charges**

Line Connection Charges do not apply to the initial installation of Centrex Communications System lines when installed under a term commitment option.

No service charges will apply for Centrex Communications System Custom Calling and CLASS Services, if installed initially with the Centrex Communications System system. When features are added or rearranged on an existing line subsequent to the installation of the Centrex Communications System System, the appropriate service charges will apply.

**8. Foreign Exchange Service**

Rates and charges are as specified for Foreign Exchange Service in Section 19 of this Price Guide.

**9. Calling Plans**

A Centrex Communications System customer may subscribe to a local calling plan. A Centrex Communications System customer is also eligible for a toll Discount Calling Plan. Refer to the Calling Plan section for rates of the Local Calling Plans and the Discount Calling Plans.

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## 22. ABBREVIATED DIAL SERVICE

### 811 DIALING SERVICE

#### GENERAL

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call to the 811 Customer. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the 811 Customer that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This Price Guide covers calls originating on lines terminating in a Frontier switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls).

#### DEFINITIONS

**811 Customer** – The entity providing, with appropriate state authority, the excavation notice service under Texas Statutes, Chapter 251 of the Utilities Code.

**Calling Party** – The end user in a Frontier Exchange placing at 811 calls.

**Terminating Number** – The local or toll free (8XX-XXX-XXXX) number subscribed to by the 811 Customer.

#### CONDITIONS

Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The customer shall provide Frontier with this number in advance so that Frontier may properly translate its central office switches. The customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Frontier's network.

The terms of this Price Guide are premised on the customer's unique network design requirements, service mix, usage patterns and concentration, and other characteristics. Frontier's offering of 811 to the customer is conditioned on the premise that the customer has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Frontier, and that the customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

The Company reserves the right to file Price Guides at a later date if; charges are deemed appropriate or, if network rearrangements made by the Company or at customer request in the future require Frontier to incur additional costs.

Any changes to the termination number(s) is the customer's responsibility. Frontier is to be provided with 60 days written notice of any planned number change to ensure the timely number translations can be performed at each Central Office.

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## 22. ABBREVIATED DIAL SERVICE

### 811 DIALING SERVICE (Cont'd)

#### CONDITIONS (Con't)

Caller ID information from the originating number is not provided to the 811 Subscriber/Customer on a real-time basis.

811 Dialing Service is not available for resale.

#### LIMITATION OF LIABILITY

The Company assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area provider. Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number. The Company assumes no liability due to Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.

The Company accepts no liability for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment, except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company will not exceed the Pro Rata Amount. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of customer-provided power supply.

Frontier's liability, if any, for gross negligence or willful misconduct is not limited by this Price Guide.

#### MISCELLANEOUS

The Company reserves the right to discontinue the 811 Dialing Service (without limitation) immediately, without notice, if interruption of Service is necessary to prevent or protect against fraud or otherwise protect the Company's personnel, facilities or services.



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## 23. CUSTOM REDIRECT SERVICE

### GENERAL

Custom Redirect Service (CRS) enables customers to redirect all or a part of their incoming-switched voice and data calls to other telephone numbers. The redirection may be on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer. This service may be used in the event of a communications failure, cable cut, fire, flood, or any other event requiring calls to be handled from alternate telephone numbers or an alternate location.

Basic Custom Redirect Service offers the ability to define three routing options to redirect calls. There are up to six additional options available per group. The first option is usually a basic redirect to the dialed number. The customer may designate that the basic redirection feature be used in each of the options, or the customer may select Optional Features described herein. It is assumed that the first option call will be a basic redirect to the dialed number, but that is not a requirement. If the dialed number is not part of one of the options, then calls will always be redirected away from the dialed number. The customer can then choose two additional telephone numbers to elect to redirect calls to.

### FEATURE DEFINITIONS

#### Standard Features

1. Equipped Telephone Number

A telephone number equipped with Custom Redirect Service is referred to as an Equipped Telephone Number.

2. Group

A group is the collection of Equipped Telephone Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. If the customer chooses to have option three "active" in a particular group, then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time-of-day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

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### 23. CUSTOM REDIRECT SERVICE

#### FEATURE DESCRIPTIONS (Cont'd)

##### Standard Features (Cont'd)

#### 3 Option Column

An option column is a table of telephone numbers that are treated the same. Custom Redirect has three option columns per group with the basic service. Up to six additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third might be a telephone number in an affiliate office in another city. If option two were selected (i.e., "active"), all telephone numbers in this group would be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a Custom Redirect Service optional feature then all telephone numbers in this option column would have the optional feature.

#### 4 Redirecting Telephone Number

A redirecting telephone number will have no office equipment associated with it and will be used solely for the purposes of subscribing to Custom Redirect Service and redirecting call traffic from the telephone number dialed to the Custom Redirect Service customer's intended destination(s).

#### 5 Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Company platform using a Touch-Tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option the customer wishes to activate. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service. The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

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## 23. CUSTOM REDIRECT SERVICE

### FEATURE DEFINITIONS (Cont'd)

#### Optional Features

##### 1. Time-of-Day/Day-of-Week Redirection

Time-of-Day/Day-of-Week Redirection is an optional feature which allows customers to redirect the customer's calls to another location at designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

##### 2. Percentage Redirection

Redirection may be done by percentages. For example, when Percentage Redirection is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B, and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%.

##### 3. Number Identification Redirection

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This allows the customer to direct particular callers to specific numbers, based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call may be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirection may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge applies to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

##### 4. SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups and will allow the customer to modify the active option of multiple groups at the same time. For example, if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. SuperGroup 105 would be set to option 2.

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### 23. CUSTOM REDIRECT SERVICE

#### FEATURE DEFINITIONS (Cont'd)

#### Optional Features (Cont'd)

##### 5. Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning customers must designate an interexchange carrier of their choice to carry the redirected traffic. The billing for calls redirected using this feature will be by the carrier specified by the customer.

##### 6. Custom Applications

Although most customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Dialed Number Recovery (DNR) is an example of a Custom Application.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all AIN custom applications through this Price Guide item. Very complex applications and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies. These applications would be priced by the ICB group and subsequently billed at those rates.

##### 7. Alternate Central Office Triggers

The ability to place triggers in central offices, other than the original terminating central office, allows customers to redirect from the office in which the call originates without requiring the call to complete to the serving central office. In the event that the serving central office is out of service the customer's Custom Redirect Service may be activated and all calls processing in an office with an alternate office trigger will be redirected per the current active option at that time.

Allowing triggers to be placed in more than the terminating central office may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Average Monthly Group Volume charges would be reflective of this increased call volume.

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**23. CUSTOM REDIRECT SERVICE****CONDITIONS**

1. Custom Redirect Service is available where Company facilities permit.
2. Custom Redirect Service may be provisioned with group sizes as small as one.
3. Price Guide rates will not apply to numbers requiring excessive translations work. Individual Case Basis pricing may be available to customers whose numbers meet this criteria.
4. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
5. Calls to telephone numbers associated with Custom Redirect Service must be redirected to a customer-assigned number terminating in either a customer location, an inter-exchange carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. NOTE: In the event the final destination is out of the LATA, the customer provides the PIC and the Telephone Company hands the call off to the carrier selected. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
6. It is the responsibility of the Custom Redirect customer redirecting calls to a third party to obtain, when appropriate, the third party's permission prior to the calls being redirected.
7. Charges for calls between the Custom Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Custom Redirect customer.
8. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Company reserves the right to disconnect the service immediately in accordance with the regulations contained in General Rules and Regulations.
9. Custom Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
10. Minimum Period

When Line Features with a Minimum Period are originally ordered, a one-year Minimum Period will apply. If the Custom Redirect Service is canceled prior to the one-year period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

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### 23. CUSTOM REDIRECT SERVICE

#### CONDITIONS (Cont'd)

##### 11. Term Commitment / Termination Liability

Customers with more than 500 lines provisioned may choose to sign a five-year term commitment, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period, the rate will be recalculated to the month-to-month rate and the twelve month termination liability will apply.

##### 12. Initial Average Monthly Query Volumes are estimates only. After installation, Frontier will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustment to the monthly charges base upon the results of the audit.

#### APPLICATION OF RATES

##### 1. Service Establishment Charge

Charges will apply for the original order for Custom Redirect Service per Service Order or per Account. This charge will apply to new orders of Custom Redirect Service. If a customer is modifying the existing order, including adding additional numbers, the Rearrangement Charge applies. The addition of a new group(s), or a request for additional security forms, will result in a Service Establishment Charge.

##### 2. Equipped Number (Monthly Rate Per Number)

There will be a monthly rate, in addition to a nonrecurring charge, for each equipped number. The monthly rate per number will be based on the quantity of equipped numbers within the customer's account. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

##### 3. Average Monthly Group Volume (Queries/Mo./Group)

A monthly rate, in addition to a nonrecurring charge, will apply for each group of equipped telephone numbers the customer designates. The monthly rate will be based on the estimated monthly volume of queries expected by the equipped telephone numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume, as enhancements to the call processing logic are added and additional triggers placed the query volume may exceed the call volume. The customer upon establishing Custom Redirect Service will provide their estimated monthly volume. Frontier, on a quarterly basis, may review the query volume data and, if necessary, will change the Average Monthly Group Volume, if there is an increase or decrease, at no charge.

##### 4. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement made and a nonrecurring charge will apply to each equipped telephone number impacted by the change. In addition to the nonrecurring charge, the applicable Price Guides service order charges will apply.

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### 23. CUSTOM REDIRECT SERVICE

#### APPLICATION OF RATES (Cont'd)

##### 5. Password Initialization

A nonrecurring charge will apply each time, after service establishment, that the customer requests the Company to reinitialize the pass code to the default pass code or requests the Company to modify existing security profiles. A service order will be generated after the initialization takes place and the applicable Secondary Service/Subsequent Order Change charge will apply.

##### 6. Redirection Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired. When calls are redirected, the Custom Redirect subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

##### 7. Redirecting Telephone Numbers

A monthly rate and a nonrecurring installation charge for each telephone number assigned that will be used solely for the purpose of provisioning Custom Redirect Service. This telephone number will have no office equipment associated with it and will be used solely for the purpose of generating a trigger to access ANI logic.

##### 8. Equipped Telephone Number

There will be a monthly charge for each CRS equipped telephone number. The line feature will be based on the number of equipped telephone/Day-of-Week numbers within the group. In addition to the monthly rate, a nonrecurring charge will apply for each number installed.

##### 9. Optional Feature Charges

###### Time-of-Day/Day-of-Week

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

###### Percentage Redirecting

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company on behalf of the customer, rearrangement charges will apply.

###### Number Identification Redirection

A monthly rate and a nonrecurring charge will apply for the first 100 telephone numbers listed for Number Identification Redirecting. Each additional 100 numbers or fraction thereof, will incur a nonrecurring charge and a monthly recurring charge.

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**23. CUSTOM REDIRECT SERVICE**

## APPLICATION OF RATES (Cont'd)

## 9. Optional Feature Charges (Cont'd)

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature.

Single Number Destination

A monthly rate and nonrecurring charge will apply for each group on which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature.

Alternate Central Office Trigger

A nonrecurring charge will apply at the time of the establishment of the triggers and a flat monthly rate will be billed for each central office in which the trigger is placed.

Special CRS Transactions

Occasionally customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A non-recurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.



**23. CUSTOM REDIRECT SERVICE**

## RATES AND CHARGES

	Nonrecurring Charge	Monthly Rate
<u>Equipped Number, rate per Number:</u>		
Per Telephone Number Equipped 1 – 50	\$2.35	\$2.50
Per Telephone Number Equipped 51 – 100	\$2.35	\$2.35
Per Telephone Number Equipped 101 – 500	\$2.35	\$2.00
Per Telephone Number Equipped 501 – 1000	\$2.35	\$1.50
Per Telephone Number Equipped over 1000	\$2.35	\$1.10
 Equipped Number - minimum 500 lines (5-Year Term Commitment)	 \$2.35	 \$1.10
<u>Optional Features:</u>		
Additional Options Charge (per Additional Option over Three)	\$ 200.00	\$ 25.00
Number Identification Redirection:		
First 100 numbers	\$500.00	\$50.00
Additional 100 numbers	\$100.00	\$10.00
Percentage Feature Redirection	\$100.00	\$25.00
Redirecting Telephone Number, each number	\$5.00	\$1.00
Time-of-Day / Day-of-Week Redirection	\$100.00	\$25.00
<u>Other Charges:</u>		
Alternate Central Office - Triggers	\$500.00	\$1.00
Custom Applications, per option	\$200.00	\$25.00
Password Initialization	\$50.00	-
Rearrangement Charge:		
Per occasion	\$250.00	-
Per number	2.35	-
Service Establishment Charge (Per Service Order or Per Account)	\$500.00	
Single Number Destination Service	\$50.00	10.00
Special Custom Redirect Service Transaction	\$100.00	-
SuperGroups	\$50.00	\$1.00

**23. CUSTOM REDIRECT SERVICE**

RATES AND CHARGES (Cont'd)

Average Monthly Group Volume: (Queries/Mo.Group)

	Nonrecurring <u>Charge</u>	<u>Monthly Rate</u>
Up to 1,000 calls per month	\$50.00	\$25.00
Up to 10,000 calls per month	\$50.00	\$80.00
Up to 25,000 calls per month	\$50.00	\$150.00
Up to 50,000 calls per month	\$50.00	\$280.00
Up to 75,000 calls per month	\$50.00	\$425.00
Up to 100,000 calls per month	\$50.00	\$550.00
Up to 250,000 calls per month	\$50.00	\$1,300.00
Up to 500,000 calls per month	\$50.00	\$2,500.00
Up to 750,000 calls per month	\$50.00	\$3,600.00

Over 750,000 calls per month

The rate is determined by adding the rates for the increments above. For example, the Monthly Rate for Up to 1,000,000 calls per month would be determined by adding the \$3,600 rate for Up to 750,000 calls per month plus the \$1,300 rate for Up to 250,000 calls per month for a Monthly Rate of \$4,900.

**24. RESALE OF LOCAL EXCHANGE SERVICE AND SCHEDULES**

Reserved for Future Use

**25. LOCAL MEASURED FACILITIES**

Reserved for Future Use

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## 26. TELEPHONE CONCESSION SERVICE

### GENERAL

The Telephone Company, upon proper official approval, will grant concession service in connection with certain telephone service. This service may be classified as Official Service and Employee Concession Service.

### OFFICIAL SERVICE

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

### EMPLOYEE CONCESSION SERVICE

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

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

#### **Regular Employees**

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

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

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

**Group D** - Due to the needs of the business, some Nonmanagement Employees may receive special concession treatment of 100% concession on one primary network access line and 50% concession on regulated nonrecurring charges (NRCs), touch call and custom calling services.

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## 26. TELEPHONE CONCESSION SERVICE

### EMPLOYEE CONCESSION SERVICE (Cont'd)

#### **Retired Employees**

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

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

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

#### **Other Network Services**

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

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

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

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

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

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

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**26. TELEPHONE CONCESSION SERVICE****EMPLOYEE CONCESSION SERVICE (Cont'd)****Excluded Services**

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

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

**PROVISIONS OF EMPLOYEE CONCESSION**

All concession services are subject to directory listing in the name of the employee or retiree. The only exception to this is additional lines installed for employee's children; in these cases, the line may be listed in the child's name only. Retirees who wish to pay for non-published service may still receive telephone concession.

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

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

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## 27. SERVICE PROVIDER NUMBER PORTABILITY (SPNP)

### GENERAL

Pursuant to HB 2128, Telephone Number Portability is provisioned on an interim basis in this Price Guide and provides the ability of a user of telecommunications services, to the extent technically feasible, to retain an existing telephone number when changing from one provider of telecommunications service to another provider. Services offered in this Price Guide are provided only within the Frontier serving areas.

Service Provider Number Portability (SPNP) is only available to Competitive Local Carriers. Competitive Local Carriers are defined in this Price Guide as a holder of a Service Provider Certificate of Operating Authority, a holder of a Certificate of Operating Authority or a holder of a Certificate of Convenience and Necessity granted by the Public Utility Commission of Texas.

### DESCRIPTION OF SERVICE

Service Provider Number Portability is a local exchange telecommunications service whereby a call dialed to a telephone number assigned by the Telephone Company is automatically forwarded to a dialable local telephone number provided by a Competitive Local Carrier (CLC).

### CONDITIONS

SPNP described in this Price Guide is used only as an interim solution for number portability.

The CLC must have a local interconnection agreement with the Telephone Company in order to purchase SPNP from the Telephone Company. When SPNP is purchased from the Telephone Company, the ownership of the telephone number is NOT transferred to the CLC. The Telephone Company reserves the reasonable right to assign, designate or change telephone numbers to accommodate the end-user's request to change the telephone number, to prevent fraudulent use of the customer's number, or change occasioned by a change in the customer's NPA or area code. Should it become necessary to make a change in such number(s), the Telephone Company will furnish the CLC six (6) months notice of the effective date and an explanation of the reason(s) for such change(s).

SPNP will not be provided in conjunction with Coin, Private Pay Telephone, ISDN or any other technically limited services.

SPNP service may only be ordered at the time the CLC is converting the end-users local service from Company provided local service to the CLC's local service.

Service interactions with SPNP may limit the functionality of some services and/or features rendering them non-functional to calls sent to the CLC's end-users.



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**27. SERVICE PROVIDER NUMBER PORTABILITY (SPNP)**

## CONDITIONS (Cont'd)

The CLC is required to certify, at the time it submits its end user and/or their agent lists to the Telephone Company, that it has on file or has instituted steps to obtain confirmations of choice from the end user or their agent. The CLC is not required to submit the confirmation when submitting end user or their agent lists to the Telephone Company but should maintain the confirmations on file for use in dispute resolution. The CLC should request confirmation of choice from its customers pursuant to PUC Substantive Rule §23.97. An authorization form will be accepted as valid if it meets the specifications stated in PUC Substantive Rule §23.97.

Should an end user or its agent dispute the authorization for a CLC's submitted change within 90 days of local service provider change to the CLC and if the CLC cannot produce a confirmation of choice from the agent within 30 days of a request by the Telephone Company to do so, the previous local service provider will be reestablished as the end user's local service provider.

Any telecommunications carrier that violates the verification procedures prescribed by the Commission and collects charges for local telephone exchange service from a subscriber must reimburse the customer's authorized carrier in an amount equal to all charges paid by such subscriber after such violation. In addition, a charge of \$12.83 will be assessed to the CLC violating said procedures and the end user will be reassigned to the previous local service provider.

If the CLC holder produces a confirmation of choice within 30 days of the Telephone Company request, the end user or its agent will be liable for all charges. The Telephone Company will promptly notify the CLC whenever it receives an order to disconnect service of its end user customer.

The CLC is responsible for coordinating the provisioning of the SPNP service with the Telephone Company.

The CLC is responsible for all charges for canceling SPNP service for any telephone numbers subscribed to SPNP services for which it is not presently providing local exchange service.

The CLC is responsible for all charges for the provisioning of SPNP services as set forth in this Price Guide.

Some applications (i.e., hunt lines) may require the ability to terminate multiple simultaneous calls for a single SPNP number. In these instances, the SPNP charge is applied for each simultaneous call capability per number forwarded. For example, a CLC end-user may want the capability to terminate five (5) simultaneous calls to a single SPNP number; the SPNP charge and four additional paths are required.

**27. SERVICE PROVIDER NUMBER PORTABILITY (SPNP)**

CONDITIONS (Cont'd)

The CLC is responsible for designating to the Telephone Company, at the time of its initial service request for SPNP services, the appropriate Line Information DataBase (LIDB) indicator for the correct handling of collect, third party, and other operator handled calls to SPNP assigned telephone numbers. The CLC may request that an indicator be included in the Telephone Company's database that all such calls be denied; however, the Telephone Company will not guarantee such denial. The indicator default will be set to deny all collect, third party, and operator handled calls in instances where the CLC does not designate a preference when service is initially established. In any case, the CLC's end user is responsible for payment of all collect, third number, and other operator handled charges terminated on the SPNP telephone number. The Telephone Company will provide the necessary information to allow the CLC to collect from its end user the appropriate operator charges and forward such collections, less negotiated collections expense to the Telephone Company.

Each Local Service Provider shall provide for the Automatic Location Identification (ALI) record retrieval of the directory number, a five character Telephone Company Identification (TCI) of the company that provides service to the calling line, and any other standards consistent with the National Emergency Number Association (NENA) standards. The Telephone Company shall provide and enable all the above consistent with NENA standards. Each Local Service Provider is responsible for any 9-1-1 interactions on behalf of its subscribers. The Telephone Company with the Local Service Providers will cooperate and coordinate with the 9-1-1 entities to the fullest extent possible regarding implementation of the above and educating Public Safety Answering Point (PSAP) personnel on the changes to the ALI screen and ALI information. Pursuant to Proposed Interim Order and Order on Remand in PUC Docket No. 14943, the Telephone Company and the Local Service Providers shall negotiate interconnection arrangements for the implementation of all the above, the implementation will not be delayed pending such negotiations.

RATES AND CHARGES

<u>SPNP</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Each Forwarded Number	\$13.20	\$3.40
Each Additional Simultaneous Path		-

**27. SERVICE PROVIDER NUMBER PORTABILITY (SPNP)****DIRECT INWARD DIAL (DID) SERVICE**

Pursuant to HB 2128, Direct Inward Dial (DID) Service is provisioned on an interim basis in this Price Guide and provides the ability of a user of telecommunications services, to the extent technically feasible, to retain an existing telephone number when changing from one provider of telecommunications service to another provider. Services offered in this Price Guide are provided only within the Frontier exchange serving areas.

DID Service, from this Price Guide, is only available to Competitive Local Carriers. Competitive Local Carriers are defined in this Price Guide as a holder of a Service Provider Certificate of Operating Authority, a holder of a Certificate of

Operating Authority or a holder of a Certificate of Convenience and Necessity granted by the Public Utility Commission of Texas. Other conditions as specified for SPNP services also apply.

The service includes the central office switching equipment necessary for direct inward dialing from the exchange and toll network directly to the virtual collocation of the Competitive Local Carriers in the DID serving Central Office.

The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated. The Competitive Local Carriers must provide full period dedicated facilities to the point of virtual collocation for each circuit (trunk) connected.

The operational characteristics of the interface signals between the Telephone Company provided connecting arrangements and the Competitive Local Carrier's switching equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.

The Telephone Company shall not be responsible to the customer if changes in protection criteria or changes in any of its facilities, operations or procedures render any facilities provided by the customer obsolete.

The Competitive Local Carrier's equipment or the equipment of the end user must be arranged to provide for the intercepting of calls to unused numbers.

DID service is available with extended metropolitan service (EMS) only in those exchanges offering EMS service as identified in Section 5 of this Price Guide. In addition to the DID Trunk Termination monthly rate, each trunk termination will also be charged 50% of the difference between the local calling scope automatic trunk rate and the EMS automatic trunk rate in Section 5.

**RATES AND CHARGES**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
DID Trunk Terminations, per trunk	-	\$1.70
DID Station Numbers, Block of 20 numbers <sup>1</sup>	-	\$0.03

<sup>1</sup> Available only from Digital Central Offices.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****GENERAL REGULATIONS**

Customer-provided equipment and facilities may be connected to facilities of the Telephone Company, subject to the provisions of the "General Regulations" contained in this Price Guide and the regulations, rates and charges specified herein.

Certain items provided in this section may require the use of commercial power. The rates quoted contemplate the use of standard equipment designed to operate on 110 volts, 60 cycles a.c. power. When special equipment, designed to operate on other voltages or frequencies, is required, the Telephone Company may make a reasonable additional charge. The commercial power, power wiring and outlets necessary for the operation of the equipment will be furnished by the customer.

Basis of Connection

The operation, maintenance and operating characteristics of the customer-provided equipment and the magnitude and character of the voltages and currents delivered to the Telephone Company connecting equipment shall be such as not to interfere with any of the services offered by the Telephone Company or interfere with the service of others. Such equipment shall operate in such a manner as to avoid hazard and/or damage to Telephone Company plant or injury to Telephone Company employees or customers because of the character or location of the customer-provided apparatus and power source to which it is connected. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

Obligation of the Customer

The customer indemnifies and saves the Telephone Company harmless against libel, slander or the infringement of copyright or patents arising from the improper use of material transmitted over its facilities or from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

Responsibility of Telephone Company

The Telephone Company shall not be responsible to the customer for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission (except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service). The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in the "General Regulations" contained in this Price Guide.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

## GENERAL REGULATIONS (Cont'd)

Responsibility of the Customer

The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment. Exchange service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for long distance message telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility the Telephone Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment.

The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in this Price Guide, or in any of the facilities operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

Where service is available under this Price Guide for use in connection with customer-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided systems do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided facilities. In instances where the trouble is determined (within a 30 minute time period) to be caused by customer-provided equipment or facilities a service charge of \$35.00 will be applicable. In instances where Telephone Company personnel are required to be at the customer's location for a period in excess of 30 minutes time for purposes of testing, trouble shooting or any other work in connection with the customer's equipment or facilities, the customer shall be billed the actual cost for time materials, etc., expended on that particular call out.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

## GENERAL REGULATIONS (Cont'd)

Responsibility of the Customer (Cont'd)Violation of Regulations

Where any customer-provided equipment is used with exchange service in violation of any of the provisions in this Price Guide, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the timestated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Price Guide.

Cancellation of Application for Service

When a firm request for service which required a special assembly of equipment or special engineering, is cancelled in whole or in part before service is established, the applicant or customer is required, on demand, to reimburse the Telephone Company for all expense incurred in connection with the application for service and the installation of the required equipment and facilities before notice of cancellation is received.

## CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

Connections of Customer-Provided Communications Systems

Customer-provided communications systems may be connected at a service point of the customer, on a voice grade basis, with exchange service either through a network control signaling unit and connecting arrangement, furnished, installed and maintained by the Telephone Company or through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/ or receiving. The customer-provided system shall comply with the minimum network protection criteria contained in this Price Guide.

The customer is responsible for specifying the connecting arrangement required to interconnect the customer-provided equipment. Customers requesting a connecting arrangement that is not specified in the applicable Bell System Technical reference will be advised that the requested connecting arrangement is not correct. When the customer insists that an incorrect connecting arrangement be installed, the Telephone Company will, at his request, provide such connecting arrangement. In such cases the customer will be advised that the Telephone Company does not guarantee that the connecting arrangement will function properly and thereby is released from any liability associated with such installation should the connecting arrangement not function properly. In such cases, the customer will be billed all applicable service charges associated with the installation of the appropriate connecting arrangement.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS**Network Protection Criteria

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

Where the customer-provided communications system is connected with exchange and long distance message telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided communications system must comply with the following criteria:

To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milli-watt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.

To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises meets the following limits:

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified preceding.

The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)**Network Protection Criteria (Cont'd)

Where the customer-provided communications system is connected with exchange and long distance message telecommunications service through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided communications system must comply with the following criteria:

To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three-second interval.

To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line):

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified preceding.

The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.



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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

## CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)

Connections with Certain Facilities of Power, Pipe Line and Railroad Companies

Telephone facilities of an electric power company of oil, oil products or natural gas pipe line company, or railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company, may, in lieu of the provisions of this Price Guide preceding, be connected with exchange service, for the following purposes: (a) (1) in cases of emergency involving safety of life or property; (2) in addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance or construction of railroad right-of-way, structures, or equipment; (b) in cases where the customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities; (c) during an interim period in cases where the customer has arranged for replacement of said customer facilities with facilities of the Telephone Company.

Telephone circuits of such companies will be connected to a local or toll central office access line to form a through connection only through manual switching equipment, or an attendant's position of dial private branch exchange equipment furnished to the customer by the Telephone Company. Such equipment or position may be located at either or both ends of the customer's circuit.

Connection of a telephone circuit of such companies as specified in this Price Guide preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

Connection with Certain Facilities of the U. S. Army, Navy and Air Force

Facilities of a telephone system of the U. S. Department of the Army, Navy or Air Force which serves an establishment operated and administered under the direction of the Department and commanded by authorities of such establishment, may, in lieu of the provisions of this Price Guide preceding, be connected with exchange service where the Secretary of the Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the Department. In addition, the facilities of a temporary telephone system of such Department located at a permanent establishment of the Department for maneuvers, mobilization tests or technical service tests will be so connected.

Telephone facilities of the U. S. Department of the Army, Navy or Air Force, other than those described above, may, in lieu of the provisions of this Price Guide preceding be connected by means of switching or connecting equipment furnished by the Telephone Company, to a private branch exchange switchboard or other telephone switching or terminal equipment, where the Secretary of the Department or his authorized representative notifies the Telephone Company in writing that such connection is required for reasons of military necessity. Such Department telephone facilities will be connected with exchange service only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for the Telephone Company to furnish its facilities.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Cont'd)**Connections of Service Station Lines and Facilities Furnished by the Customer Which Involve Hazardous or Inaccessible Locations

Service station lines and facilities furnished by the customer may be connected with exchange facilities furnished by the Telephone Company as specified in the Service Station Service section of this Price Guide.

Telephone circuits owned and maintained by a mining company or a powder manufacturing company and located on the property of such company in inaccessible or hazardous locations may be connected with a private branch exchange furnished the customer by the Telephone Company.

U. S. Government Executive Department and Agencies

Equipment of a Department or Agency of the Executive Branch of the U. S. Government used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Telephone Company station equipment, or to Telephone Company facilities in lieu of such station equipment, subject to the regulations and conditions stated below:

The head of the Department or Agency whose equipment is to be connected, or his authorized representative, shall notify the Telephone Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.

The connection shall be made by means of connecting equipment or arrangements furnished by the Telephone Company.

**CUSTOMER-PROVIDED TERMINAL EQUIPMENT**

Customer-provided terminal equipment may be used with the facilities furnished by the Telephone Company, for exchange telecommunications service, as specified in the following paragraphs.

Terminal Equipment**Data Transmitting and/or Receiving Terminal Equipment**

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities for exchange and long distance message telecommunications service through a data access arrangement provided by the Telephone Company as described in this Price Guide. Use of such service is on a two-point basis.

Data Set - Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Telephone Company, the data set shall perform the functions of:

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Cont'd)**Terminal Equipment (Cont'd)**Network Control Signaling**

Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Telephone Company facilities, and Conditioning signals transmitted by means of Telephone Company facilities to data signals suitable for reception by customer-provided equipment.

Data Access Arrangement - The use of customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

The customer shall furnish the equipment which performs the functions of data signal conditioning referred to above.

The Telephone Company shall furnish the data access arrangement for use with the network control signaling unit.

**Acoustic, Inductive Connections**

Customer-provided data transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company network control signaling unit. If the acoustical device requires a change to a different instrument, the appropriate service charges will apply.

**Voice Transmitting and/or Receiving Terminal Equipment and Accessories**

Customer-provided voice transmitting and/or receiving terminal equipment and accessories, devices and/or miscellaneous terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company for exchange service may be used with such facilities in accordance with the following:

**Voice Transmitting and/or Receiving Terminal Equipment and Accessories (Cont'd)**

The connection shall be made through a Telephone Company connecting arrangement which shall be furnished, installed and maintained by the Telephone Company. As provided in accordance with the regulations pertaining to Terminal Equipment Attested by a Manufacturer or Supplier, a connecting arrangement is not required for the connection of certain classes of attested customer-provided terminal equipment.

Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company facilities for exchange service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**

FIELD LINE TERMINATIONS (For Terminating Customer-Owned Lines)

**REGULATIONS**

Field lines are to be connected directly to the switchboard or to telephones on the premises of the customer where standard operation and transmission can be obtained on all connections. Field lines are furnished for communication between stations directly connected to and located on the same premises as the switchboard involved. Accordingly, field lines are used in connection with trunks, off premises stations or other field lines only, subject to the condition that in some cases standard operation and transmission may not be obtained when such connections are established.

Customer-owned telephone facilities will not be connected to a local or toll central office line to form a through connection except as follows:

In case of emergency involving safety of line or property:

In addition, in case of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity or reliability of railroad service to the public, and related to the movement of passengers, mail, property or equipment by railroad, or the repair, maintenance or construction of railroad rights-of-way, structure or equipment;

In cases where the customer-owned facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities;

During an interim period in cases where the customer has arranged for replacement of said customer-owned facilities with facilities of the Telephone Company.

Connection of customer's telephone circuit as specified preceding may be established at either end of such circuit but shall not be established at both ends simultaneously.

Telephone circuits of the customer extending between or beyond exchange areas of the Telephone Company will be connected for exchange or message toll service only through manual switching equipment, or an attendant's position of dial PBX equipment. Such equipment or position may be located at either or both ends of the customer's circuit.

**RATES**

For rates, see (Tie Line Terminations).

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND AUTOMATIC ANSWERING AND RECORDING EQUIPMENT**

Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with facilities of the Telephone Company for the following purposes and subject to the following conditions:

**RECORDING OF TWO-WAY CONVERSATIONS**Direct Electrical Connection

Connection of customer-provided voice recording equipment with facilities of the Telephone Company for the recording of two-way telephone conversations is, except as provided under acoustic or inductive connections following, permitted only by means of a direct electrical connection through a connecting arrangement furnished, installed and maintained by the customer, which contains a recorder tone device (recorder connector) which automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use. Such distinctive tone need not be produced when the recording equipment is used as follows:

With private line service which has no connection or means of connection with the exchange line facilities;

When the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December 13, 1972.)

By a public fire and police service for the recording of two-way telephone conversations provided that proper public authority certifies that the service will be used exclusively for the receipt of emergency fire and police calls.

The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

Acoustic, Inductive Connections

Customer-provided voice recording equipment may be connected with facilities of the Telephone Company for the recording of two-way telephone conversations by means of acoustic or inductive connections without the distinctive recorder tone described under "direct electrical connection" preceding, only under the following conditions:

By a customer who has reason to believe that the call to be recorded will be a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another; profane or obscene language; used for an unlawful purpose; and the call is recorded solely for the purpose of obtaining evidence of such violation. (Filed pursuant to the Federal Communications Commission's Memorandum Opinion and Order adopted December 19, 1973.)

Federal Communications Commission licensed broadcast station customers recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December 13, 1972.)

Such acoustic or inductive connections must be in accordance with regulations contained in this section.

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**28. CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES****INFORMATION SYSTEM ACCESS LINE****GENERAL**

Customer-provided data transmitting and receiving equipment that process data and/or perform calculations will be connected to the exchange network of the Telephone Company through the provision of an Information System Access Line. Examples of data transmitting and receiving equipment would include computers, associated buffering devices and/or concentrating devices with store and forward capabilities located on the same premise. Teletypewriter machines and similar input terminal devices are not within the provisions of this service.

An Information System Access Line working in conjunction with an appropriate modem is the communication link between the customer-provided data transmitting and receiving equipment and the Telephone Company Central Office. An Information System Access Line is a business exchange service and as such is assigned a telephone number and has incoming and outgoing call capabilities. Information System Access Lines may be provided with Centrex or PABX systems.

**REGULATIONS**

Customer-provided data transmitting and receiving equipment shall be connected through Information System Access Line to the Exchange Network by means of appropriate data set or data access arrangement.

A directory listing is not provided in connection with an Information System Access Line.

For mileage charges on an Information System Access Line extending outside the same building or beyond the premises, see applicable "Mileage" section of this Price Guide.

**CHARGES**

The applicable charges indicated in Section 5 of this Price Guide will apply for an Information System Access Line.

**29. INTEGRATED SERVICES DIGITAL NETWORK (ISDN)**

Reserved for Future Use

**30. CENTREX/DIGITAL (ISDN) CENTREX SERVICE**

Reserved for Future Use



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## 31. MULTILLOCATION CENTREX SERVICE

### GENERAL

Multilocation Centrex Service allows customers to have Analog Centrex Service at multiple locations and/or terminate in multiple Telecommunications Systems to interact as though they were all within the same business group. The multiple locations may be on different premises served by different end offices within the same exchange or served by different end offices in different exchanges. However, all end offices must be capable of providing Centrex Service.

Multilocation Digital Centrex Service is provided for VOICE ONLY services and only from central offices technically capable. Multilocation Digital Centrex Service is not available for data services.

Multilocation Centrex Service uses the public switched network to provide capabilities and features typically offered by a private network. End user access via one of the service's Dialing Plans will operate across the network as if the customer were being served by a single switch. Multilocation Centrex Service includes the following features:

- Dialing Plan
- Interlocation Intercom Calling

### DEFINITIONS

**Customer of Record** - The Centrex customer subscribing to Multilocation Centrex Service.

**Dialing Plan** - A feature included in Multilocation Centrex Service. The customer has the option to choose one of the following:

Location Code Dialing Plan - An option that allows duplication of station numbers among locations served by different switches. By assigning a station number which consists of a leading digit(s) AND one to seven digits of the customer's North American Numbering Plan telephone number, this plan permits the duplication of station numbers among several locations served by different switches and allows the customer to exceed 10,000 stations.

Portable Extension Dialing Plan - Allows internal callers to reach a Centrex station line regardless of the number of physical moves and/or telephone number changes the station has experienced.

The Centrex station may move from one premises to another and/or have a change in its North American Numbering Plan telephone number and still retain the same assigned extension number. This is accomplished by assigning an extension number of one to seven digits that is independent of its North American Numbering Plan number.

Both Dialing Plans can be used with public switched network calling or private line networks.

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### 31. MULTILLOCATION CENTREX SERVICE

#### **DEFINITIONS** (Cont'd)

**Dialing Plan Numbers** - Centrex lines having access to a Location Code or to a Portable Extension Dialing Plan.

**Interlocation Intercom** - A communications system that uses the public switched network to complete calls between Centrex stations in multiple locations.

Interlocation Intercom calls may be completed over a customer's private line network, with overflow calls completing over the public network.

#### **REGULATIONS**

All Multilocation Centrex Service equipped lines must terminate at an authorized location of the Customer of Record. Authorized locations may include branches, factories, plants, etc., of the Customer of Record or a subsidiary of the Customer of Record.

Multilocation Centrex is available for only Analog Centrex Service.

The Multilocation Centrex customer must subscribe to both Interlocation Intercom and one Dialing Plan (Location Code or Portable Extension).

Location Code and Portable Extension Dialing Plans may not be mixed.

Location Code can be one to three digits in length. The first digit of the location code must be numbered one through eight.

Portable Extension numbers may be one through seven digits in length. The first digit of the Portable Extension number must be numbered one through eight.

Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

Interlocation Intercom calls will only be connected to Multilocation Service equipped lines at authorized locations.

All Multilocation Centrex Service lines must subscribe to Interlocation Intercom and be located at authorized locations of the same Customer of Record. However not every Centrex line in a customer's business group must be provisioned with Multilocation Service.

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### 31. MULTILLOCATION CENTREX SERVICE

#### **REGULATIONS** (Cont'd)

The following Basic Centrex Service features will function as described below when a customer has subscribed to Multilocation Service:

##### Automatic Call Back Calling

Activated only when calling other stations, within the same business group served by the same end office. By using the CLASS feature, Auto \*66 Busy Number Redial Multilocation Centrex customers may camp on stations in other Centrex systems.

##### Distinctive Ringing

Multilocation Centrex stations receiving calls from other Multilocation equipped stations in a different business group will receive the distinctive ring and call waiting tone of an outside call.

##### System Speed Call

A Centrex station can only access the System Speed Call list of its business group within its home central office.

#### **RATE REGULATIONS**

Monthly Rates for Multilocation Centrex are in addition to rates and charges found in Section 33.

Intercom calls outside the local and/or EAS calling scope of the originating Centrex line will be billed applicable toll charges.

The term commitment lengths for Multilocation Centrex must be the same in all locations and coincide with the customer's regular Centrex term commitment.

The Location Code Dialing Plan, Portable Extension Dialing Plan and the Interlocation Intercom are available on a month-to-month basis or for term commitment periods ranging from 12 to 60 months. When a term commitment period is elected, the customer is liable for termination charges for each and/or any of the features.

**31. MULTILLOCATION CENTREX SERVICE****RATES AND CHARGES****LOCATION CODE DIALING PLAN**

	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Rate, per Customer</u>
<b>Service Establishment</b>		
(Per Business Group)		
2-25 Lines	\$125.00	--
26-50 Lines	160.00	--
51-100 Lines	190.00	--
101-200 Lines	220.00	--
201-400 Lines	275.00	--
<b>Month-to-Month Term Commitment</b>		
2-25 Lines		\$25.00
26-50 Lines		35.00
<b>12 Months Term Commitment</b>		
2-25 Lines		20.00
26-50 Lines		30.00
51-100 Lines		50.00
101-200 Lines		75.00
201-400 Lines		130.00
<b>36 Months Term Commitment</b>		
2-25 Lines		15.00
26-50 Lines		25.00
51-100 Lines		45.00
101-200 Lines		70.00
201-400 Lines		125.00
<b>60 Months Term Commitment</b>		
51-100 Lines		40.00
101-200 Lines		65.00
201-400 Lines		120.00
<b>Additions or Changes</b>		
<b>Change Per Location</b>	60.00	--
<b>Addition or Change to Dialing Plan</b>		
First 25 Numbers	50.00	--
Each Add'l Number	1.00	--

<sup>1</sup> In addition to appropriate Service Order Charge in Section 13 and applicable nonrecurring charges.

**31. MULTILLOCATION CENTREX SERVICE****RATES AND CHARGES****PORTABLE EXTENSION DIALING PLAN**

	<u>Nonrecurring Charge <sup>1</sup></u>	<u>Monthly Rate, per Customer</u>
<b>Service Establishment</b>		
(Per Business Group)		
2-25 Lines	\$125.00	--
26-50 Lines	160.00	--
51-100 Lines	190.00	--
101-200 Lines	220.00	--
201-400 Lines	275.00	--
<b>Month-to-Month Term Commitment</b>		
2-25 Lines		\$25.00
26-50 Lines		35.00
<b>12 Months Term Commitment</b>		
2-25 Lines		20.00
26-50 Lines		30.00
51-100 Lines		50.00
101-200 Lines		75.00
201-400 Lines		130.00
<b>36 Months Term Commitment</b>		
2-25 Lines		15.00
26-50 Lines		25.00
51-100 Lines		45.00
101-200 Lines		70.00
201-400 Lines		125.00
<b>60 Months Term Commitment</b>		
51-100 Lines		40.00
101-200 Lines		65.00
201-400 Lines		120.00
<b>Additions or Changes</b>		
<b>Change Per Location</b>	60.00	--
<b>Addition or Change to Dialing Plan</b>		
First 25 Numbers	50.00	--
Each Add'l Number	1.00	--

<sup>1</sup> In addition to appropriate Service Order Charge in Section 13 and applicable nonrecurring charges.

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**31. MULTILLOCATION CENTREX SERVICE****RATES AND CHARGES****INTERCOM CALLING**

	Monthly Rate Per Line <sup>1</sup>
<b>Month-to-Month Term Commitment</b>	
2-25 Lines	\$3.00
26-50 Lines	2.75
<b>12 Months Term Commitment</b>	
2-25 Lines	2.75
26-50 Lines	2.50
51-100 Lines	2.25
101-200 Lines	2.00
201-400 Lines	1.75
<b>36 Months Term Commitment</b>	
2-25 Lines	2.50
26-50 Lines	2.25
51-100 Lines	2.00
101-200 Lines	1.75
201-400 Lines	1.50
<b>60 Months Term Commitment</b>	
51-100 Lines	1.75
101-200 Lines	1.50
201-400 Lines	1.25

<sup>1</sup> In addition to monthly rates shown in Section 29 of this Price Guide.

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### 32. CUSTOMER MOVES AND CHANGES (CMAC)

#### GENERAL

- A. Customer Moves and Changes (CMAC) provides Centrex Service customers with the ability to prepare, schedule, and implement, all under their control, certain feature changes and certain configurations of their Centrex Service from the customer's computer terminal.
- B. The management capabilities of CMAC include, but are not limited to, the following:
1. Service Option Information Changes:
    - a. Service Level Assignment – The customer can change the permission level assigned to define calling privileges associated with both facilities and station users.
    - b. Call-Pickup Group – The customer can establish a call-pickup group and add or delete members from an existing call-pickup group.
    - c. Call Forward Number – The customer can change the number that a station user forwards calls.
    - d. Authorization Code Assignment – The customer can activate, change, or deactivate authorization codes. The customer can also display the features associated with the authorization code for a particular user.
    - e. Button Features – The customer can manage the buttons on a multi-button station set by either activating features or enabling call appearances (specific telephone numbers assigned to buttons).
  2. Activation/Deactivation of Features – The customer can either add a feature to a telephone number that does not have it, modify an existing feature, or take a feature off a telephone number that does. This function is limited to the features included in the feature packages subscribed to by the customer.
  3. Telephone Number Swaps – The customer can swap telephone number assignments among like lines within a Centrex Service system.

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**32. CUSTOMER MOVES AND CHANGES (CMAC)**

## REGULATIONS

- A. CMAC is available to either existing or new Centrex Service customers.
- B. CMAC will be furnished only from offices that are technically capable of and equipped for providing the service.
- C. Customers will have 24-hour access to the CMAC system except when restricted during maintenance windows. Customers are permitted unlimited sessions on the system; however, after a period of inactivity, the system will terminate the session.
- D. Some of the lines in a customer's Centrex Service system cannot or should not be rearranged. The Company will specify the unchangeable lines. The customer may have the Company designate other lines as unchangeable. Changes to these lines will be made through the Company's existing service order procedures.
- E. CMAC service is provided per customer Centrex Service system.
- F. All normal or emergency functions of the central office switch processor will have priority over execution of CMAC requests. The Company assumes no responsibility for change requests delayed by priority central office switch processor functions.
- G. The Company reserves the right to inhibit CMAC service in the event of a service-affecting condition to the central office or affiliated operating support system.
- H. The Company reserves the right to bill appropriate charges should the customer-initiated changes require corrective action by the Company.
- I. Customers requesting CMAC service for 201 or more lines will be priced under an Individual Case Basis (ICB) arrangement.

## RATES

The following rates and charges apply per Centrex Service system.

<u>Line Size</u>	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Rate</u>
2 – 200 Lines	\$800.00	\$95.00
201 + Lines	ICB	ICB

<sup>1</sup> Applies in addition to appropriate service order charges as set forth in Section 13.



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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### GENERAL

Centrex Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to available agents. Distribution of the calls are determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading and answering time frames.

ACD associates directory numbers (DN) with groups of answering positions rather than lines. ACD then provides equitable allocation of the workload by distributing calls to customer agents who have been available for the longest period of time.

Queuing capability of ACD allows specific call types to be directed to designated workgroups. In addition, the fluctuation of incoming calls is averaged out by holding callers in queue until the traffic load lightens. The queue reduces the total number of customer operators needed to handle peak traffic loads by holding calls until they can be equally distributed.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multibutton telephone set that allows for feature activation or for directory numbers. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### DEFINITIONS

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups.

ACD Overflow of Enqueued Calls - Provides for calls that have been in queue, for a customer determined amount of time, to queue against another group as well as the original queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business (LOB).

ACD Node - Individual customer ACD group(s) served from the same Telephone Company central office.

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls.

ACD Walkaway/Closed - Allows agents to enter a three-digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

Additional Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

Agent Login/Logout - Ensures only assigned agents are able to login to an ACD group. Two options are available to control improper login: 1) partitioning agent login identification numbers into various groups, or 2) requiring an agent login password.

Agent Queue - Places available answering agent positions in a queue determined by a first-in, first-out basis. The position waiting for a call the longest will receive the first incoming call.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents.

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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### DEFINITIONS (Cont'd)

Attendant Console to ACD - Allows operator consoles to be used to answer and to route incoming calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer.

Call Agent - Permits a supervisor to directly call an agent without having to dial the agents secondary directory number.

Call Center Manager - A call center management information service that provides call center managers with the ability to monitor and control both their calls and their agents.

Call Center Reporting - Automatically sends basic ACD reports to a customer designated fax machine. The structure and parameters of the reports are predefined by the Company and contain statistics relating to agent and group performance.

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents; a short burst of tone alerts the agent of the incoming call. Ordinarily the agent presses a release key upon conclusion of a call and then presses an "in-calls" key to receive another call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility, e.g. calls from within the same customer's group, the agent's extension number is displayed; calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Provides a key for quick access to the supervisor.

Controlled Interflow - Provides the supervisor position the capability to temporarily divert a group's new incoming calls. The calls are diverted to a route defined by the customer.

Directory Number - Incoming local access numbers assigned to the customer Automatic Call Distribution groups.

Distinctive Ringing - Enables agents to distinguish ACD calls from non-ACD calls.

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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### DEFINITIONS (Cont'd)

Display Agents Summary - Key activated function enables the supervisor position to display a status summary of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
- number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Emergency Alerting - Enables the agent to confer immediately with the supervisor or to automatically connect a customer provided tape recorder to a call.

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by providing the ACD agent with a single key to simultaneously add a supervisor and a recording device to a call.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key.

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

Incoming Call Queue - Allows a customer to prioritized calls based on the number dialed. Calls of a higher priority get answered before calls of a lower priority.

Make Set Busy - Blocks non-ACD calls to the position.

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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### DEFINITIONS (Cont'd)

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS Interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

This feature also includes the following:

- Remote ACD Load Management - Provides the capability of the supervisory position to reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- Variable Wrap-Up Time - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - Connects callers in queue to a customer provided music source while waiting for an available agent.

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering.

Not Ready - When activated the agent position cannot receive any ACD calls allowing the agent to complete follow up transactions or originate out going calls on a secondary directory number.

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### DEFINITIONS (Cont'd)

Observe Agent Extended - Allows the supervisor position to monitor agents' calls. Extends monitoring capability to entire ACD group.

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented.

Standard Announcements - Recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Telephone Company central office.

Supergroups - Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system.

3 Way Calling/Call Transfer to ACD - Allows an agent to transfer calls to another ACD directory number within the same customer group. This feature allows the originator to transfer a call with or without consultation with the called agent or to establish the call to involve all three parties.

Transfer to in-Calls Key - Enables the agent to transfer an incoming ACD call directly to another agent's In-Calls key within the same customer group.

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**33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT  
INFORMATION SYSTEM (ACD/MIS)****FEATURE PACKAGES**

Centrex ACD is available in the following packages:

**Basic Agent Feature Package**

- Abandoned Call Clearing
- Agent Login/Logout
- Agent Queue
- Attendant Console to ACD
- Automatic Overflow
- Call Forcing
- Incoming Call Queue (equal to number of agents)
- Music on Delay
- Night Treatment
- Not Ready
- Overflow Enhancement
- Ring Threshold
- Standard Announcements
- 3 Way Calling/Call Transfer to ACD

**Advanced Agent Feature Package**

- ACD Overflow of Enqueued Calls
- ACD Multiple Line of Business Codes
- Call Transfer with Time
- Emergency Alerting
- Emergency Alerting Enhanced
- Transfer to in-Calls Key
- Available with Display Sets
  - ACD Walkaway/Closed
  - Called Name/Number Display
  - Call Source ID
  - Call Supervisor
  - Multistage-Queue Status Display

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**33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT  
INFORMATION SYSTEM (ACD/MIS)****FEATURE PACKAGES (Cont'd)**

## ACD on Single-Line Telephone Sets

- Abandoned Call Clearing
- Automatic Overflow
- Distinctive Ringing
- Incoming Call Queue (equal to number of agents)
- Login/Logout
- Make Set Busy
- Music on Delay
- Night Treatment
- Observe Agent from 2500 Set
- Overflow Enhancement
- Ring Threshold
- Set Not Ready
- Standard Announcements
- 3 Way Calling/Call Transfer to ACD

## Supervisor Feature Package

- Answer Agent
- Call Agent
- Controlled Interflow
- Emergency Answer
- Emergency Answer Backup
- Forced Agent Availability
- Observe Agent
- Supervisor Control of Night Service
- 3 Way Calling/Call Transfer to ACD
- Available with Display Sets
  - Called Name/Number Display
  - Call Source ID
  - Display Agents Summary
  - Display Queue Status

## Optional Features

- ACD Secondary Directory Number(s)
- MIS Data Stream Interface, which includes:
  - Remote ACD Load Management
  - Variable Wrap-Up Time
- Additional Queue Slots (for queue slots greater than the number of access positions)
- Supergroups
- Call Center Manager
- Call Center Reporting



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### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### RULES AND REGULATIONS

Centrex ACD Service is available only to Centrex customers and subject to the availability facilities from central offices equipped with DMS-100 switches.

The customer must subscribe to and maintain a minimum of five agent positions and at least one ACD group.

The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent.

Agent Positions may be equipped with customer-provided electronic and/or nonelectronic telephone sets within the same system and group.

Centrex ACD/MIS Service is subject to all general regulations applicable to the provision of service by the Telephone Company as specified in other sections of this Price Guide.

A Type 420 private line intraexchange data circuit is required between the customer's Management Information System and the Telephone Company serving central office.

The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package.

Customers subscribing to Secondary Directory Numbers must subscribe to a Centrex Feature Package for functionality.

In addition to the rates for Call Center Manager, the customer must purchase one copy of Perimeter workstation software per Call Center Manager, one modem per Call Center Manager, a four-wire analog data circuit from the serving central office to the customer's premises, and data processing equipment including, but not limited to, a 486 personal computer, monitor, and printer.

In addition to the rates for Call Center Reporting, the customer must provide the fax machine and appropriate telephone line.

### 33. ANALOG CENTREX AUTOMATIC CALL DISTRIBUTION/MANAGEMENT INFORMATION SYSTEM (ACD/MIS)

#### RATES AND CHARGES

PACKAGE	Nonrecurring Charge <sup>1</sup>	Monthly Rate
Basic Agent Feature Package per ACD group per ACD line	\$ 50.00	\$28.00 <sup>2, 3</sup>
Advanced Agent Feature Package per ACD group per ACD line	25.00	5.00
ACD on Single-Line Sets per ACD line	10.00	22.50 <sup>2, 3</sup>
Supervisor Feature Package per ACD line	10.00	30.00
<b>OPTIONAL FEATURES</b>		
Secondary Directory Number	-0-	6.00
MIS Data Stream Interface per interface	100.00	100.00
Additional Queue Slots per system per slot	25.00	2.50
Supergroups	50.00	25.00
Call Center Manager (CCM) <sup>4</sup> 1st CCM 2nd CCM 3rd & Subsequent CCM	75.00	200.00 150.00 125.00
Call Center Reporting <sup>4</sup> per customer per agent	100.00	15.00

#### MILEAGE CHARGES

An additional monthly charge of \$1.16 per quarter mile (CEN MI1) for each local loop will be charged for each ACD line.

- <sup>1</sup> Does not include appropriate service charges from Section 13.
- <sup>2</sup> Does not include FCC Subscriber Line Charge. Refer to the Frontier Telephone Companies Tariff FCC No. 14, Section 13.
- <sup>3</sup> For Extended Metro Service, where available as shown in Section 5 of this Price Guide, additional Centrex EMS charge in this section is also applicable.
- <sup>4</sup> See Rules and Regulations for additionally required equipment.

**34. DIGITAL AUTOMATIC CALL DISTRIBUTION-MANAGEMENT  
INFORMATION SYSTEM (ACD/MIS)**

Reserved for Future Use

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### 35. STATION MESSAGE DETAIL RECORDING (SMDR)

#### GENERAL

- A. Station Message Detail Recording (SMDR) is an optional feature of Centrex Service that provides a record of calls originating from Centrex Service station lines to location outside of the same Centrex Service system. Facility groups may also be designated as requiring originating and terminating records. The SMDR record includes the following information:
- The Centrex® Service line number of incoming facility group which originated the call or originating station number,
  - The called telephone number,
  - The date, time, and duration of the call,
  - The facility type used for routing the call.
- C. Authorization codes, if ordered by the customer, can be included in the record at the discretion of the station user.
- C. SMDR records are provided to the customer via one of the following three methods:
- Dedicated access to the customer's premises where the call records are transmitted to the customer according to a pre-determined schedule. This option requires a minimum of a dedicated voice grade line from the Central Office to the customer location. The associated rates, charges, and regulations for the private line for dedicated access shall apply in addition to the rates, charges, and regulations for SMDR service.
  - Dial-up access where the customer dials into a centralized location to retrieve the call records when desired. Call records are stored for a maximum of 10 days.
  - Internet access where the call records are sent to the customer via the internet.

#### REGULATIONS

- A. SMDR is available only where facilities permit and from capable Central Office switches only.
- B. SMDR is not represented to be a provision of billing detail.
- C. Local call records are provided only where available.
- D. Customer must designate all station lines in a customer group and/or facility groups on which SMDR is to be provided.
- E. Modems, collection devices, computer equipment, and software are not provided as part of this service and are the responsibility of the customer.
- F. The dedicated access option, when requested by SMDR customers, will be priced under an Individual Case Basis (ICB) arrangement. SMDR customers requesting dial-up or internet access for more than 200 lines will be also priced under an ICB arrangement.

**35. STATION MESSAGE DETAIL RECORDING (SMDR)**

## RATES

	Nonrecurring <u>Charge</u> <sup>1</sup>	Monthly <u>Rate</u>
Dedicated Access <sup>2</sup>	ICB	ICB
Dial-up Access, per system		
2 – 200 Lines	\$300.00	\$200.00
201+ lines	ICB	ICB
Internet Access, per system <sup>3</sup>		
2 – 200 Lines	\$300.00	\$200.00
201+ lines	ICB	ICB
Additions and Changes, per system change	<sup>4</sup>	

<sup>1</sup> Applies in addition to appropriate service order charges as set forth in Section 13.

<sup>2</sup> In addition, the associated rate, charges, and regulations for the dedicated access line under the appropriate Price Guide shall apply.

<sup>3</sup> Customer is responsible for obtaining connection to the internet.

<sup>4</sup> Apply Minor Software Change Charge as set forth in Section 29.

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)****GENERAL**

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 Service Wide Area Telecommunications Service and local business trunks.

**DEFINITION OF TERMS**

**"B" Channel** - A 64 kilobit per second (kbps) channel used for information transfer between users. The "B" channel may be used in conjunction with circuit-switched service.

**Calling Line Identification with Name** – Calling Line Identification with Name allows the customer to have access to the directory number and name of the calling party. Compatible CPE is required. Calling Line Identification with Name is available only where facilities and conditions permit. Rates for Calling Line Identification with Name are available on a Month-to-Month basis or Term and Volume plan.

**Circuit Switching** - A switching technique in which an entire circuit, or in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

**"D" Channel** - A 64 kbps channel that carries signaling and control for the "B" channel.

**ISDN-PRI Arrangement** - Provides ISDN capabilities between the customer's premises and the serving central office. One Arrangement consists of 23 "B" channels and one "D" channel (23B+D) or 24 "B" channels.

**PRI Trunk Group** - A group of channels which are designated as one of the following:

- Incoming Exchange Trunk Group
- Outgoing Exchange Trunk Group
- Two-Way Exchange Trunk Group
- WATS Trunk Group
- 800 Trunk Group
- Interoffice Tie Group
- Call-by-Call

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)****DESCRIPTION OF SERVICE**

ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (mbps) facility and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, ISDN-PRI provides the customer with service capabilities and features described in this Price Guide.

ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 kbps over any "B" channel.

One D channel can control up to 20 PRI Arrangements. In such cases, a single "D" channel in one ISDN-PRI Arrangement handles all signaling and control requirements of multiple ISDN-PRI Arrangements in a specified grouping, allowing supplemental ISDN-PRI Arrangements to consist of 24 "B" channels.

"B" channels can be allocated for specific services, such as DID, DOD, WATS, 800

Service or configure channels to access multiple services on a per-call basis.

ISDN-PRI allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and the responsibility of the customer.

ISDN-PRI will provide the industry standards for National ISDN 1 and National ISDN 2 for PRI with the following exceptions:

- Delivery of Redirection Number for PRI Calling Number Identification,
- Privacy of Redirecting Number for PRI Calling Number Identification,
- Delivery of Redirection Reason for PRI Calling Number Identification.

For reasons of privacy, Frontier will not provide, except to law enforcement officials the following features:

- Trace of Call in Progress
- Trace of Terminating Calls
- Tandem Call Trace

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)****CONDITIONS**

ISDN-PRI service is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

NI-2 compatible equipment is required for operation. It is the customer's responsibility to obtain and power such equipment.

Toll charges will apply when circuit-switched voice or data calls are completed outside of the customer's local calling area.

All ISDN-PRI Arrangement configurations must have at least one 23B+D for signaling and control functions.

ISDN-PRI interface is comprised of a limited set of standard user network interfaces. The ISDN-PRI customer premises equipment (CPE) must be compatible with the network interface.

Multirate provides the functionality of a single circuit whose bandwidth is a multiple of 64 Kbps. The virtual circuit's functionality is of one or more "B" channels, as required for each call. Multirate is also known as N x 64 data service. Customer premises equipment must be compatible with the Company's facility. This function is performed by the customer premises equipment.

Physically, the network is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the network termination. NT2 customer premises equipment is required for providing physical compatibility in terminating telephone facilities at the customer's premises.

Each ISDN-PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20. Appropriate trunk connection charges apply to DID numbers.

This Price Guide does not provide for the transmission of packet data on the "B" or "D" channels. The service can be provided at rates determined on an individual case basis under PUC Substantive Rule 26.211 and PURA 1999.

Customers may utilize alternate high-capacity digital facilities, (i.e. DS3 or any other compatible high-capacity digital facility that meets specifications as determined by the Company) in lieu of the PRI Switched Facility specified herein. The applicable rules, regulations, and rates from the appropriate Company Price Guide will apply for the alternate high-capacity digital facilities.

This service is available from central offices which have the necessary facilities to provide ISDN-PRI service on the standard ISDN network platform. In the event that a customer's local serving office is not so equipped, Frontier will provide ISDN-PRI service from an alternate serving central office, determined by Frontier, at no additional charge to the customer. The customer must accept the service central office location assigned by Frontier and must agree to revert to service from his local serving central office when ISDN-PRI facilities become available.

If ISDN-PRI service is provided from an alternate central office, the customer must accept a number change, if necessary, to one associated with the alternate central office and the local calling areas associated with the alternate central office.



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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**CONDITIONS (Cont'd)

When ISDN-PRI becomes available from the local serving central office for an ISDN-PRI customer whose service has previously been provided from an alternate central office, the customer will revert to the local service, accept a telephone number change to the local telephone number(s) and be subject to the local calling areas of the local serving office. No charges will apply to the transfer of ISDN-PRI service from an alternate central office to a local service office.

Customers requesting ISDN-PRI foreign exchange (FX) or foreign office (FO) as an alternative to local PRI service will be required to pay the applicable PRI Special Transport plus mileage or the DS1 mileage charges. Mileage is calculated on the airline distance between the Foreign Exchange or Foreign Office CO and the local serving CO. Where the calculated miles include a fraction, the value is always rounded up to the next full mile.

TERMINATION LIABILITY

(See General Rules and Regulations.)

Exceptions to the General Rules and Regulations are of follows: Termination Liability does not apply to PRI Optional Feature. The termination liability charge will not apply when a customer converts from PRI Access and Switched Facility to a PRI Access only when the PRI is connecting to an alternate high-capacity facility.

FEATURES

The following features are provided at no additional charge for contract arrangements:

Calling Number Identification – Calling Number Identification allows the customer to have access to the directory number of the calling party.

"D" Channel Backup - Automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as a part of a 23B+D Channel Backup Arrangement.

Clear Channel Capability - Allows customers to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits.

The following features are provided at no additional charge for month-to-month arrangements:

Calling Number Identification - Provides identification of the calling party's ten digit dialing number to the PBX or host computer within a system.

Clear Channel Capability - Allows customers to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits.

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)****SERVICE ADDITIONS**

The ISDN-PRI Subsequent Activity Charge (SAC) is applicable for any changes to the customer configurations after initial installation. The SAC is applicable per occurrence.

**For Term Commitment Arrangements:**

During the term commitment period, the customer may add ISDN-PRI services at the monthly rates specified in the customer's term commitment or the customer may add ISDN-PRI services on a month-to-month or term commitment basis. The term commitment period for these additional ISDN-PRI services will not end concurrently with the current term commitment.

If a customer upgrades from other Frontier services that utilize the same facilities from their location and the local serving central office and a new term commitment is of equal or greater monetary value, the NRC charge will be waived.

If the customer relocates to a location served by a suitably equipped central office and establishes ISDN-PRI service, all installation charges at the new location will apply.

Customers with existing PRI contracts may convert to a new contract plan without incurring termination liability charges provided the value of the new contract is equal to or greater than the remaining value of the existing contract plan.

Two-year contract customers may subscribe to three-year contract optional facilities or services when 2-year contract rates are not available.

All of a customer's Telephone Company provided PRIs within a state will count towards the volume term commitment threshold. Volume term commitment customers may change the number of PRIs during the volume term commitment period. In the event customers under a volume term commitment make subsequent PRI increases or decreases that cause the total number of PRIs to fall within a different threshold level, all remaining PRIs will be billed at the applicable level rate for the remainder of the volume term commitment period. The customer must provide the account information of the PRIs included in the volume term commitment at the time of commencement of the current service arrangement and with each change to the service.

See Termination Liability (General Rules and Regulations).

Exceptions to the General Rules and Regulations are of follows:

Termination Liability does not apply to PRI Optional Feature. The termination liability charge will not apply when a customer converts from PRI Access and Switched Facility to a PRI Access only when the PRI is connecting to an alternate high-capacity facility.

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)****DESCRIPTION OF RATES**

**ISDN-PRI Service** includes the following rate elements:

- ISDN-PRI Switched Facility
- ISDN-PRI Access
- Channel Activations
- Subsequent Activity
- Two B Channel Transfer

**ISDN Primary Rate Interface (PRI) - Switched Facility**

The ISDN-PRI Switched Facility element is the line that connects the customer to the exchange and private line networks. Each ISDN-PRI line supports up to 24 channel network connections and uses digital technology to transport integrated capacity over a clear channel T-1 facility.

**ISDN Primary Rate Interface (PRI) - Access**

The ISDN-PRI Access element provides the switch termination of the PRI line. A PRI Access element is required with each PRI line. PRI Access typically requires 23 individual B-channels and one D-channel. The B-channel is a bearer channel that carries digitized traffic at up to 64 Kbps. The D-channel is a signaling channel used to control and route B-channel traffic.

Channel Configuration of ISDN-PRI Access:

- ISDN-PRI 23B plus D
- ISDN-PRI 23B plus D-channel Backup
- ISDN-PRI 24B

The ISDN-PRI 23B plus D-channel provides 23 individual B-channels and one D-channel for signaling. A 23B plus D-channel backup configuration provides the ability to provision a second PRI D-channel as a backup D-channel. A 24 B-channel configuration allows all 24 channels to carry traffic while the associated signaling is provided by either a 23B plus D or 23B plus D-channel backup configured ISDN-PRI.

**ISDN-PRI Access System Term & Volume Packages**

Packages include the ISDN-PRI Access, the DS1 ISDN-PRI Switched Facility, and Channel Activations (including D-Channel Backup, DID/DIOD Channel, Data Channel and B-Channel-DID only Activations), EMS, EAS, and the features listed on Sheet 4A. The ISDN-PRI Access Term & Volume Packages without the DS1 ISDN-PRI Switched Facility includes the same items except the DS1 ISDN-PRI Switched Facility. Each package is offered with flat rate voice or data or DID only. Tie Channels are additional.

**ISDN-PRI and Corporate Rewards 2- or 3- Year Plans**

NRCs do not apply to PRIs during the initial installation. Subsequent Order Charges do apply for changes. Features can be put on a 2- or 3-year plan rate from the PRI 2- or 3-year plans. Corporate Rewards Plans follows all of the Term, and Volume rates, terms and conditions.

**Subsequent Activity**

Nonrecurring charges for database configuration work will apply for all subsequent activity related to changes in channel configuration or ISDN-PRI attributes for all PRIs (all offerings) or discount plans (including: Term & Volume and Corporate Rewards). The database charges are applied on a per-order basis.

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**DESCRIPTION OF RATES (Cont'd)**Channel Activations**

Channel activation charges will apply to provide traffic capability for up to 24 B-channels. Channel activations are monthly recurring charges applied on a per channel basis with the exception of B-Channel – DID Only which has a nonrecurring charge applied on a per facility basis.

**Types of Channel Provisioning:**

D-Channel Backup - A "D" channel provisioned to automatically take over for a failed "D" channel in the event of trouble.

Two Way/DID/DIOD Channel - A "B" channel provisioned with DID/DIOD Service. DID Service allows callers to dial from the public network straight to a desired extension within a PBX or Centrex system without operator intervention. DIOD Service allows the above plus allows outgoing calls from extensions of a PBX or Centrex system to be placed directly by dialing an access digit and the desired number without operator intervention.

WATS & 800 Channel - A "B" channel provisioned with WATS or 800 Service. WATS Service allows customers to make toll calls to specified service areas on a direct dialing basis. 800 Service receives incoming calls that are free to the calling party.

IC Channel - A "B" channel provisioned to interconnect with various compatible services provided by an Intermediary Customer or other service provider.

B-Channel - DID Only - A "B" channel provisioned with DID Service. DID Service allows callers to dial from the public network straight to a desired extension within a PBX or Centrex system without operator intervention. Channel activation is a nonrecurring charge applied on a per facility basis.

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**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**DESCRIPTION OF RATES (Cont'd)Channel Activations (Cont'd)**Types of Channel Provisioning:** (Cont'd)

Tie Channel - Provides intercom capability on "B" channels of ISDN-PRI arrangements and other Centrex systems within the same subscriber network (central office to central office). This feature provides the capability to communicate on a private facility basis, as a tie line between Centrex systems served from different central offices. Tie channels on a single ISDN-PRI arrangement can be configured for intercom calling to a Centrex system and local exchange access for CPE. Intercom calls between an ISDN-PRI arrangement and a Centrex system do not incur usage charges. Calls to telephone numbers outside of a Centrex system without intercom capability may incur usage charges.

Tie Channel Service may terminate on CPE at a customer location or at an Intermediary Customer (IC) location. Rates for Tie Channel Service to Customer Premises or Central Office to Central Office are available on a per "B" channel basis. Rates for Tie Channel Services to IC are available on a per "B" channel basis or on a per PRI basis when 10 or more channels are activated.

Tie Channel to an Intermediary Customer (IC): "B" channels may be specified as dedicated to compatible services of an interexchange carrier or other service provider. The rate for the ISDN-PRI Facility is as specified in Paragraph 5. following. The intermediary customer will be required to order a 1.544 high-capacity digital services facility to the customer's ISDN-PRI serving central office.

Data Channel - A "B" channel provisioned for Switched Data Service. Switched Data Service provides end-to-end transport for switched digital data.

**Two B Channel Transfer**

The Two B Channel Transfer feature allows the CPE to accept a call from one user and after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**

RATES AND CHARGES

	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Charge</u>
Subsequent Activity Charge, per order	\$123.14	-

Additional Telephone Numbers  
(see Section 33 for rates)

**Term Commitment Arrangement:**

Standard:

ISDN-PRI Access (Interface Arrangement)  
2, 3, 4, 5, 6

Channel Activations:  
(per channel in service)

Voice <sup>8</sup>	-	\$20.21
Data <sup>8</sup>	-	\$22.65

- <sup>1</sup> Applicable Service Order Charges apply in addition to these NRCs.
- <sup>2</sup> Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.
- <sup>3</sup> Where available, ELC charges from Section 5 are also applicable on a per channel basis.
- <sup>4</sup> Where available, optional local calling plans are rated from Section 5 and are also applicable on a per channel basis.
- <sup>5</sup> EMS available in exchanges listed in Section 5, EMS additive rate, per channel, shown in Section 29.
- <sup>6</sup> DS1 facilities for ISDN-PRI are to be rated from this Section of this product guide.
- <sup>7</sup> Applicable when the entire PRI facility has only DID.

**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**RATES AND CHARGES (Cont'd)Term Commitment Arrangement: (Cont'd)

Optional Features Term Rates:	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Calling Line Identification with Name, per ISDN-PRI Access			
Term and Volume <sup>1</sup>			\$40.00
Two B Channel Transfer			
1-Year Term	-		\$70.00
2-Year Term <sup>1</sup>	-		65.00
3-Year Term <sup>1</sup>	-		65.00
 Term and Volume Rates:			
ISDN-PRI Access System - Flat Rate	<u>Nonrecurring Charge</u>	<u>2 Year Monthly Rate</u>	<u>3 Year Monthly Rate</u>
Ports - 23B, 23+D Additional, 24B, each:			
Package 1, 1 to 10 PRIs <sup>2,3,4</sup>	-	\$1,239.85	\$1,190.25
Package 2, 11 to 20 PRIs <sup>2,3,4</sup>	-	\$1,157.19	\$787.75
Package 3, 21 + PRIs <sup>2,3,4</sup>	-	\$675.00	\$1,074.54
 ISDN-PRI Access System - Flat Rate without DS1 ISDN-PRI Switched Facility, each			
Package 1, 1 to 10 PRIs <sup>2,3,4</sup>	-	\$615.00	\$672.75
Package 2, 11 to 20 PRIs <sup>2,3,4</sup>	-	\$590.00	\$570.00
Package 3, 21 + PRIs <sup>2,3,4</sup>	-	\$570.00	\$540.00

<sup>1</sup> This rate is also available to customers enrolled in the Corporate Rewards Toll Optional Discount Calling Plan for 2- or 3-Year Term options.

<sup>2</sup> Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.

<sup>3</sup> Term and Volume includes the ISDN-PRI Access, the DS1 ISDN-PRI Switched Facility, and Channel Activations, the local Calling Scope of the exchanges, including EMS, if applicable, and the features. The ISDN-PRI Access Term & Volume Packages without the DS1 ISDN-PRI Switched Facility includes the same items except the DS1 ISDN-PRI Switched Facility.

<sup>4</sup> ISDN PRI Centrex Access or ISDN PRI Voice Over Internet Protocol (VOIP) Centrex Access NRCs from Centrex Service are required for Tie Channels and Tie Channels to an Intermediary Carrier. Tie Channel are in additional to these rates.

**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**

RATES AND CHARGES (Cont'd)

**Term Commitment Arrangement:** (Cont'd)

Term and Volume Rates: (cont'd)

ISDN-PRI Access System - Flat Rate (Cont'd)	Nonrecurring Charge	2 Year Monthly Rate	3 Year Monthly Rate	5 Year Monthly Rate
Ports - 23B, 23+D Additional, 24B, each:				
Package 1, 1 to 10 PRIs <sup>1,2</sup>	-	\$727.38	\$595.13	\$529.00
Package 2, 11 to 20 PRIs <sup>1,2</sup>	-	470.00	488.75	
Package 3, 21 +PRIs <sup>1,2</sup>	-	435.00	400.00	
ISDN-PRI Access System – DID only without ISDN-PRI DS1 Switched Facility, each				
Package 1, 1 to 10 PRIs <sup>1,2</sup>	-	\$300.00	\$285.00	
Package 2, 11 to 20 PRIs <sup>1,2</sup>	-	290.00	275.00	
Package 3, 21 + PRIs <sup>1,2</sup>	-	280.00	265.00	
			<u>1 Year Monthly Rate</u>	
ISDN-PRI Access System – Flat Rate Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs				
-			\$954.50	
ISDN-PRI Access System – Flat w/o DS1 Switched Facility Premium Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs				
-			\$782.00	
ISDN-PRI Access System – DID only <sup>1,2</sup> Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs				
-			\$690.00	
ISDN-PRI Access System – DID only w/o DS1 Switched Facility <sup>1,2</sup> Ports – 23B, 23B+D Add'l, 24B, 23B+D Backup, each Package 1 - 1 + PRIs				
-			\$450.00	

<sup>1</sup> Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.

<sup>2</sup> Term and Volume includes the ISDN-PRI Access, the DS1 ISDN-PRI Switched Facility, the DID Channel Activations, and the features except Call-by-Call Service Selection. The ISDN-PRI Access Term & Volume Packages – DID only without the DS1 ISDN-PRI Switched Facility includes the same item except the DS1 ISDN-PRI Switched Facility.



**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**RATES AND CHARGES (Cont'd)**Month-to-Month Arrangement:**

	<u>Nonrecurring Charge</u> <sup>1, 8</sup>	<u>Monthly Charge</u>
DS1 ISDN-PRI Switched Facility	\$300.00	\$330.63
ISDN-PRI Access (Interface Arrangement) <sup>2, 3, 4, 5, 6</sup>	\$65.00	\$578.60
Channel Activations: (per channel in service)		
D-Channel Backup <sup>10</sup>	\$65.00	\$330.63
Two Way/DID/DIOD Channel <sup>7</sup>	-	\$22.33
Tie Channel Service to Intermediary Customers (IC), each <sup>9</sup>		
Per B Channel	-	\$10.00
Per PRI (11 or more B Channels activated)	-	\$100.00
Tie Channel Service to Customer Premises or Central Office to Central Office, each		
Per B Channel	-	\$22.65
Metro Adder	-	\$33.06
Extended Metro Service	-	\$33.06

<sup>1</sup> Applicable Service Order Charges apply in addition to these NRCs.

<sup>2</sup> Does not include FCC Subscriber Line Charge. Refer to Frontier Telephone Companies Tariff FCC No. 14, Section 13.

<sup>3</sup> Where available, ELC charges from Section 5 are also applicable on a per channel basis.

<sup>4</sup> Where available, optional local calling plans are rated from Section 5 and are also applicable on a per channel basis.

<sup>5</sup> EMS available in exchanges listed in Section 5, EMS additive rate, per channel, shown in Section 29.

<sup>6</sup> DS1 facilities for ISDN-PRI are to be rated from this Section of this Price Guide.

<sup>7</sup> Applicable when there is a combination of DID and DIOD on a channel.

<sup>8</sup> NRCs do not apply for PRIs on Corporate Rewards 2 and 3 Year Term Commitment.

<sup>9</sup> ISDN PRI Access or ISDN PRI Voice Over Internet Protocol (VIOP) Access NRCs from Centrex Price Guide are required.

<sup>10</sup> This NRC does not apply if provisioned at the same time as the PRI. If the feature is added at a later time, then the Subsequent Activity Change applies.

**36. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)**RATES AND CHARGES (Cont'd)**Month-to-Month Arrangement:**

	<u>Nonrecurring Charge</u> <sup>1,3</sup>	<u>Monthly Charge</u>
Channel Activations: (per PRI facility)		
B-Channel – DID only <sup>2</sup>	\$125.00	-
Calling Line Identification with Name, per ISDN-PRI Access <sup>4</sup>	\$100.00	\$85.00
Two B Channel Transfer <sup>4</sup>	\$100.00	\$85.00
Interoffice Transport		
Special transport		\$60.00
Each airline mile		\$10.00

<sup>1</sup> Applicable Service Order Charges apply in addition to these NRCs.

<sup>2</sup> Applicable when the entire PRI facility has only DID (for Standard customer only).

<sup>3</sup> NRCs do not apply for PRIs on Corporate Rewards 2 and 3 Year Term Commitment.

<sup>4</sup> This NRC does not apply if provisioned at the same time as the PRI. If the feature is added at a later time, then the Subsequent Activity Charge applies.

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### 37. CENTREX SERVICE

#### GENERAL

Centrex Service is a customer group switching service providing inward and outward local and toll calling and intercommunications calling without intermediate handling by the Centrex attendant. Switching is provided by means of electronic central office switching equipment located on Telephone Company premises.

Centrex Service is furnished subject to the availability of equipment and facilities and is subject to the rules and regulations contained in this Price Guide. Additional rules and regulations and exceptions to the general rules and regulations pertaining to this service are as specified in this section of the Price Guide. Rates and conditions pertaining to

Centrex Service are subject to change in accordance with directives of applicable local, state, and federal governmental and regulatory bodies.

The Telephone Company will furnish those quantities of equipment required to provide a quality of service which meets the call completion standards of the Telephone Company.

One directory listing is provided without charge for each Centrex system. Additional directory listings for Centrex stations may be provided the customer at the regular business extra listing rate.

Rates specified for Centrex Service include the provision of subscriber outside plant up to 13,000 airline feet from the customer's serving central office, Centrex switching capacity for basic Centrex Service, and access to the local and toll switching network. Private lines, off-premise extensions, tie lines, subscriber outside plant extending beyond 13,000 airline feet, and other special features or arrangements will be provided at the rates and conditions specified in this section or other sections of the Price Guide. Centrex Service includes station identification of message toll calls with identification being provided either automatically or by means of a Telephone Company toll operator. The design of serving arrangements and selection of equipment and facilities for the provision of Centrex Service is subject to Telephone Company control in accordance with technical and service guidelines of applicable governmental and regulatory agencies.

Centrex Service is only offered to customers located within the serving area of the central offices equipped to provide Centrex service.

Centrex Service is provided at the rates specified in this Price Guide to customers whose primary location is within one of the listed central office serving areas. The same Centrex station rates apply to stations located at secondary customer locations which are within the same central offices serving area as the customer's primary location. Stations located at secondary customer locations in other central office serving areas of the same exchange shall pay interoffice mileage charges per main, restricted or semirestricted station as specified in this Price Guide. Stations located in other exchanges shall pay applicable rates and charges. The provision of service at secondary locations in other central office serving areas and stations located in other exchanges is subject to restriction in accordance with technical requirements or other limitations which may preclude or limit service to remote locations and limit the number of stations that can be provided service.

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### 37. CENTREX SERVICE

#### GENERAL (Cont'd)

Secondary locations may be served by means of a separate Centrex system where it is not economically feasible to serve such locations as secondary stations.

College or university administrative and academic stations will be provided at the regular Centrex rates.

Centrex lines may not terminate as trunks on PBX/PABX systems.

#### CLASSIFICATION OF STATIONS

**Main Centrex Stations:** Stations arranged to originate or receive local and toll calls directly through the system.

**Restricted Centrex Stations:** Stations that cannot originate local or toll calls through the system. Restricted stations have access only to the other Centrex stations.

**Semirestricted Centrex Stations:** Stations that cannot originate calls through the toll network. Local and in-system calls may be both originated and received.

**Extension Centrex Stations:** Stations that are added to either a main or restricted Centrex station line. Extension stations will have the same access to service as either the main or restricted station with which they are associated.

**Administrative Centrex Station:** an Centrex main station used in the conduct of the administrative and academic business at a college or university.

#### DEFINITIONS

**Primary Location:** The continuous property initially designated by the customer as the primary location.

**Secondary Location:** Each different premises of the same customer, not within the primary location, served by one or more stations of the same Centrex system.

**Kilofoot:** One thousand feet.

#### EXCEPTIONS

Centrex Service at hotels, motels, and apartment complexes will not be provided.

### 37. CENTREX SERVICE

#### STANDARD FEATURES

Station Features:

Call Waiting-Originating or Terminating (Not Both)  
Camp-On with Call Back  
Call Diversion or Call Forward (Not Both)  
Directed Call Pick Up  
Data Line Security  
Distinctive Ring on Incoming Calls  
Distinctive Dial Tone on Transfer-Type Features  
Executive Override  
Hold and Transfer

System Features:

Abbreviated Dialing  
Alternate Routing - 4 Groups of Primary to Secondary  
Back-Up Power  
Call Park  
Code Restriction  
Data Transmission  
Flexible Dialing Pattern  
Intercept Arrangements  
Line Lock-Out  
Listed Directory Number Calls  
Predetermined Night Answer (Limit 5 Stations Per Customer)  
Predetermined Night Answer - With Transfer (Limit 5 Stations Per Customer)  
Simple Toll Restriction  
Service Restriction Terminating  
Universal Night Answer  
AIOD  
DID  
DOD

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**37. CENTREX SERVICE****OPTIONAL FEATURES**

In addition to the standard features listed in this section, the customer may select the following options. Activation of these features may require optional features cards, or equipment and additional charges will apply accordingly. Also, availability of some of these features will be dependent on common equipment capabilities and will be available only where facilities and conditions permit.

Attendant Turret  
Touch Calling  
FX and WATS Trunk Terminations  
Tie Line Terminations  
Conference: <sup>1</sup>  
    6-Port  
    11-Port  
Interface to Customer-Provided Equipment <sup>1</sup>  
Call Queuing <sup>1</sup>  
Speed Call: <sup>1</sup>  
    8-Group  
    30-Group  
Station Hunting <sup>1</sup>  
Dial Call Pick-Up  
Multiline Hunting  
Most Economical Route Selection  
Switched Direct Line  
Trunk Call Ticketing <sup>1</sup>  
Service Efficiency Studies <sup>1</sup>  
Remote Access to PABX Features <sup>1</sup>  
Night Trunk-to-Trunk <sup>1</sup>  
Business Service Usage and Events Metering <sup>1</sup>

<sup>1</sup> These features may not be available due to common equipment limitations and will be available only where facilities and conditions permit.

**37. CENTREX SERVICE**RATES AND CHARGES

Centrex customers pay a monthly Centrex Subscription Fee. This fee is in addition to the applicable Centrex Station Rate and End User Charge specified in Frontier Tariff FCC No. 14.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Centrex Subscription Fee	-	\$1,000.00
Centrex Stations Ordered or Established Prior to July 27, 1983:		
Centrex Main, Restricted and/or Semirestricted Station, each	1	\$13.50
Centrex Stations Ordered or Established After July 27, 1983:		
Centrex Main, Restricted and/or Semirestricted Station, each	1	\$13.50
Each Customer Group Established	\$2,000.00	-
FX and WATS Trunk Termination Card, per group of 4 trunks	2	\$44.75
Tie Line Termination Card, per group of 4 trunks Tie Lines with the capability to reach other trunk circuits and to be reached from other trunk terminations.	2	\$49.00
Tie Line Termination Card, per group of 4 trunks Tie Lines without the capability to reach other trunk circuits or to be reached from other trunk terminations.	2	\$44.75
Remote Access to PABX Features, per each facility equipped This feature can only be provided in Central Offices where calling-party forced disconnect exists.	3	\$35.75
Night Trunk-to-Trunk, per each facility equipped This feature can only be provided in Central Offices where calling-party forced disconnect exists.	3	\$35.75
Touch Calling (100%), per 100 stations equipped	2	\$35.50

<sup>1</sup> See Section 13 for applicable service charges.

<sup>2</sup> No service charge applies if installed at time of initial system installation. For subsequent installations, \$50.00 per trunk will apply.

<sup>3</sup> No service charge applies if installed at time of initial system installation. For subsequent installation charges, refer to Centrex Service Subsequent Installation Charges listed in this section.

**37. CENTREX SERVICE**RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Meet-Me or Progressive Conference:		
6-Port Conference	\$500.00 <sup>2</sup>	\$42.00
11-Port Conference	\$500.00 <sup>2</sup>	\$75.25
Interface With Customer-Provided FacilityCard, per group of 4 trunks	<sup>3</sup>	\$34.75
Call Queuing:		
Basic Common Equipment, per customer	1	\$3.60
Each Facility Group Placed in Queue with Individual Recorder	1	\$18.25
Each Facility Group Placed in Queue without Individual Recorder	1	\$6.60
Each facility can handle a maximum of 10 calls in Queue.		
Speed Call - Individual or Group (Maximum of 8 group lists per customer):		
8-Number List, each	1	\$1.10
The maximum 8-number list per each 100 Centrex stations is 90.		
30-Number List, each	1	\$2.20
The maximum 30-number list per each 100 Centrex stations is 20.		
Station Hunting (each group up to 32 stations), per each group	1	\$0.90
This feature may be sequential, non-sequential, ACD (simple), or circular; and also includes secretarial hunt between groups.		
The maximum number of groups per each 100 Centrex stations is 3.		
Dial Call Pick-Up (maximum of 512 groups), per each group of up to 20 stations.	1	\$9.35
The maximum number of groups per each 100 Centrex stations is 10.		
Multiline Hunting (2-4 stations), per each 10 groups	1	\$2.20
The maximum number of groups per each 100 Centrex stations is 10.		
Most Economical Route Selection:		
Common Equipment (Basic Service).	1	\$13.00
This feature allows the customer to have any number of facility types terminating in Home or Foreign Number Plan Area as long as there is no requirement for splitting a Foreign Number Plan Area.		

<sup>1</sup> No service charge applies if installed at time of initial system installation. For subsequent installation charges, refer to Centrex Service Sub-subsequent Installation Charges listed in this section.

<sup>2</sup> No service charge applies if installed at time of initial system installation. Charges apply for subsequent installations.

<sup>3</sup> No service charge applies if installed at time of initial system installation. For subsequent installations, \$50.00 per trunk will apply.



**37. CENTREX SERVICE**

RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Most Economical Route Selection: (Cont'd)		
Each NPA requiring 6-Digit Translation This feature is required for each FNPA where the primary routing is different for different telephone numbers in the Number Plan Area.	1	\$6.90
Route Changes from Original Basic Service This service is required when a route change is needed due to any new addition of FX or WATS trunk group.	1	-
Tables Revision: Charge for revision due to changes for additional area codes and ABC codes (a change being considered as each area code or ABC code):		
1-25 changes	\$50.00	-
26-100 changes	\$100.00	-
Digital Trunk Interface Unit, per Trunk This feature provides a direct T-1 interface equivalent to 24 channels.	\$2,175.00	\$250.00
Switched Direct Line Each station requiring this feature may be switched directly to another station in the system, the attendant, or to a 7- or 10-digit number. The maximum number of lines per each 100 Centrex stations is 20.	1	\$30.25
Trunk Call Ticketing:		
Common Equipment, per customer	\$250.00	\$44.75
Per Trunk Equipped	<sup>2</sup>	\$0.85
Processing Charge (Single-Month Study), per customer	\$50.00	-
Processing Charge (Recurring Monthly Study), per customer	-	\$55.00

<sup>1</sup> No service charge applies if installed at time of initial system installation. For subsequent installation charges, refer to Centrex Service Sub-sequent Installation Charges listed in this section.

<sup>2</sup> Applies in addition to any applicable service order charge.

**37. CENTREX SERVICE**

RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Service Efficiency Study:		
Basic Charge, per customer	\$ 250.00	\$0.85
Processing Charge, per customer (Includes all data processed during a one-month period)	\$50.00	-
Set Up Charge (maximum of 20 stations), per 3-day study period	\$25.00	-
Business Service Usage and Events, per 5-day study period	\$110.00	-
This metering package provides data describing the traffic load on certain special trunks and features per customer.		
Facility Conditioning Charge (for Outside Plant in excess of 13 airline kilofeet), per cable pair, per airline kilofeet, or fraction thereof per station	1	\$4.80
Centrex Service Subsequent Installation Charges:		
Major Change Charge, per order	\$2,000.00	-
This charge applies to any subsequent installation requiring a new data base tape to be generated per order.		
Minor Change Charge, per order	\$500.00	-
This charge applies to any subsequent installation that does not require a new data base tape to be generated, but does require a hardware addition.		
Station Programming Change Charge, each station changed (10 stations per order minimum)	\$5.00 <sup>3</sup>	-
This charge applies to any class of service addition or movement of numbers among stations with a 10 stations per order minimum, not requiring Central Office work or premise visit. Changes should be billed to primary listed number.		

<sup>1</sup> No service charges applies if installed at time of initial system installation. For subsequent installation charges, refer to Centrex Service Subsequent Installation Charges listed in this section.  
<sup>2</sup> Applies in addition to any applicable service order charge.  
<sup>3</sup> Applies in addition to any applicable service order charge.

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**37. CENTREX SERVICE****FOREIGN CENTRAL OFFICE CENTREX SERVICE****GENERAL**

Foreign Central Office Centrex service is furnished from one switching office of a multioffice exchange to a Centrex customer located in the serving area of another switching office of that same multioffice exchange.

When facilities are available and service conditions will permit, the Telephone Company may furnish Foreign Central Office Centrex service subject to the regulations below.

**REGULATIONS**

Foreign Central Office Centrex service is normally furnished on a two-point basis; but where conditions permit, a third point may be added. Foreign Central Office Centrex service is furnished to a maximum of three central offices and exchange connection may only be made at one of these points.

Use of service, as defined in the "General Rules and Regulations" section of this Price Guide, also applies to the use of Foreign Central Office Centrex service.

Foreign Central Office Centrex service is not in accord with the general plan of furnishing telephone service and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

If facilities are not available and unusual expenditures are involved in making them available, the customer may be required to pay an additional charge to cover the unusual expenditures or to contract for service beyond the initial period, or both.

	<u>Monthly Rate</u>
Foreign Central Office Centrex lines:	
First airline kilofoot between central offices, per cable pair	\$6.95 <sup>1,2</sup>
Each additional airline kilofoot or fraction thereof between Central offices, per cable pair	1.30 <sup>1</sup>

<sup>1</sup> Applies in addition to the basic station rate.

<sup>2</sup> Applies each time a central office is added.

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**37. CENTREX SERVICE****APPLICATION OF FACILITY CONDITIONING CHARGES AND FOREIGN CENTRAL OFFICE CENTREX CHARGES**

Centrex service is furnished at the basic station rate to an airline distance of 13 kilofeet (13,000 feet) from the serving Centrex office.

Customers in excess of 13 kilofeet from the serving Centrex office will pay the basic Centrex station rate plus a facility conditioning charge for each airline kilofeet (1,000 feet), or fraction thereof, in excess of 13 airline kilofeet from the serving Centrex office, per cable pair, per station.

A customer desiring Centrex service from a Foreign Central Office (where facilities and conditions permit) who is within 13 airline kilofeet of the Foreign Central Office will pay the basic Centrex station rate plus the Foreign Central Office Centrex charge applicable to the airline distance between the serving Centrex office and the Foreign Central Office(s), per cable pair.

A customer desiring Centrex service from a Foreign Central Office (where facilities and conditions permit) who is beyond 13 airline kilofeet of the Foreign Central Office will pay the basic Centrex station rate plus the Foreign Central Office Centrex charge applicable to the airline distance between the serving Centrex office and the Foreign Central Office(s), per cable pair plus a facility conditioning charge for each airline kilofeet, or fraction thereof, in excess of 13 airline kilofeet from the Foreign Central Office, per cable pair, per station.

**37. CENTREX SERVICE**

CALL SCREENING SERVICE RESIDENTIAL DORMITORY

GENERAL

Call Screening Service enables a customer, by means of Telephone Company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number, or a credit card call.

All local calls and calls to Telephone Company numbers such as repair service, Directory Assistance Service, and public emergency numbers such as 911 will be permitted from the establishment.

This service is available in connection with Residential Dormitory and only where facilities permit.

Additional items of service or equipment which may be required in connection with Call Screening Service will be provided at applicable Price Guide rates.

RATES AND CHARGES	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Call Screening for single lineone-party service	1	-
Call Screening for Residential Dormitory Service (up to 10 Dormitory Line Changes per Service Order).	1	-

<sup>1</sup> Residential Secondary Service Order Charge in Section 13 applies.

**38. CUSTOM ASSEMBLIES OF EQUIPMENT**

GENERAL

Custom assemblies consists of modifications of service arrangements for which provision is not otherwise made in this Price Guide. These custom assemblies fall into the following:

Special assembled services having a monthly rate of \$200 or more.

Custom assemblies will be furnished, when practical, by the Telephone Company at charges equivalent to the cost of furnishing such arrangements if in connection with and not detrimental to any of the services furnished under the Company's Price Guide.

When, through no fault of the Telephone Company, work is not started within 90 days of the scheduled start date for a particular project, the customer may be liable for the following charges:

- (1) interest on project costs at the current rate for new venture capital to the Telephone Company,
- (2) moving, transportation, and storage costs, (if incurred).

The services contained herein are intended to be installed for the specific customer named and are not applicable for nonspecified customers.

SERIES 4600 SUBSEQUENT INSTALLATION CHARGES

	<u>Nonrecurring Charge</u>
Major Change Charge, per order	\$2,000.00
This charge applies to any subsequent installation requiring a new data base tape to be generated per order.	
Minor Change Charge, per order	\$500.00
This charge applies to any subsequent installation that does not require a new data base tape to be generated, but does require any hardware addition or change per order.	
Programming Change Charge (up to 10 changes), per order	\$5.00 <sup>1</sup>
This charge applies to any class or service addition or movement of numbers among stations up to 10 changes per order not requiring Central Office work or premise visit. Changes should be billed to primary listed number.	

<sup>1</sup> Applies in addition to any applicable service charge.

**38. CUSTOM ASSEMBLIES OF EQUIPMENT**

	<u>Nonrecurring Charge</u>	<u>Plan II Monthly Rate</u>
<u>SERIES 4600</u>		
<u>Initial Basic Common Equipment:</u>		
Includes 2 Central Processor Memory Frames, 1 Manual Control Console Frame, 1 Input/Output Access Frame, 2 Network Peripheral Interface Controller Frames, 1 Receiver, Local Routiner and Miscellaneous Frame, 1 Teletypewriter, 2 Announcer Recorders, 1 Main Distributing Frame, Reserve Battery Power, 1 Power Frame, Memory, Spare Parts and Miscellaneous Hardware (nominal maximum size of 50 trunk groups of facilities and 400 circuits). Not equipped with trunks, lines or turret.		
Initial Basic Common Equipment	\$47,315.00	\$14,040.00
Station Access: <sup>1</sup>		
Second Input-Output Access Frame:		
Trunk Call Ticketing Common Equipment	\$910.00	\$710.00
Equipped Call Ticketing Trunk, each <sup>2</sup>	N/A	\$1.10
Quad Memory Frame	\$920.00	\$570.00
Console (turrets), each	665.00	120.00
Power Supply for console (required when console is located in excess of 250' (cable feet) from equipment	180.00	13.50

<sup>1</sup> For Station Access, see Section 29.

<sup>2</sup> FrontierDS processing available upon customer request only.

**38. CUSTOM ASSEMBLIES OF EQUIPMENT**

	<u>Plan II</u>	
	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
<u>SERIES 4600 (Cont'd)</u>		
LINES: <sup>1</sup>		
Common Equipment for 1 <sup>st</sup> 256 Line Group	\$1,390.00	\$ 715.00
Common Equipment for 2 <sup>nd</sup> 256 Line Group	1,390.00	715.00
Common Equipment for 3 <sup>rd</sup> 256 Line Group <sup>2</sup>	565.00	295.00
Common Equipment for Line Unit of 64 or less (does not include line cards)	215.00	60.00
Line Card, each 8 ccts	40.00	32.00
TRUNKS: <sup>3</sup>		
Common Equipment for 1 <sup>st</sup> 96 Trunk Group	1,400.00	570.00
Common Equipment for 2 <sup>nd</sup> 96 Trunk Group <sup>4</sup>	715.00	275.00
Common Equipment for Trunk Unit of 24 or less (does not include trunk cards)	210.00	43.50
Trunk Terminations - C.O., FX, WATS, per group of 4 <sup>5</sup>	55.00	31.00
Two-Way Loop Tie Trunks	60.00	42.00
Tie Line, CCSA Termination per group of 4	\$105.00	\$27.50
Trunk Interface Card	55.00	28.50

<sup>1</sup> Common Equipment does not include line cards or common equipment for 64 line units.

<sup>2</sup> When Common Equipment for 3rd 256 Line Group is exceeded, begin again with Common Equipment associated with 1<sup>st</sup> 256 lines.

<sup>3</sup> Common Equipment does not include trunk cards or common equipment for 24 trunk group.

<sup>4</sup> When Common Equipment for 2nd 96 Trunk Group is exceeded, begin again with the common equipment associated with the 1st 96 Trunk Group.

<sup>5</sup> Applies in addition to Central Office PABX Trunk charge.



**38. CUSTOM ASSEMBLIES OF EQUIPMENT**

	<u>Nonrecurring Charge</u>	<u>Plan II Monthly Rate</u>
<u>SERIES 4600 (Cont'd)</u>		
DID Trunks, per group of 4 <sup>1</sup>	\$60.00	\$42.00
DOD Trunks, per group of 4 <sup>1</sup>	60.00	42.00
Remote Access	320.00	71.00
Night Trunk to Trunk, each	320.00	71.00
Automatic Identification of Outward Dialing <sup>2</sup>	585.00	35.50
Touch Calling (100%): Common Equipment-Total System	1,120.00	850.00
Per 100 lines, each	175.00	26.50
Interface with customer-provided facility card, per group of 4 circuits, each <sup>3</sup>	85.00	17.75
Call Queuing: Common Equipment	555.00	56.00
Each facility placed in queue (includes individual recorder announcer) <sup>4</sup>	55.00	32.00
Meet-Me or Progressive Conference: 6-Port Conference <sup>5</sup>	45.00	13.00
11-Port Conference (11 additional line circuits will be required with use of this feature)	85.00	26.00

<sup>1</sup> Applies in addition to Central Office PABX trunk charge contained in Section 5 and central office DID equipment charge contained in Section 14.

<sup>2</sup> Central Office AIOD Common Equipment charges apply in addition to this rate. The Central Office must be equipped with AIOD before this service can be provided. DID must also be provided when AIOD is provided.

<sup>3</sup> Dictation Access and Control, Computer Interface, Taped Instruction Inter-face, Code Calling and Paging, etc.

<sup>4</sup> Maximum of 10 calls in queue on one facility.

<sup>5</sup> Six additional line circuits will be required with activation of this feature.

**38. CUSTOM ASSEMBLIES OF EQUIPMENT**

	Nonrecurring <u>Charge</u>	<u>Plan II</u> Monthly <u>Rate</u>
<u>SERIES 4600 (Cont'd)</u>		
Music-on-Hold <sup>1</sup>	\$40.00	\$6.25
Speed Call-Individual or group (Maximum of 8 group lists per customer):		
Each 8 number list	5.00	1.30
Each 30 number list	5.00	3.80
Station Hunting, per each group <sup>2</sup>	10.00	1.30
Dial Call Pick Up Unit-11 Line, 24 Line <sup>3</sup>		
Dial Call Pick-Up per each group of 20 lines (Maximum of 512 groups only)	5.00	.95
Multiline-Hunting (2-4 lines only) <sup>4</sup>	25.00	3.20
Most Economic Route Selection:		
Common Equipment	75.00	26.00
Each NPA with 6-digit translator	55.00	6.00
Switched Direct Line <sup>5</sup>	20.00	.50
Service efficiency studied, each group of 20 stations studied per day <sup>6</sup>	N/A	.95
Tone-to-Pulse Conversion	N/A	7

<sup>1</sup> Customer must provide music source.<sup>2</sup> Must be sequential, nonsequential, ACD (simple) or circular. Also includes secretarial hunt between groups.<sup>3</sup> See Section 29.<sup>4</sup> One required for each 10 groups.<sup>5</sup> Each line requiring this feature may be switched directly to another station in the system, the attendant, or to a 7 or 10-digit number. Also requires a station per line and line circuit.<sup>6</sup> In addition to FrontierDS processing charge available upon customers request only.<sup>7</sup> Subsequent to initial PABX installation, a station handling charge per C.O. trunk applies.

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**38. CUSTOM ASSEMBLIES OF EQUIPMENT**CUSTOMER

Greater Harris County 9-1-1 Emergency Network

ITEM

Enhanced Emergency Number Service (E-9-1-1) as provided for in the Emergency Number Act, Senate Bill 606.

GENERAL

Enhanced Emergency Number Service, also referred to as E911 Service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911; it includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring, and dispatching of public emergency telephone calls dialed to 911.

E911 Service is offered subject to the availability of facilities.

The E911 Service customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility to respond to telephone calls from the public for emergency police and fire service within the telephone central office areas arranged for 911 Service calling.

RULES AND REGULATIONS

The service is limited to the use of central office telephone number 911 as the emergency telephone number. Only one E911 service will be provided within any government agency's locality.

The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.

E911 Service is a telephone exchange communications service and is arranged for one-way incoming service to an appropriate Public Safety Answering Point.

E911 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Telephone Company obligation toward, or any right of action on behalf of, any third person or other legal entity.

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### 38. CUSTOM ASSEMBLIES OF EQUIPMENT

#### RULES AND REGULATIONS (Cont'd)

The Telephone Company does not undertake to answer and forward E911 Service calls but furnished the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

Temporary suspension of service is not provided for any part of E911 Service.

E911 Service information consisting of the name, address, and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices is confidential and the customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

Any party residing within the E911 Service District forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number and the address (and name of business accounts only) associated with the originating station location are furnished to the Public Safety Answering Point.

The Telephone Company's entire liability to any person for interruption or failure of E911 Service shall be limited by the terms set forth in this section and other sections of this Price Guide.

The customer will have the responsibility to determine whether the system is functioning properly for its use and shall promptly notify the Telephone Company in the event the system is not functioning properly.

Where service is available under this Price Guide for use in connection with customer-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided systems do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided facilities. In instances where the trouble is determined (in a timely manner) to be cause by customer-provided equipment or facilities a service charge of \$35.00 will be applicable. In instances where Telephone Company personnel are required to be at the customer's location for extended

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### 38. CUSTOM ASSEMBLIES OF EQUIPMENT

#### RULES AND REGULATIONS (Cont'd)

periods of time for purposes of testing, trouble-shooting or any other work in connection with the customer's equipment or facilities, the customer shall be billed the actual cost for time, materials, etc., expended on that particular call out.

The Telephone Company shall not be liable for any loss or damages arising out of errors, interruptions, defects, failures, or malfunctions of E911 Service, including any and all equipment and data processing system associated therewith. Damages arising out of such interruptions, defects, failures, or malfunctions of the system after the Telephone Company has been so notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

E911 Service will be designed by the Telephone Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where E911 Service is offered.

Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all calls received on its E911 Service lines that originate from all telephones served by central offices within the E911 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. Application for E911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide E911 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided, in writing, with satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any E911 Service request.

In addition to all other terms and conditions, the following customer requirements will apply:

The customer will answer all E911 Service calls on a 24-hour day, seven-day week basis.

The customer has the responsibility for dispatching the appropriate emergency service within the E911 Service area or will undertake to transfer all E911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

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### 38. CUSTOM ASSEMBLIES OF EQUIPMENT

#### RULES AND REGULATIONS (Cont'd)

The customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to an E911 Service PSAP by calling parties.

The customer will subscribe to, or provide, telephone equipment and trunking capable of adequately handling the number of incoming E911 Service lines recommended by the Telephone Company to be installed.

The customer will agree to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use therewith, or by any service furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 service hereunder.

The Telephone Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Price Guide. With respect to any other claim or suit, by a customer or any others, for damages arising out of mistakes, omissions, interruptions, delays or errors, or defects in transmission occurring in the course of furnishing service hereunder, the Telephone Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Price Guide as an allowance for interruptions. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint use, or which arise from the use of customer provided facilities or equipment shall not result in the imposition of any liability whatsoever upon the Telephone Company.

#### DEFINITIONS

Automatic Number Identification (ANI):

A feature by which the calling party's telephone number is forwarded to the E-9-1-1 Tandem Office and displayed on Transfer and Display Units located at the respective Public Safety Answering Point. This feature is not available to multi-party customers with Operator Number Identification (ONI).

Automatic Location Identification (ALI):

A feature by which the name (business telephone subscribers only) and address associated with the calling party's telephone number is forwarded to the respective Public Safety Answering Point for display.

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### 38. CUSTOM ASSEMBLIES OF EQUIPMENT

#### DEFINITIONS (Cont'd)

Public Safety Answering Point (PSAP):

A municipality, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated to answer telephone calls placed by dialing number 911.

#### RATES AND CHARGES

##### Special Service Arrangement Charges

If E911 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

Costs as referred to in this section may include but are not limited to:

Cost of maintenance

Cost of operation

Depreciation on the installed cost of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.

General Administration expenses, including taxes on the basis of average charges for these items.

Any other item of expenses associated with the particular special service arrangement.

An amount, computed on the cost installed of the facilities used to provide the special service arrangement, for return on investment.

Installed cost mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to capital accounts.

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**38. CUSTOM ASSEMBLIES OF EQUIPMENT****RATES AND CHARGES** (Cont'd)**Special Service Arrangement Charges** (Cont'd)

Special service arrangement rates are subject to review and revision conditioned upon changing costs.

**Program Development Charges**

These are charges applicable to the work necessary to design, develop, test, and maintain any special programming required to support E911 Service, its billing and its data base management. Rates are based on Telephone Company time and materials expended.

**Records Conversion Charges**

These are charges applicable to the work necessary to design, review, modify, and maintain any Telephone Company customer records keeping systems in order to support E911 Service, its billing and data base management. Rates are based on Telephone Company time and materials expended.

**Quotation Preparation**

The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. A quotation so provided does not bind the Telephone Company to the rates set forth in the quotation. All rates for services or facilities to be provided by the Telephone Company will be determined in accordance with guidelines in this Price Guide.

**Changes to Orders**

When a customer requests changes for a pending order for the provision of Emergency Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charges.



**38. CUSTOM ASSEMBLIES OF EQUIPMENT**

RATES AND CHARGES (Cont'd)

Monthly Recurring Charges

Monthly  
Rate

Public Safety Answering Point Facilities

E-9-1-1 Basic Common Equipment for Automatic Number Identification (ANI), and Automatic Location Identification (ALI) <sup>1</sup>

A maximum of 4 Incoming Trunks (I/Cs) may be provided at rates indicated below. Rates also include required ANI Cabinet, Circuit Pack, MF Receiver, Trunk Switch, Trunk Pack, Basic Carrier, ALI Multiplex Main Unit, RTU Main Unit, Power Unit, -48V Rectifier and Battery Backup.

Level A/3 yr. contract	\$1,175.00
Level B	\$345.00

PSAP Facilities

Incoming Trunk (I/C) -Fifth

Level A/3 yr. contract	1,390.00
Level B	425.00

Incoming Trunk (I/C) - Each additional over 5 to a maximum of 15

Level A/3 yr. contract	35.00
Level B	15.00

<sup>1</sup> The provision of Automatic Location Identification requires a minimum of one position termination.

**38. CUSTOM ASSEMBLIES OF EQUIPMENT**RATES AND CHARGES (Cont'd)Monthly Recurring Charges

	<u>Monthly Rate</u>
<u>Position Termination</u>	
First Position	
Level A/3 yr. contract	\$340.00
Level B	105.00
Second Position	
Level A/3 yr. contract	375.00
Level B	130.00
Third Position	
Level A/3 yr. contract	410.00
Level B	155.00
Fourth Position	
Level A/3 yr. contract	445.00
Level B	180.00
Fifth Position	
Level A/3 yr. contract	550.00
Level B	215.00
Each Addition Position Over 5 to maximum of 15	
Level A/3 yr. contract	35.00
Level B	25.00

**38. CUSTOM ASSEMBLIES OF EQUIPMENT**RATES AND CHARGES (Cont'd)Monthly Recurring Charges

<u>Rates</u>	<u>NRC</u>	<u>Monthly Rate</u>
<u>Network Facilities</u>		
Trunk Termination Service <sup>1,2</sup>	\$310.00	\$45.00
Interoffice Circuit:		
Per Airline Mile <sup>3,4</sup>	-	6.38
Local Access Line <sup>5</sup>	-	15.30
Data Set - Type 202T	100.00	47.00
Channel Termination	-	3.30
Interexchange Mileage:		
Per 1/4 Mile	-	1.30
Local Data Access Line:		
First 1/4 Mile	-	15.30
Each Add'l 1/4 Mile	-	6.55
End Office Services/1000 Mainstations <sup>6</sup>	402.17	110.21
Master Street Address Guide:		
Data Base and Daily Updates, per 1000 Mainstations <sup>6</sup>	2,950.00	35.00

(1) End Office/Tandem Termination (one required per 9-1-1 facility between End Office and tandem)

(2) Tandem/PSAP Termination (one required per 9-1-1 facility between Tandem and PSAP)

(3) Interoffice Circuit - End Office/Tandem Termination (one required per 9-1-1 facility between End Office and Tandem - Per Airline Mile)

(4) Interoffice Circuit - Tandem/PSAP Termination (one required per 9-1-1 facility between Tandem and PSAP - Per Airline Mile)

(5) Local Access Line for PSAP Termination (one required per 9-1-1 facility between Tandem and PSAP.)

(6) For billing purposes, an annual update of the number of mainstations served will be determined based upon current Telephone Company reporting methods, as of December 31 of each year.

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**39. DIRECTORY ASSISTANCE**DIRECTORY ASSISTANCE

## GENERAL

In addition to providing telephone directories to all local exchange service customers, the Company furnishes Local Directory Assistance service to provide customers with assistance in determining directory information.

The rates and exemptions set forth below apply to customer requests for Directory Assistance service in determining or attempting to determine the telephone number, customer name and/or address of any party located in, or thought to be located in, the local calling area. Calls will be completed on a sent paid basis upon request

Application of Charges and Exemptions

The charges specified in this Price Guide will be applicable to all customers except:

- Hospitals;
- Residence customers who are unable to use a telephone directory because of a visual or physical handicap which can be confirmed by a physician or appropriate group or agency having authority to certify such handicaps.

Chargeable Calls

For charging purposes, a call to Local Directory Assistance is defined as a call:

Resulting in obtaining a maximum of two telephone numbers, customer names and/or addresses; or  
Resulting in obtaining no telephone number, customer name and/or address because there was no such listing or there was a non-published listing.

The caller should advise the operator, at the beginning of the call, if two listings will be requested.

Business Category Search

If the exact name of a business is not known, directory assistance operators can search the database for a "type of business" using Business Category Search to find telephone numbers under business headings provided by the customer. A maximum of two headings can be searched per call and up to three listings can be provided per call via a random search. The Local Directory Assistance rate for each call, as specified on Sheet 2 of this section applies even if the numbers are non-published or no numbers are found. With a "type of business" search, the caller is billed for each category or business heading searched.

There will be a charge for all customer calls to Local Directory Assistance, except as specified preceding.

**39. DIRECTORY ASSISTANCE**

DIRECTORY ASSISTANCE (Cont'd)

RATES

The following charge will apply for each call made to Local Directory Assistance and for calls connected to Local Directory Assistance by the "O" operator.

When a customer places a call to the Directory Assistance attendant and has Directory Assistance charges billed to a calling card or a telephone number other than the originating number, a Service Charge will apply.

Local Directory Assistance includes Dedicated Directory Services Request at no additional charge.

	<u>Rate</u>
Local Directory Assistance, each call	1

<sup>1</sup> Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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**39. DIRECTORY ASSISTANCE****NATIONAL 411****GENERAL**

National 411 is a service whereby customers may request assistance in determining listing information on a nationwide basis. Requests for local listings are billed under the Directory Assistance charges.

**CONDITIONS**

The following conditions and rates apply to all calls from customers who request assistance in determining telephone number information of subscribers who are located outside their local calling area.

1. The customer will be charged for each call made to National 411 service. Customers can receive up to two listings per call. The nationwide listing rate applies per call, whether or not a number, name or address is provided; this includes requests for numbers, names or address that are non-published or unlisted.
2. There are no billing exemptions or allowances for National 411 listing service requests.
3. National 411 service will be available in areas where Frontier currently provides local Directory Assistance to in-franchise Frontier customers.
4. Charges for National 411 service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
5. National 411 includes Customer Name and Address (CNA). CNA is a reverse search feature that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number.

**RATES**

Charge Per Request \*

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

**40. OPERATOR SERVICES**

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
<u>OPERATOR REFERRAL</u> <sup>1</sup>			(N)
<p>A charge to refer calls to a telephone number when a customer has moved outside of the exchange area, taken vacation service, or wishes calls to his listed number referred elsewhere for a specified period of time.</p> <p>Referred number may be located any place. When service is ordered by the customer it will be for a period of 90 days but not less than 30 days.</p> <p>If a customer wants service for greater than 90 days, any portion of an additional 90 days is an additional \$100.00.</p> <p>This service is not provided where facilities are not available for such service.</p>			
Each number	\$100.00	-	

<sup>1</sup> This service offering is grandfathered and is limited to existing customers at existing locations. (N)

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**40. OPERATOR SERVICES****DEDICATED DIRECTORY SERVICES REQUEST****GENERAL**

Dedicated Directory Services Request provides an incoming Directory Assistance customer requesting an intraLATA number, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling station).

The mechanized announcement will instruct the caller that for no additional charge the call will automatically be completed by depressing a specific digit on the touch-tone keypad.

**CONDITIONS**

Dedicated Directory Services Request will only be furnished where facilities and operating conditions permit.

This offering provides call completion on a Local Access and Transport Area (LATA) basis.

The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

This service is furnished solely for the calling purposes of the caller.

Provisions concerning limitation of liability and allowance for interruption of service are as set forth above and in the General Regulations of this Price Guide.

The Directory Assistance charge is in addition to any applicable IntraLATA local or toll charges.

Calls will be completed on a sent paid basis.

Person, collect, conference, calling card, third number or any other calls requiring operator handling, are not included.

Dedicated Directory Services Request is not subject to optional calling plan discounts. However, the usage associated with a call completed via Dedicated Directory Services Request will be subject to any applicable discounts.

Dedicated Directory Services Request will not be provided to the following services:

- a. 800 Service,
- b. 976 Service,
- c. 900 Service,
- d. Customer Owned Pay Telephone Service (COPTS),
- e. Feature Group A Service,
- f. Public and Semi-Public Telephone Services, or
- g. Statewide Directory Assistance

RATES AND CHARGES, each call (See Directory Assistance)



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## 41. PAY TELEPHONE SERVICE

### GENERAL

This tariff covers the rules, regulations and rates for pay telephone service provided by Frontier Southwest Incorporated and for subscribers to Customer Owned Pay Telephone Service (COPTS).

### DEFINITIONS

**Call Aggregator** - Any person or entity that owns or otherwise controls telephones, by posting notices and/or unblocking access, intended to be utilized by the public.

**Customer Owned Pay Telephone** - A service offered to provide a two-way or optionally one-way originating-only business access line composed of serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises and the network interface.

**End User Choice** - A system that allows the automatic routing of interexchange, operator assisted calls to the billed party's chosen carrier without the use of access codes.

**Operator Service Provider (OSP)** - Any person or entity that provides operator services by using live or automated operator service functions. When more than one entity is involved in processing an operator service call, the entity setting the rates shall be considered the OSP. However subscribers to customer owned pay telephone service are not considered to be OSPs.

**Originating Line Screening (OLS)** - A two-digit code passed by the local switching system with the Automatic Number Identification (ANI) at the beginning of a call that provides information about the originating line.

**Pay Telephone Service** - A telecommunications service utilizing any coin, coinless, credit card reader or cordless instrument that is accessible by member of the general public or business patrons, employees and/or visitors of the premises' owner or lessee where pay telephone service is installed, provided the end-user pays for local or toll calls from such instrument on a per call basis. Coinless telephones provided in guest rooms by a hotel/motel are not pay telephones. A telephone that is primarily used by business patrons, employees and/or visitors of the premises' owner is not a pay telephone if (1) the primary use of such telephone is for local calls or toll free "1+800" or "1+888" calls; (2) all local calls and "1-800" or "1-888" type calls from such telephone are free to the end user and (3) the telephone is not accessible by members of the general public.

**Provider of Pay Telephone Service** - A subscriber to COPTS and any other entity providing PTS.

**Rate Information** - All charges ultimately charged to the PTS provider, including any surcharges, fees and any other form of compensation charged by the PTS provider on behalf of the call aggregator.

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## 41. PAY TELEPHONE SERVICE

### REGULATIONS

If the Pay Telephone Service (PTS) provider uses automated call completion technology to complete operator service calls, the provider of PTS must:

- audibly and distinctly identify itself to the caller upon answering;
- audibly and distinctly identify itself to the billed party, if the billed party is different from the caller;
- provide a mechanism for the caller to obtain rate information, without charge, 24 hours a day, seven days a week; and
- permit the caller or billed party to terminate the call at no charge prior to completion of the call by the PTS provider.

The PTS provider must allow 911 calls to be outpulsed directly to the Public Service Answering Point at no charge and without requiring a coin or credit card. If Ender User Choice, as defined in PUC Substantive Rule §23.54(a)(7) is not available, the PTS provider must allow "0-" calls and must directly route, without charge to the calling party, all "0-" calls to an OSP that provides access to emergency services that meet the technical standards in PUC Substantive Rule §23.55(g)(2)(A)-(F). When and where available, use of End User Choice is required. Requirements in this paragraph do not apply to pay telephones accessible to inmates of confinement facilities.

The PTS provider must:

- provide access to operator services, which access must be available 24 hours a day, seven days a week, at no charge and without requiring a coin or credit card;
- provide access to directory assistance, which must be available 24 hours a day, seven days a week, at no charge and without requiring a coin or credit card; and
- provide access to the operator of a local exchange company that meets the requirements in PUC Substantive Rule §23.55(k)(3) and that serves the area from which the call is made, at no charge and without requiring a coin or credit card, by:
  - (1) directly routing all "0-" calls to such local exchange company operator, without a charge to the caller, or
  - (2) transfer or redirection of the call by an OSP in accordance with the provisions of PUC Substantive Rule §23.55(i)(1)(A)(ii)(I)-(III).

The PTS provider must also allow access to other telecommunications utilities unless otherwise provided as described below:

- access to interexchange carriers by "950-XXXX" and "1-800" or "1-888" numbers must not be blocked;
- access to interexchange carriers by "10XXX+0" (whether "10XXX+0+" or "10XXX+0-") dialing must not be blocked if the end office serving the originating line does has OLS screening capability

To prevent fraudulent use of the pay telephone, the access requirement is explicitly waived under the following conditions without prior application to the commission:

- Access to interexchange carriers by "10XXX+0 (whether "10XXX+0=" or "10XXX+0-") dialing may be blocked, if the end office serving the originating line does not have OLS screening capability;
- Access to interexchange carriers by "10XXX+1" dialing may be blocked.

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#### 41. PAY TELEPHONE SERVICE

##### REGULATIONS (Cont'd)

The requirements of this paragraph do not apply to pay telephones accessible to inmates of confinement facilities.

The PTS provider must also:

- ensure that end users can place all local toll calls, except direct dialed international calls, from the pay telephone, including but not limited to, operator assisted international calls, collect calls, third number billed calls and calling card calls.
- be responsible for the payment of charges for all local and toll messages, including but not limited to, non-local directory assistance charges, except as provided above concerning the prevention of fraudulent use of the pay telephone.
- comply with all applicable federal, state, and local laws and regulations including those concerning the use of pay telephones by disabled and/or hearing or speech impaired persons.
- not attach extension telephones to pay telephones, unless the pay telephone displays a notice that legibly and conspicuously states in capital letters, "YOUR TELEPHONE CONVERSATION MAY BE OVERHEARD BECAUSE AN EXTENSION TELEPHONE IS ATTACHED TO THIS PHONE LINE"
- not impose a time limit on local calls

The requirements in this paragraph do not apply to pay telephones accessible to inmates of confinement facilities.

If the PTS provider uses automated call completion technology to complete operator service calls, and if validation information is available for calls that the PTS provider (or a third party billing and collection agent operating on behalf of the PTS provider) will bill through a certificated telecommunications utility, the PTS is required to validate the call and is allowed to submit the call for billing if the call was validated.

PTS may be connected to, from, or through, a customer provided telecommunications switching system, or local exchange carrier provided central office switching system, provided that the PTS provider meets all requirements of PUC Substantive Rule §23.54.

The PTS provider must ensure that access to E911, 911 and/or 0- is not blocked and must comply with all legislative and rule requirements regarding the operation of E911 and 911. This access configuration is not allowed if it prevents usage measurements by the local exchange carrier, of a local exchange carrier provided COPTS access line. PTS providers must be in compliance with PUC Substantive Rule §23.54(f) posting requirements for pay telephones.

##### REGISTRATION

All PTS providers not holding a certificate convenience and necessity must register with the commission, using commission-prescribed forms, in order to do business in the state of Texas. Registration requires disclosure of the physical location of each of the registrant's pay telephones, and such location information must be updated, only on those phones with a change in status, by the registrant each calendar quarter, pursuant to the schedule set forth in Substantive Rule §23.11, relating to General Reports. The commission shall provide each registrant with proof of registration within 30 days of filing.

The Telephone Company shall not provide COPTS to a person required to be registered under this subsection, unless that person provides a commission-supplied proof of registration.

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**41. PAY TELEPHONE SERVICE****COIN LINE SERVICE****GENERAL**

Coin Line Service is provisioned on a voice grade coin line and provides switch based dial tone first (DTF) coin line functionality for pay telephones.

Coin Line Service is provisioned at the request of a Pay Telephone Service Provider who offers the service to the public on a resale basis.

A Coin Line subscriber must use a separate Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions to a Coin Line are not permitted.

Where Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

The Company shall not be liable for shortages of coins deposited and/or collected from the Coin Line subscriber's equipment.

The Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

Suspension of service for nonpayment as specified in Section 4 of this Tariff is not applicable to Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a Coin Line rests with the Company.

The carriage and completion of local and intraLATA toll messages are provided by the Company.

Coin Line Service will be provided from central offices where facilities are available.

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#### 41. PAY TELEPHONE SERVICE

##### COIN LINE SERVICE (Cont'd)

##### FEATURES

Coin Line Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

Service is provided on a one-way or a two-way basis at the customer's option.

Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a Coin Line which may require special handling and billing treatment.

Central office 900 and 976 blocking is provided.

Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a Coin Line.

All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operator services system.

All 0+ interLATA calls are routed to the presubscribed carrier.

Coin sent paid InterLATA calls from Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

Coin Line Service will be provisioned where technologically feasible.

##### RESPONSIBILITY OF THE SUBSCRIBER

The subscriber is subject to the requirements for Coin Line Service as set forth previously.

The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

Special billing and coin sharing arrangements between a Coin Line subscriber and another carrier are the responsibility of the Coin Line subscriber.

It is the subscriber's responsibility to ensure that instruments used in conjunction with the Coin Line Service are compatible with the Company's network.

**41. PAY TELEPHONE SERVICE**

COIN LINE SERVICE (Cont'd)

RATE REGULATIONS

No charge will be imposed for incoming calls.

Sent-paid local calls will be rated by the Central Office.

Operator assisted sent-paid local calls will be rated to the end-user plus the appropriate additive operator service charges as specified in the Frontier Long Distance Message Telecommunications Services (LDMTS) Product Guide. Non-sent paid local calls will be charged service charges and the appropriate additive operator service charges as specified in the Frontier LDMTS Product Guide.

Operator assisted sent-paid toll calls will be rated to the end-user at the message telecommunications rate, plus the appropriate additive operator service charges as specified in the Frontier LDMTS Product Guide. Non-sent paid Long Distance Service calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges as specified in the Frontier LDMTS Product Guide.

The appropriate service charges as specified in Section 13 of this product guide are applicable for each Coin Line installed, moved, or changed.

Calls to 1411 Directory Assistance will be charged the rate specified in Section 37 of this product guide.

Subscribers to Coin Line Service may be listed in the directory as specified in Section 12 of this product guide.

RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Coin Line Service (per access line)	1	\$31.70 <sup>2</sup>

<sup>1</sup> Applicable Service Order Charges from Section 13 will apply except as shown below:  
 (a) Supersedures or Transfer of Service will be charged \$12.26 per line;  
 (b) All other record-type-only changes will be charged \$11.11 per line as applicable in Section 13.  
<sup>2</sup> Includes Touch Call and mandatory EAS.

**41. PAY TELEPHONE SERVICE**

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE

Charges and rates for long distance message telecommunications service, as provided by the Telephone Company, will be those specified in the Frontier’s Long Distance Message Telecommunications Service Product Guide. Charges for such long distance service, as provided by Interexchange Carriers and not by the Telephone Company, will be at rates and charges specified by the individual IXC.

Except for local calling card calls, when the assistance of an operator is required to bill or collect for a local message, (collect or third number) the minimum Operator Station-to-Station rate as specified in the Frontier Long Distance Message Telecommunications Service Product Guide is applicable.

COPT Service will not be provided in conjunction with foreign exchange service, optional calling plans and service, or rotary line service. This provision has no effect with regard to the availability of EAS as otherwise provided for in Frontier’s product guide.

COPT Service will be offered in all Telephone Company central office locations and consists of the business line, the network interface device (NID), local switching and access to operator services, 9-1-1 and long distance.

Applicable rates are as follows:	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Customer Owned Pay Telephone Service	1	\$ 20.35 <sup>2</sup>

**Answer Supervision**

Answer Supervision is an optional service (line side functionality) that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook (is answered). Answer Supervision will be provided for use with COPT Service as specified in this tariff to assist in determining when billing for a specific call should commence.

In all fiber exchanges, as noted in Section 6 of this Tariff, or in areas within an exchange where only fiber access is provided, this feature is not available.

The following rates are per COPT access line.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Answer Supervision	3	\$7.60
<b><u>Blocking Options</u></b>		
Selective Class of Call Screening <sup>4,5</sup>	3	1.86
Billed Number Screening <sup>5</sup>	3	.00
International Direct Dialed Call Blocking	\$19.95	-

- <sup>1</sup> Applicable service charges from Section 13 will apply except as shown below:  
 (a) Supersedures or Transfer of Service will be charged \$12.26 per line;  
 (b) All other record-type-only changes will be charged \$11.11 per line as applicable in Section 13.
- <sup>2</sup> Includes Touch-Call Service and unlimited local calling. Local calling consists of the local calling scope of the exchange including any applicable Extended Area Service (EAS).
- <sup>3</sup> Applicable Service Order Charges from Section 13 apply.
- <sup>4</sup> Available only in exchanges where necessary equipment is available.
- <sup>5</sup> Rates shown are effective January 1, 1998 as per the signed stipulated agreement in Docket No. 16891.

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## 42. FEATURES AND ASSOCIATED EQUIPMENT FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

### GENERAL

911 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

911 Service enables a caller dialing 911 from a station with access to the local exchange telephone network, arranged to provide 911 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 911 calls are routed for response. The Service may be provided from any one of the following three categories:

B911 (or Basic 911) Service automatically routes 911 calls to a PSAP but provides no information about the location or telephone number of the caller.

C911 (or ANI-only 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C911 Service is comprised of B911 Service plus ANI spill.

E911 (or Enhanced 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number and address and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E911 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E911 Service is comprised of C911 Service plus Automatic Location Identification (ALI) provisioning.

### DEFINITION OF TERMS

#### Access Line

Denotes the line between the serving Central Office and the customer's premises.

#### ALI Database

The set of ALI records residing on a computer system, containing subscribers' names, service addresses, telephone numbers, and Emergency Service Numbers (ESNs), and additional information to be used for 911 purposes.

#### ALI Database Administration

The maintenance of the ALI Database records.

Frontier shall take reasonable and necessary steps to avoid submission of records associated with non-dialtone generating service to the database. It is, however, the responsibility of the PSAP to request the removal of any record(s) from the database. To avoid billing for non-dialtone generating service, Frontier accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.



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## 42. FEATURES AND ASSOCIATED EQUIPMENT FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

### DEFINITION OF TERMS (Cont'd)

#### ANI Spill

A central office generated data stream that forwards the telephone number of the calling party.

#### Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be shown on a display device at a Public Safety Answering Point (PSAP) when a 911 call is received.

#### Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 911 call is received.

#### Call Ring Down Service

For communications between two points whereby a station, upon lifting the receiver, automatically rings another station.

#### Caller

An individual who places a 911 call in order to obtain emergency assistance.

#### Central Office Call Transfer Services

A standard feature available for each PSAP which provides the capability for an established E911 Service call to be transferred to another PSAP or to some other desired destination by a PSAP attendant. The following characteristics identify the three types of call transfer services which may be used with E911 Service.

Fixed transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to a predesignated location by depressing a single button on the Display and Transfer Unit. The PSAP equipment automatically flashes and sends out a Speed Call code associated with the desired agency. If the call is transferred to a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also.

Manual transfer enables a primary or secondary PSAP attendant to transfer incoming E911 Service calls over exchange facilities to another telephone number by depressing a flash button on the Display and Transfer Unit or the switchhook on an answering key set and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Call code.

Selective transfer enables a primary or secondary PSAP attendant to transfer an incoming E911 Service call to another agency (associated through the DMS with the calling party's ANI telephone number) by depressing a single button, e.g., "Fire" on the Display and Transfer Unit. If the desired destination is a PSAP equipped to receive and display ANI and ALI data, the ANI telephone number and the ALI address of the calling party is transferred also. This type of transfer is only available when the SR Service Feature is provided.

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## 42. FEATURES AND ASSOCIATED EQUIPMENT FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

### DEFINITION OF TERMS (Cont'd)

#### Centralized Automatic Location Identification (CALI)

A remote Centralized ALI database platform consisting of two host machines, one being the primary system responding to the Public Safety Answering Point (PSAP), and the other being the secondary system.

#### CALI Storage/Processing

The data storage for the ALI records with the redundant CALI system, both the primary and the secondary. The ALI records are updated on the CALI System multiple times a day with Changes/Add/Delete activity.

CALI will process ALI in two ways. The ANI of the 9-1-1 caller is received by the host provider tandem router, which will then route the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI, to the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and is processed back to the requesting PSAP. The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

#### CALI System – Ports for PSAPs

The CALI System – Ports for PSAPs provide the interface for PSAPs to acquire local ALI dips within the CALI. The port rate includes two ports, one port into the primary CALI and one port into the secondary CALI system, for redundancy. The port rate includes a secure connection with security firewall.

#### Call Party Hold

An optional feature of basic 911 that enables a PSAP attendant to maintain control of a 9-1-1 call, even if the calling party hangs up.

#### Customer

Governmental unit or other entity authorized to provide 911 Service.

#### Default Routing

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 911 control office (location of the selective routing function) to a preselected PSAP.

#### Emergency Response Agency (ERA)

For the purpose of this Price Guide, an ERA is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 911 call received at, or transferred from, a Public Safety Answering Point (PSAP).

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****DEFINITION OF TERMS** (Cont'd)**Emergency Service Number (ESN)**

An ESN is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus, the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is

responsible. The ESN is recorded in the Automatic Location Identification (ALI) database (where established) to inform the PSAP attendant which ERA is responsible for each 911 caller's location and in the Selective Routing (SR) records (where SR is established) to assist in determining call routing to the correct PSAP.

**End User**

An individual who may place a 911 call in order to obtain emergency assistance. The end user may or may not be the subscriber who ordered the service.

**Forced Disconnect**

A standard feature that allows a PSAP attendant to release a connection even though the calling party has not hung-up.

**Host Provider**

The telephone company that serves the exchange in which the customer's PSAP is located, provides 911 service and, where applicable, acts as the coordinator of other Local Exchange Carriers (LECs) which serve as secondary providers within the customer's serving area.

**Master Street Address Guide (MSAG)**

A perpetual database defining the geographic area of a 911 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and ESNs.

**Non-listed/Unlisted**

Subscriber information that is not listed in the published telephone directory but is made available via Directory Assistance Service.

**Non-published**

Subscriber information that is neither listed in the published telephone directory nor available via Directory Assistance Service.

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## 42. FEATURES AND ASSOCIATED EQUIPMENT FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)

### DEFINITION OF TERMS (Cont'd)

#### Public Safety Answering Point (PSAP) – Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 911 call by either providing the response itself from the Emergency Response Agencies (ERA) dispatched from that center or by transferring the call to a secondary PSAP for action.

#### Public Safety Answering Point (PSAP) – Secondary

A secondary PSAP responds to 911 calls transferred from a primary PSAP by dispatching those ERA services under its authority. It may become the initial respondent to a 911 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

#### Record

The subscriber information associated with a telephone number. For billing purposes, records for Frontier accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.

For Wireless Services, records will be billed on the basis of a combination of Frontier Wireline records (access lines) and non-Frontier Wireline records.

#### Regional ALI Steering

Regional ALI Steering applies to a single HP3000 database system located in the Company's Central Office (CO). Since each database system can cover multiple PSAPs within the area it covers, this is a regional ALI database.

When a query is made from the PSAP, ALI is retrieved either from a record that is stored on the regional ALI system, or requested from (steered to) another carrier's database and returned to the Regional ALI system which then forwards it to the requesting PSAP.

#### Secondary Provider

A Local Exchange Carrier (LEC) that participates in offering 911 service under an agreement with the host provider.

#### Steering

Steering is the capability of one ALI Database to query another ALI Database for ALI. The requesting ALI Database system "steers to" the other ALI Database system.

#### Subscriber

A person or business that orders access line service from a telephone company, who may or may not be the 911 end user.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS**

911 Service is restricted to one-way incoming emergency service only.

The Telephone Company shall not be required to provide 911 Service to less than an entire central office (switching entity) unless Class Marking is ordered by the customer. The Telephone Company does not undertake to answer and forward 911 Service calls but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

911 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Telephone Company obligation toward, or any right of action on behalf of any third person or other legal entity.

Intercept service for any seven-digit emergency number(s) replaced by 911 Service will be provided at no charge for a period of time as negotiated between the Telephone Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

911 Service is limited to the use of central office telephone number 911 as the emergency telephone number.

911 calls originated from local exchange telephone network access facilities shall be completed to the appropriate Public Safety Answering Point (PSAP) without a charge being assessed to the end user by the Telephone Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 911 responding personnel. The subscriber forfeits the privacy afforded by a non-listed or non-published service upon placing a 911 call.

Temporary suspension of 911 provisions is not provided.

The main telephone directory listing for the Public Safety Answering Point (PSAP) must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 911 at no additional charge.

All non-Local Exchange Carriers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E911 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Frontier standard format to the customer for inclusion in the E911 database.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS** (Cont'd)

Information provided by the Telephone Company as part of the provision of C911 or E911 is to be used only for the purposes of answering and dispatching emergency calls.

Charges for customer-initiated changes and rearrangements affecting service address and Automatic Location Identification (ALI) database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based on a time and materials basis. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Telephone Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 911 service. Because the addresses of these service providers' subscribers are not provided to the Local Exchange Carriers, the customers will only be able to obtain them directly from the 911 caller.

Ordinarily the Host Provider bills all charges to the customer; this includes the costs from Secondary Providers, which are passed on to the Host Provider. However, the customer may make special arrangements to be billed directly by the Secondary Provider.

**Customer Obligation**

Application for 911 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 911 Service in the exchanges where service is requested. If application for service is made by an agent, the Telephone Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.

The customer is responsible for dispatching the appropriate emergency service within the 911 service area, or will undertake to transfer all 911 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS** (Cont'd)**Customer Obligation** (Cont'd)

By contractual agreement, the 911 Service applicant must submit to the Telephone Company that it concurs in the following terms and conditions by all participating agencies:

- The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 911 Service offering, and for the control and staffing of the Public Safety Answering Point (PSAP).
- Each primary PSAP should subscribe to sufficient 911 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 911 Service network from each central office to the central office serving the primary PSAP should provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.
- Each primary Public Safety Answering Point (PSAP) and each secondary PSAP should subscribe to at least three lines as follows:

At least one ten-digit non-emergency local exchange line with at least one listed directory number for administrative calls.

At least one non-listed ten-digit local exchange line for forwarding or transferring 911 calls to locations other than those connected to that PSAP by dedicated lines.

At least one non-listed ten-digit number to be used by other PSAP's and Emergency Response Agencies (ERA) to reach the PSAP. This number must be in addition to those listed above.

- The dedicated data circuits required to retrieve the ALI from any of the E9-1-1 Database platforms are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 36, Sheet 32.1.
- In some instances, there may be data circuits between PSAPs (e.g., between the ANI/ALI Controller located at one PSAP to equipment at another PSAP) to retrieve or deliver ALI. These dedicated data circuits are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 36, Sheet 32.1.
- In cases of steering from the Company's ALI Platform to another database dedicated data circuits are required. These dedicated data circuits are standard data circuits capable of 9.6Kbps or higher transmission speeds. See 9-1-1 Dedicated Data Circuit, Section 36, Sheet 32.1.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS** (Cont'd)**Customer Obligation** (Cont'd)

The customer shall promptly notify the Telephone Company in the event the system is not functioning properly.

Because the Telephone Company serving boundaries and political subdivision boundaries may not coincide, the customer is responsible for making arrangements to handle all calls received on its 911 service lines that originate from all telephones served by central offices within the 911 service area, whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

911 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Telephone Company proprietary and the customer agrees to use such information only for the purpose of responding to 911 calls at the time such calls are placed. Any connecting company purchasing Frontier information while acting as the host provider of 911 service to the customer which purchase Frontier services under this Price Guide must agree to abide by the terms and conditions which relate to the protection of Frontier provided information. The customer of any connecting company purchasing Frontier information shall take all reasonable efforts to safeguard the proprietary nature of Telephone Company-provided information, including but not limited to:

The customer shall provide to the Telephone Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

The customer shall agree to the extent allowed by law to indemnify, save and hold the Telephone Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Telephone Company-provided subscriber information, which information is to be used solely for the purpose of providing 911 service.

Any terminal equipment used in connection with 911 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Telephone Company.



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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS** (Cont'd)**Liability**

The Telephone Company's entire liability to the customer or any person for interruption or failure of 911 service shall be limited by the terms set forth in this section, the General Regulations section of this Price Guide, and in any sections of other Tariffs/Price Guides which apply to the provision of 911 service by the Telephone Company. This 911 service is offered solely to assist the customer in providing 911 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Telephone Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Telephone Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Telephone Company act or omission in the design, development, installation, maintenance, or provision of 911 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Telephone Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the Price Guide rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Telephone Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

To the extent allowed by law, the customer shall indemnify and hold harmless the Telephone Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Telephone Company as a result of any act or omission of the Telephone Company or customer or any of their employees, directors, officers, or agents except for Telephone Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 911 system or for releasing subscriber information, including non-published or unlisted information in connection with the provision of the 911 service.

The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 911 service when any 911 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as private branch exchanges (PBX), shared tenant services (STS), or calls originating over central office based switching system lines.

The Telephone Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or STS, unless provided to the Telephone Company by a customer. At the rates set forth herein, the Telephone Company will integrate any records provided to it by the customer in a Telephone Company-standard format for inclusion in a 911 database. However, by doing so, the Telephone Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Telephone Company.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS** (Cont'd)**Liability** (Cont'd)

The Telephone Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 service due to the attachment of any equipment by a customer to Telephone Company facilities. The customer may, with the prior written consent of the Telephone Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Telephone Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Telephone Company reserves the right to refuse attachments if the Telephone Company determines that said attachments will degrade the 911 system ordered by the customer, Telephone Company facilities, or otherwise affect its telephone operations.

The Telephone Company shall not be liable for any civil damages caused by an act or omission of the Telephone Company in the good faith release of information not in the public record, including non-published or non-listed subscriber information to emergency service providers responding to calls placed to a 911 service or host providers using such information to provide a 911 service.

The Telephone Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 911 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Telephone Company shall have any responsibility for 911 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

The Telephone Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Telephone Company or arising from the use of customer provided facilities or equipment.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RULES AND REGULATIONS** (Cont'd)**Termination Liability**

E911 services provided with the condition of a term commitment are offered with an initial term commitment of 3 (three) years and a renewal term commitment of 1 (one) year. Upon completion of the initial 3 (three)-year term commitment, service will be automatically renewed annually for a 1 (one)-year term commitment unless customer provides written notification of termination at least 30 days in advance.

The initial three-year term applies to all customers (included existing customers) as of the effective date of this Price Guide.

If the service is canceled in whole or in part by the customer for any reason other than material breach by the Company or is terminated for cause by the Company prior to expiration of the agreed to term commitment period, the customer shall be required to pay a sum determined by the application of the following formula:

$$\text{Termination Charge} = \text{Current Monthly Rate for all services} \times \text{Remainder of Current Term Commitment.}$$

The services covered by the term commitment are:

- ALI Database Administration
- CALI Storage/Processing
- CALI System - Ports for PSAPs
- CALI Wireless Processing for CAS or NCAS
- Wireline Tandem Routing
- Wireless Tandem Routing

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)**

RATES AND CHARGES

Special Service Arrangement Charges

If 911 provisional requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished when practical by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and data base management.

Cost

GTSW will use incremental cost studies to generate the rates. The proposed rates are subject to Commission review.

Costs as referred to in this section may include but are not limited to:

Cost of maintenance

Cost of operation

Depreciation on the installed cost of any facilities used to provide the special service arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the net salvage.

General Administration expenses, including taxes on the basis of average charges for these items.

Any other item of expenses associated with the particular special service arrangement.

An amount, not to exceed the overall rate of return found reasonable by the Public Utility Commission in the final order of the most recent rate case, computed on the installed cost of the facilities used to provide the special arrangement for return on investment.

No contribution will be added to the incremental cost to determine the final rates.

Installed cost mentioned above includes cost of equipment and materials provided or used plus the cost of installing, including engineering, labor, supervision, transportation, right-of-way, and other items which are chargeable to the capital accounts.

Special service arrangement rates are subject to review and revision conditioned upon changing costs.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)****RATES AND CHARGES** (Cont'd)**Program Development Charges**

These are charges applicable to the work necessary to design, develop, test, and maintain any special programming required to support 911 Service, its billing and its data base management. Rates are based on Telephone Company time and materials expended.

**Records Conversion Charges**

These are charges applicable to the work necessary to design, review, modify, and maintain any Telephone Company customer records keeping systems in order to support 911 Service, its billing and data base management. These activities include, but are not limited to, working with local and/or county authorities to assign and validate location based addresses; establish, validate, and maintain master street guides in the Telephone Company's service order and customer billing systems; and establish and maintain customer data in the local Public Safety Answering Point (PSAP) computer. Rates are based on Telephone Company time and materials expended.

**Changes to Orders**

When a customer requests changes for a pending order for the provision of Emergency Service, the changes will be undertaken if they can be accommodated by the Telephone Company personnel and will be billed to the customer at the appropriate hourly charges.

**Other Charges**

The rates and charges associated with emergency number features and associated equipment are relative to each installation.

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## **42. FEATURES AND ASSOCIATED EQUIPMENT FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)**

### CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION SYSTEM

Centralized Automatic Location Identification System (CALI) consists of two host machines, one being the primary and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary returns the ALI and lets the secondary system know that it has handled the query. If the primary cannot return the ALI, then the secondary takes over. Information contained in the ALI record includes the customer name, location, and emergency service provider. The machines are updated multiple times throughout the day with new information from the Company's central database processing center.

ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to talk to one another. All other network connections are the responsibility of the customer or their Local Service Provider (Competitive Local Exchange Carrier, Wireless Service Provider, Third Party Database Provider, etc.). The PSAP must also purchase two dedicated data circuits of 9.6Kbps or higher transmission speeds from the PSAP location, one to the primary CALI and the second one to the secondary CALI system. See 9-1-1 Dedicated Data Circuit, Section 36, Sheet 32.1.

#### CALI Storage / Processing

The CALI system stores the ALI Database for subscribers in areas where the Company is selected to be the E9-1-1 Database Provider. CALI will process ALI in two ways. The ANI of the 9-1-1 caller is received by the host provider tandem router, which will then route the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI, to the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and is processed back to the requesting PSAP. The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

If steering is needed with CALI Storage / Processing, the Customer must provide an initial certified (on customer's letterhead signed by the individual authorized to execute contracts on behalf of the Customer) record count for processing records from another database, to Frontier for billing purposes. The customer (911 Entity) must update this certified record count for steering to another database on another database on an annual basis, or a 10% annual increase will be assigned. Frontier will use this record count only for purposes of billing for CALI Storage / Processing.

#### CALI System – Ports for PSAPs

The CALI System – Ports for PSAPs includes two ports, one port into the primary CALI and one port into the secondary CALI system, for redundancy. The port rate includes a secure connection with security firewall.

The customer must provide two dedicated data circuits of 9.6Kbps or higher transmission speeds, one from the PSAP to the primary system and a second from the PSAP to the secondary system. The Customer must also provide similar circuits from each of the CALI systems to the other Databases, if steering is required.

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**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)**

CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION SYSTEM (CALI) CONNECTIVITY  
(Cont'd)

<b>CALI</b>	<u>Nonrecurring Charge</u>	<u>3 Year Term Commitment Monthly Rate</u>
CALI Storage/Processing, per 1,000 records <sup>2</sup>	-	\$9.94 <sup>1</sup>
CALI System – Ports for PSAPs	-	\$109.99 <sup>1</sup>

<sup>1</sup> Customer must subscribe to an initial three-year term for these services, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customers) as of the effective date of this Price Guide. See Rules and Regulations for Termination Liability.

<sup>2</sup> These rates are in addition to the ALI Database Administration rate. Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc).

**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)**

CENTRAL OFFICE CONVERSIONS

Right To Use (RTU) fee and maintenance for Automatic Number Identification (ANI) associated with 911 service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
#2 EAX	\$5,201.75	\$18.79
GTD-5	\$2,216.47	\$9.29

ALI DATABASE ADMINISTRATION

Automatic Location Identification (ALI) Database Administration service:

- Provides for daily database processing and updates for all add, delete and change activity associated with the records.
- Provides processing of records against the MSAG.
- The ALI database may include both Company and external telephone company records.
- For billing purposes, records for Frontier accounts will be counted based on Access Lines, and for all other Local Service Providers actual record counts in the 9-1-1 database will be used.
- This rate element includes DBMS cost associated with the Master Street Address Guide (MSAG) Emergency Service Number (ESN) Maintenance.
- It does not include the HP3000 or Centralized (CALI) ALI database platforms needed for the matching of incoming E9-1-1 calls to the caller's address.

	<u>Nonrecurring Charge</u>	3 Year Term Commitment <u>Monthly Rate</u>
Per 1,000 Records <sup>2</sup>	-	\$39.47 <sup>1</sup>

<sup>1</sup> Customer must subscribe to an initial three-year term for the ALI Database Administration service, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customer) as of the effective date of this Price Guide. See Termination Liability under Rules and Regulations of this Price Guide Section.

<sup>2</sup> Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc.).



**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)**

911 PSAP LOCAL LOOP

The 911 PSAP Local Loop completes the 9-1-1 circuit from the serving Central Office of the PSAP to the PSAP. It facilitates the forwarding of 911 calls, including Automatic Number Identification (ANI), from the PSAP's End Office, to the Public Safety Answering Point (PSAP). This voice loop is separate from the data circuit that carries the ALI.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Per Loop	\$88.29	\$15.51

911 TANDEM SERVICE TRUNK

The 9-1-1 Tandem Service Trunk carries a 9-1-1 call and its associated Automatic Number Identification (ANI) from the Central Office serving the end user placing the 9-1-1 call to the E9-1-1 Tandem Router.

The total number of 9-1-1 Tandem Service Trunks required shall be determined by the Company through traffic studies following industry standards to provide a grade of service of P01 or greater, but a minimum number of trunks per service arrangement shall not be less than two. The traffic study or summary reflecting the need for more than two trunks shall be provided to the 9-1-1 entity at no cost. Additional compensation from the 9-1-1 entity based on the need for additional trunks exceeding the minimum of two, may not be pursued until 30 days from the date a copy of the traffic study or summary is provided to the 9-1-1 entity.

The 9-1-1 Tandem Service Trunk is used to connect to the Frontier E9-1-1 Tandem, as follows:

- From Frontier Central Offices
- From Central Offices of other carriers

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
9-1-1 Tandem Service Trunk	\$165.00 <sup>1</sup>	\$39.00 <sup>1</sup>

<sup>1</sup> The Nonrecurring Charge and Monthly Rate noted are in compliance with Texas Substantive Rule 26.435.

**42. FEATURES AND ASSOCIATED EQUIPMENT  
FOR PROVISION OF EMERGENCY NUMBER SERVICE (911)**

9-1-1 DEDICATED TRUNKING

The 9-1-1 Dedicated Trunking is used for the following connections:

9-1-1 Dedicated Voice Trunk:

- from the Company’s E9-1-1 Tandem to the Central Office serving the PSAP for voice delivery of the 9-1-1 call
- between End Offices serving different PSAP’s (e.g., ANI/ALI Controller at one PSAP to the equipment at a second PSAP)

The total number of the Dedicated Voice trunks required shall be determined by the Company through traffic studies following industry standards to provide a grade of service of P01 or greater, but a minimum number of trunks per service arrangement shall not be less than two (2). The PSAP Local Loop is required to complete the circuit from the PSAP’s local CO to the PSAP.

9-1-1 Dedicated Data Circuit:

- From the Company’s 9-1-1 CALI or RALI systems to the PSAP to transmit ALI Queries and responses
- From the Company’s CALI or RALI to another Company’s Database (each) required for steering

The 9-1-1 Data Circuit is capable of 9.6 KBPS or higher transmission. A minimum of two (2) Dedicated data Circuits will be required for each connection.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
9-1-1 Dedicated Voice Trunk from 9-1-1 Tandem to CO of PSAP, or between PSAPs (requires PSAP Local Loop to complete circuit)	\$165.00	\$39.00
9-1-1 Dedicated Data Circuit from PSAP to the CALI or RALI platforms or Circuit from Company’s CALI or RALI to another Company’s Database (each) (minimum two required)	\$165.00	\$39.00

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### 43. PRIVATE SWITCH EMERGENCY SERVICE

#### GENERAL

Private Switch (PS) 911 Service allows a Public Safety Answering Point (PSAP) to receive either Automatic Number Identification (ANI) or a combination of ANI and Automatic Location Identification (ALI) information from 911 calls originating from Direct Inward Dial (DID) stations served by a private switch.

The Private Switch Providers (PSP) referred to in this Price Guide might include such organizations as: schools, nursing homes, hospitals, planned communities and shared tenant service (STS) providers.

#### DEFINITIONS

**Administrative Site** - A customer designated location responsible for the administration of end user records associated with one or more private switches. The site has the capability of creating and conveying Private Switch End User (PSEU) information to the Frontier ALI ENTRY GATEWAY. The PS 911 Administrator is responsible for the functioning of this location.

**Automatic Location Identification (ALI) Database** - A database of records, by Directory Number, of subscribers' addresses, names, telephone numbers and Emergency Service Numbers (ESNs) to be used for 911 Emergency Telephone Service.

**C911 Service** - Service which automatically routes 911 calls to a PSAP and provides only the calling telephone number, through Automatic Number Identification (ANI), to the PSAP attendant answering the call.

**Data Management System (DMS)** - The combination of manual procedures and computer programs used to create, store, manipulate and update the data required to provide selective routing and ALI.

**Directory Number (DN)** - A seven-digit number assigned within an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the appropriate Public Safety Answering Point (PSAP).

**E911 Service (or Enhanced 911)** - Service which automatically routes 911 calls to a PSAP and provides the calling telephone number and associated address to the PSAP attendant answering the call.

**Emergency Service Number (ESN)** - A number code used in the Database Management System (DMS) for the routing of 911 calls. The ESN designates the public safety agencies responsible for service to the location of each telephone in a 911 service area.

**Customer** - May be a municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been given to operate Emergency Number Service (911).

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### 43. PRIVATE SWITCH EMERGENCY SERVICE

#### DEFINITIONS (Cont'd)

**Frontier PS ALI ENTRY** - A personal computer (PC) software program that automates the process of building ALI records of Private Switch End Users (PSEU) in the National Emergency Number Association (NENA) Standard Format. It provides limited accuracy checks to aid preparation of ALI records to be uploaded into the Telephone Company Mechanized Assignment Record Keeping (MARK) database.

**Frontier PS ALI GATEWAY** - A Telephone Company computer facility that interfaces with the PS Provider Administrative Site to receive PS End User ALI updates from the Administrative Site and to return error reports for correction. Access to the gateway will be via a dial up modem using a common protocol.

**Master Street Address Guide (MSAG)** - A database of street names and address ranges within their associated postal communities defining emergency service zones for 911 purposes.

**Non-listed Service** - Subscriber name, address and telephone number information that is not listed in the published telephone directory but is available through directory assistance services.

**Non-published Service** - Subscriber name, address and telephone number information not listed in the published telephone directory nor available through directory assistance services.

**P.01 Transmission Grade of Service (GOS)** - Trunk facility provisioning with the statistical probability of no more than one call in a hundred shall be blocked on initial attempt during the average busy hour.

**Point of Concentration** - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

**Private Switch (PS)** - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

**PS ALI Entry Interface Service** - Establishes a telecommunications port accessible from the public switched network on the Frontier PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Frontier PS ALI Entry software customer.

**Private Switch ALI Service Trunk** - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

**Private Switch End User (PSEU)** - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

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### 43. PRIVATE SWITCH EMERGENCY SERVICE

#### DEFINITIONS (Cont'd)

**Private Switch Provider (PSP)** - A private entity that provides telephone service to end users via a private switch.

**Private Switch 911 Site Administrator** - A person assigned, by the PSP, the responsibility of establishing and maintaining PS 911 Service location information of each PSEU via the Frontier ALI program.

**Public Safety Answering Point (PSAP)** - A municipal, county or state operated telecommunications center for answering 911 Emergency Service calls.

**Selective Router (SR)** - A central office that has the capability of routing incoming 911 calls and ANI to the PSAP serving the caller.

#### DESCRIPTION

Private Switch ALI Service (PS ALI 911 Service) is an offering which enables either (1) Automatic Number Identification (ANI) or (2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 911 calls originating from Private Switch stations/lines assigned a directory number that is directly accessible from the public switched network.

The ANI-only option is available if the 911 Customer subscribes to C911 service and has established dedicated routing from the central office serving the PSAP to a Point of Concentration or to the serving PSAP. Also, the 911 Customer is responsible for assuring that the Private Switch Provider (PSP):

- orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,
- orders a minimum of two (2) PS 911 Service Trunks or the quantity necessary to maintain a P.01 Transmission Grade of Service to connect the PSPs switch to its serving central office and
- has a switch capable of forwarding the ANI of each PSEU's directory number to the 911 Service Trunk when 9-1-1 or 9-9-1-1 is dialed.

The ANI/ALI Option is available if the 911 customer subscribes to E911 Service and establishes dedicated routing from the central office serving the PSP to a Point of Concentration or to the serving PSAP. Also, the 911 Customer is responsible for assuring that the Private Switch Provider (PSP):

- orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,
- orders a minimum of two (2) PS 911 Service Trunks or the quantity necessary to maintain a P.01 Transmission Grade of Service to connect the PSP's switch to its serving central office,
- has a switch capable of forwarding the ANI of each PSEU's directory number to the 911 Service Trunk when 9-1-1 or 9-9-1-1 is dialed,
- uses the Frontier PS ALI ENTRY to maintain and forward PS End Users DNs and location information, in the NENA Standard format, to the Company with necessary updates to keep records current. Also assures that the PSP responds to requests from the Company to make corrections to record errors by uploading corrected records within one working day.

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### 43. PRIVATE SWITCH EMERGENCY SERVICE

#### AVAILABILITY OF SERVICE

Service availability is dependent upon the type and configuration of the 911 network in place in the service area.

**Private Switch to serving Central Office:** The basic requirement is for the Private Switch to be treated as if it is a central office, therefore dedicated PS 911 Service trunks are required from the Private Switch to its serving central office. By statute there must be a minimum of two PS 911 Service trunks or a quantity that will maintain a P.01 Transmission Grade of Service. The 911 customer is responsible for ensuring ensure that this standard is met.

**Point of Concentration:** When the projected addition of PSP 911 trunking to the PSAP reaches an expense that exceeds the cost of adding a selective router or a 911 tandeming feature in the 911 network, the 911 Customer and the Company should consider establishing a network Point of Concentration to reduce the number of dedicated trunks while maintaining a minimum of P.01 transmission grade of service. This can be done by routing the dedicated 911 trunks from the PSP to the Point of Concentration. From the Point of Concentration to the PSAP, only the quantity of 911 trunks that are required to maintain a P.01 transmission grade of service for the expected traffic from the total number of PSPs and central offices are provisioned.

The Point of Concentration may be added by ordering Selective Routing from Section 36 of this Price Guide or ordering 911 Tandeming in a central office from this Price Guide.

**Termination at the PSAP:** If additional lines, trunks or termination are required from the Point of Concentration to the PSAP to handle PS 911 Service and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 911 Customer.

#### TECHNICAL SPECIFICATIONS

Network interface requirements for the PS 911 Customer access are described in detail in the PS 911 Technical Interface Standards. A copy of the requirements can be obtained from the Advisory Commission on State Emergency Communications, 1101 Capital of Texas Highway South, Suite B100, Austin, Texas 78746 (512/327-1911).

#### RULES AND REGULATIONS

##### **Application for Service**

Application for this service must be provided to the Telephone Company in writing from the 911 Customer. Each application must include the following information: (1) business name and address of the Private Switch Provider (PSP), (2) PSP service locations by street address and connectivity arrangements to the Company's network, (3) quantity of PS End User stations to be served and (4) name, address and telephone number of the PSP's 911 Site Administrator.

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### 43. PRIVATE SWITCH EMERGENCY SERVICE

#### RULES AND REGULATIONS (Cont'd)

##### Customer Obligations

The 911 Customer is responsible for coordinating with the PS Provider to ensure that the Private Switch is equipped with a minimum of two 911 Service Trunks or a quantity that will maintain a minimum of P.01 Transmission Grade of Service.

The 911 Customer is responsible for coordinating with the PSP to ensure that the Private Switch provides full seven-digit Automatic Number Identification (ANI) according to the technical specifications established by the Company. The Private Switch number information must be approved by the Company prior to implementation to ensure that the service will function properly.

PS 911 Service will function properly only if ANI is in the correct format, if sequential directory numbers are assigned for each station, if there is at least one pair of PS 911 service trunks from the private switch to the central office and if each station can be reached by dialing its DID number from the public switched network.

After the 911 Customer approves the PSP's application, the 911 Customer is responsible for enabling the PSP to establish and maintain a database of Private Switch End User (PSEU) records and ensuring that those records are transmitted to the Company. This may be accomplished by ordering and installing the Frontier PS ALI Entry software.

For each PSP location, a PS 911 Site Administrator must be assigned to perform the PSP's record management tasks. This Site Administrator need not be on the PSP's premises and may be an employee of a third-party private switch database service.

The PS Site Administrator is responsible for either (1) installing the Frontier PS ALI Entry software and computer at the location appropriate to the tasks and ensuring that an access line connection to the public switched network is available for modem connection, or (2) establishing a third party's private switch database service and transmission facilities, to provide the PSEU records to Frontier. The Site Administrator will transmit the file to the Company in accordance with the "Frontier PS ALI Entry User's Guide." The transmission requirements are the same regardless of whether the Site Administrator uses Frontier's program or a third party's.

For each PSEU's building location, the 911 Customer is responsible for providing the PS 911 Site Administrator the appropriate street address and community name, as stated in the 911 Customer's Master Street Address Guide (MSAG).

The accuracy of the PSEU location information and the transmission of any record change information to the Company, within one working day, is the responsibility of the PSP Site Administrator. The 911 Customer is responsible for ensuring that the PS Provider meets the 911 Customer's standard of timeliness in reporting PS End User ALI updates to the Company.

PS 911 Service information consisting of name, address and telephone number of the PS End Users is confidential. The 911 Customer agrees to use such information only for the purpose of responding to emergency calls.

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### 43. PRIVATE SWITCH EMERGENCY SERVICE

#### RULES AND REGULATIONS (Cont'd)

##### **Customer Obligations (Cont'd)**

The PS End User forfeits the privacy afforded by non-listed and non-published services to the extent that the telephone number, the address and the name associated with the originating station location are furnished to the PSAP and to the Company.

The PS End User consents to the storage and retention of the PSEU's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

The 911 Customer is responsible for coordinating with the PSP for developing and implementing procedures to prevent the unauthorized or illegal use of the End User's name, telephone and address in the database.

The rates charged for PS 911 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects nor malfunctions in the service. The 911 Customer has the responsibility for reporting all errors, defects and malfunctions to the Telephone Company. The 911 Customer and the Company will jointly establish procedures to facilitate this process.

Cancellation of service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

##### **Responsibilities of the Company**

The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 911 Service shall be limited to the same extent as set forth elsewhere in Section 36 of this Price Guide regarding 911 Service and in other applicable sections of the Company's Price Guides.

PS 911 Service is provided for the benefit of the PS Provider and the 911 Customer. The provision of PS 911 Service shall not be interpreted, construed or regarded as being either expressly or implied for the benefit of, or creating any obligation toward any person or legal entity other than the PS 911 Provider and/or the 911 Customer. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence.

Terminal equipment at the 911 Customer's site that is used in connection with PS 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that information cannot be extracted from the database except when related to 911 calls. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User's telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain its security.



**43. PRIVATE SWITCH EMERGENCY SERVICE**

RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Enable 911 Tandeming in CO	ICB <sup>1</sup>	ICB <sup>1</sup>
PS 911 Service Trunk (per trunk from the PS to end office <sup>2</sup> )	See Automatic Trunk Rates in Section 5 of this Price Guide	
911 Service Trunk (minimum of two required from end office to Point of Concentration)	See 9-1-1 Dedicated Voice Trunk in Section 42 of this Price Guide.	
Directory Numbers Block of 10 or 100 Sequential numbers	See DID Service Rates in Section 14 of this Price Guide	
PS ALI Subscriber Record Processing (Includes receipt, data processing and provisioning to ALI DMS computer)	See ALI Database Administration Rates in Section 42 and Class	
9-1-1 Tandem Service Trunk	See 9-1-1 Tandem Service Trunk Rates in Section 42 of this Price Guide.	

**Frontier PS ALI ENTRY ADMIN SITE PACKAGES**

<b>Option 1 – Full Service Package</b> (Includes Frontier PS ALI, communications software, personal computer, modem and training)	\$449.44	\$158.76
<b>Option 2</b> (Includes Frontier PS ALI software and training only)	282.49	18.35
<b>Option 3 - PS ALI LQ Parallel Printer</b> (Requires Option 1 or 2 Above)	206.20	36.93
<b>Option 4 - PS ALI Entry Interface Service</b> (Used when 911 customer subscribes to third party PS ALI record service)	189.00	9.00

<sup>1</sup> This fee will set up a Central Office to provide some level 911 tandeming, based on the 911 Network requirements. Because the cost is determined on the type switch, the technology used and the level of tandeming desired, rates must be established on an individual case basis (ICB).  
<sup>2</sup> A minimum of two PS 911 Service Trunks are required from the Private Switch to the service central office.

**44. EMERGENCY NUMBER SERVICE (911)**

E911 WIRELINE TANDEM ROUTING SERVICE <sup>1</sup>

GENERAL

E911 Wireline Tandem Routing is a service offered to 911 customers.

DESCRIPTION

When E911 Wireline Tandem Routing service is provided, at least one central office provides tandem switching capabilities for 911 calls from all end offices, within a designated area. The tandem office controls the switching of the automatic number identification (ANI) information to the appropriate Public Safety Answering Point (PSAP). It also provides enhanced features and capabilities to the 911 customer such as, E911 trunk concentration; selective, default and alternate routing; call transfer; night transfer; and forced disconnect.

Wireline Tandem Routing rates are independent of ALI Database, whether provided by the Company or another E9-1-1 Database Provider. The Company will not be responsible for providing the accurate and timely updates of the necessary routing data if the Company is not the ALI Database Provider.

**Alternate Routing** - Routes 911 calls to another PSAP over dedicated trunks, under special conditions.

**Call Transfer** - Provides capability to transfer an established 911 call to another PSAP, a secondary PSAP or another location selected by the primary PSAP attendant.

**Default Routing** - Allows a 911 call that cannot be routed to be automatically routed to a predesignated (default) PSAP. This feature is based on the incoming trunk group.

**E911 Trunk Concentration** - Concentrates the number of incoming 911 trunks at the Tandem into a smaller, concentrated trunk group going to the PSAP.

**Forced Disconnect** - Prevents a 911 calling party, who remains off-hook, from indefinitely holding the connection to a PSAP. The E911 Tandem is capable of force releasing the calling party upon receipt of an on-hook signal from the PSAP.

**Night Transfer** - Provides the capability to reroute 911 calls to another PSAP during specified hours.

**Selective Routing** - Automatic routing of incoming 911 calls to the designated PSAP based on the ANI and the designated Emergency Service Number.

**Tandem Routing** - Same as Selective Routing.

RATES AND CHARGES

	Nonrecurring <u>Charge</u>	3-Year Term Commitment <u>Monthly Rate</u>
<b>Wireline Tandem Routing</b>		
Per 1,000 records <sup>2</sup>	\$ 0.00	\$ 40.47 <sup>1</sup>

<sup>1</sup> Customer must subscribe to an initial three-year term for the Wireline Tandem Routing service, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). The initial three-year term applies to all customers (including existing customers) as of the effective date of this Price Guide. See Termination Liability under Rules and Regulations on Sheet 5D of this Price Guide Section.

<sup>2</sup> Minimum charge is for 1,000 records, Standard Rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc).

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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES****A. General**

The 911 entity requesting wireless 911 services in this section is subject to the same terms and conditions as located in Section 36.

The charges in this section of the Price Guide are based on the FCC's Order on Reconsideration released July 24, 2002, in CC Docket No 94-102 (FCC reference 02-146). The Company has, as per the FCC's Order, established the demarcation point for cost allocation between the wireless carriers and the PSAPs as the input to the Company's 9-1-1 Selective Routers (also referred to as 9-1-1 tandem router).

**B. Definitions****20-digit NCAS**

This method for wireless E9-1-1 Phase II provides both the MDN of the calling party plus the ESRK via the signaling path. All data, including the MDN and cell sector that receives the call, is delivered to the PSAP via the data path within the ALI record.

**Alternate Routing**

See Section 36D of this Price Guide

**Call Associated Signaling (CAS)**

A method for delivery of the MDN of the calling party plus the ESRD from the wireless network through the 9-1-1 tandem router to the PSAP. The 20 digits of data delivered are sent over the signaling circuit from the wireless switch to the 9-1-1 tandem router. From the tandem router to the PSAP, the 20-digit stream is delivered using either Enhanced Multi-Frequency (EMF) or ISDN connections.

**Call Transfer**

See Section 36B of this Price Guide

**Centralized ALI (CALI)**

See Section 36 of the Price Guide

**Default Routing**

See Section 36D of the Price Guide

**Emergency Service Number**

See Section 36 of the Price Guide

**Emergency Service Routing Digits (ESRD)**

As defined in J-Std-034, an ESRD is a digit string that uniquely identifies a base station, cell site, or cell sector. This number may also be a network routable number (but not necessarily a dialable number).

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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****B. Definitions (Cont'd)****Emergency Service Routing Key (ESRK)**

Emergency Service Routing Key (ESRK) is a 10-digit routable, but not necessarily dialable, number translated from a cell sector identifier at the SCP that is used by the tandem router to route wireless E9-1-1 calls to the appropriate PSAP. The ESRK is also the search-key for the mating of data that is provided to a PSAP by different paths, such as via the voice path and ALL data path. In daily use, the term ESRK is used to distinguish operational environments where the routing digits are assigned on a per origination cell sector basis, which is the strict technical definition of an ESRD.

**Forced Disconnect**

See Section 36D of the Price Guide

**J-Std-034**

A standard jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunications Industry Solutions (ATIS), to provide the delta changes necessary to various existing standards to accommodate the Phase I requirements. The standard identifies that the interconnection between the MSC and the 9-1-1 tandem router/switch is via:

1. An adaptation of the Feature Group D Multi-Frequency (FG-D) protocol, or
2. The use of an enhancement to the Integrated Service Digital Network User Part (ISUP) Initial Address Message (IAM) protocol. In this protocol, the caller's location is provided as a ten-digit number referred to as the ESRD. The protocol NENA-03-002, recommendation for the implementation of Emergency Multi-Frequency (MF) Signaling, E9-1-1 Tandem, to PSAP, is the corollary of J-Std-034 FG-D protocol.

**J-Std-036**

A standard, jointly developed by the Telecommunications Industry Association (TIA) and the Alliance for Telecommunication Industry Solutions (ATIS), that defines standards for E9-1-1 service relating to CAS, NCAS wireless E9-1-1 solutions, and to make provision for introduction of location determination technology for Phase II delivery of wireless E9-1-1 calls. Additional proposed solutions such as Hybrid are not referenced. Standards include, but are not limited to, required data elements, and signaling protocols. J-Std-034 addresses E9-1-1 Phase I, and J-Std-036 addresses E9-1-1 Phase II.

**Mobile Directory Number (MDN)**

MDN is the dialing number from which the wireless call is made and represents the wireless caller's "call back" number.

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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****B. Definitions (Cont'd)****Mobile Position Center (MPC)**

The interface between the wireless network and the wireless location network. The MPC retrieves, forwards, stores, and controls position data within the location network. The MPC is not provided by and is not the responsibility of the Company.

**Mobile Switching Center (MSC)**

A switch that provides stored program control for wireless call processing.

**National Emergency Association (NENA)****NENA 02-010**

A standard set of formats and protocols for the Automatic Location Identification (ALI) data exchange between service providers and Enhanced 9-1-1 systems or their database provider, developed by the NENA Data Standards Subcommittee.

**NENA 03-002**

A technical reference, developed by the NENA Network Technical Committee, to provide recommendations for the implementation of Enhanced Multi-Frequency (MF) Signaling, from the E9-1-1 Tandem router to PSAP. The J-Std-034 FG-D protocol is the corollary protocol of NENA 03-002.

**Night Transfer**

See Section 36B of the Price Guide

**Non-Call Associated Signaling (NCAS)**

This method for wireless E9-1-1 call delivery delivers routing digits over existing signaling protocol, including commonly applied CAMA trunking into and out of the tandem routers or SS7 into the tandem routers. The voice call is set up using the existing interconnection method that the wireline company uses from an end office to the tandem router and from the tandem router to the PSAP. The ANI delivered with the voice call is an ESRK, not a MDN. All Data, including the MDN and cell sector that receives the call, is delivered to the PSAP via the data path within the ALI record.

**Phase I E9-1-1 Service**

The service by which the WSP delivers to the designated PSAP the wireless end user's call back number and cell site/sector when a wireless end user had made a 9-1-1 call, as contracted by the customer. Phase I wireless standards are outlined in J-Std-034.

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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****B. Definitions (Cont'd)****Phase II E9-1-1 Service**

The service by which the WSP delivers to the designated PSAP the wireless end user's call back number, cell site/sector information, as well as X, Y (longitude, latitude) coordinates to the accuracy standards set forth in the FCC Docket No. 94-102. Phase II standards are outlined in J-Std-036.

**Position Determining Entity (PDE)**

The PDE determines a more precise geographic location of a wireless handset when the wireless caller places a 9-1-1 call or while the call is in process. The PDE equipment is not provided by and is not the responsibility of the Company.

**Service Control Point (SCP)**

A centralized database system used for, among other things, wireless Phase I E9-1-1 Service applications. It specifies the routing of 9-1-1 calls from the Cell Site to the PSAP. This hardware device contains special software and data that includes all relevant Cell Site locations and Cell Sector Identifiers. This SCP equipment is not provided by and is not the responsibility of the Company.

**Wireless 911 Area**

The geographic area covered in the customer's request for Wireless E9-1-1 Services.

**Wireless Service Provider (WSP)**

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term Wireless Service Provider includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communications service (PCS), or functional or competitive equivalent. The term does not include service providers whose customer does not have access to 9-1-1 or 9-1-1 like services.

**Wireless Tandem Routing**

Automatic routing of incoming wireless 9-1-1 calls to the designated PSAP based on the ESRK or ESRD and the designated Emergency Service Number.

**X, Y Coordinates**

With respect to 911, X and Y refer to the longitude and latitude of the 9-1-1 wireless caller's location.

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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****C. Regulations**

1. The Company will deliver to each PSAP customer only the data required and specified by the FCC in CC Docket No. 94-102, including the cell site or sector location, the callback number, and the longitude/latitude of the caller. The Company disclaims any and all responsibility for (1) the delivery of any additional data element that the WSP may choose to provide beyond those required and specified in FCC No. 94-102, and (2) the content of the data delivered to the customer. In addition, the Company shall not be responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of those technologies.
2. PSAPs must have all required elements of Wireless E9-1-1 Phase 1, utilizing ESRK of ESRD routing and cell site/sector location based information, in place before Phase 2 can be implemented. In addition, all of the following requirements must be met prior to Phase 2 implementation.
  - a. The PSAP's ALI software must be upgraded to Frontier's wireless ALI format to accommodate the x/y data.
  - b. The WSP must have a Position Determining Entry (PDE) and Mobile Position Center (MPC) in the WSP's network. The PDE and MPC equipment is not provided by and is not the responsibility of the Company, nor is the Company responsible for ensuring that the WSP or its agent(s) are prepared to provide Phase II.
  - c. The WSP must have obtained an executed Interconnection agreement to obtain connection with the Company to the Selective Router and to the Company's ALI database to provide the Phase 1 and 2 data. The Company is not responsible for providing Wireless 911 without an executed interconnection agreement.
  - d. The WSP must submit MSAG valid ALI records for each ESRK/ESRDs in accordance with NENA's recommended standard 02-010.
3. Wireless services will be billed based on the number of wireline 9-1-1 records in the geographic area for which the customer is requesting Wireless E9-1-1 Services (known as wireless 9-1-1 area). In addition, a certified wireline record count is required for the wireless area that wireless services are subscribed to but not included in the company provided ALI database. The certified wireline record count must be;
  - a. updated on an annual basis, failure to provide updated record count will result in the current record count to be increased by 10%,
  - b. must be provided to the company on customer letter head stating that the number is true and accurate, and
  - c. must be signed by an individual that is authorized to execute a contract for the customer.

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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****D. Description**

## Wireless Description

CAS – Is a Phase I wireless configuration, which allows for 20 digits (MDN and ESRD), to be received, via the signaling path, at the appropriate tandem router and forward it from the tandem router to the PSAP. Upon receipt of the ESRD and MDN at the PSAP, a request for ALI data is sent to the affected ALI database. The ALI is provided via the data path established for Wireline subscribers and requires no additional facilities to provide the service to the dispatcher. The ESRD ALI data is stored in the host provider database. The wireless carrier is responsible for each ESRD MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

NCAS – Is a Phase I and Phase II wireless configuration, which allows for 10 digit ESRK to be received, via the signaling path, at the appropriate tandem router and forwards it from the tandem router to the designated PSAP. Upon receipt of the ESRK at the PSAP an ALI query is made using the ESRK via the data path, to the appropriate ALI platform, the ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database is reformatted into the PSAP's Phase I or II display and processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.

20 digit NCAS - Phase II – 20 digit NCAS allows the MDN plus the ESRK to be received over the signaling path. The MDN of the mobile subscriber will be sent along with the ESRK assigned to the call. The tandem router will then route the call based on the ESRK to the appropriate PSAP. Upon receipt of the ESRK and the MDN at the PSAP, an ALI query is made using the ESRK via the data path, to the appropriate ALI platform. The ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database it is reformatted into the PSAP's Phase II display and processed back to the requesting PSAP. Requires the PSAP to disable the feature that enables the ANI display to overwrite the ALI information. Requires the PSAP to disable the feature that enables the ANI display to overwrite the ALI information. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI and or wireless tandem routing, and the transmission of the record(s) to the Company. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.



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**44. EMERGENCY NUMBER SERVICE (911)****I. WIRELESS E9-1-1 SERVICES (Cont'd)****D. Description (Cont'd)**

Steering when using a Central Office HP3000 also known as Regional ALI Steering – Upon receipt of the ESRK at the PSAP an ALI query is made using the ESRK via the data path, to the HP3000 ALI platform, the HP3000 ALI platform is directed by the ESRK to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the HP3000 ALI platform from the wireless database is reformatted into the PSAP's Phase I and Phase II display and processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK MSAG valid ALI record needed for ALI steering, and the transmission of the record(s) to the Company. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company. Requires the PSAP to subscribe to Regional ALI Steering in Section 36 of the Price Guide.

CALI Wireless Processing for CAS or NCAS: Upon receipt of the ESRK/ESRD at the PSAP an ALI query is made using the ESRK/ESRD via the data path, to the appropriate ALI platform, the ALI platform is directed by the ESRK/ESRD to steer to the appropriate wireless database to retrieve the appropriate ALI record. The record when received by the ALI platform from the wireless database is reformatted into the PSAP's Phase I or II display and is processed back to the requesting PSAP. Circuits to the wireless database are not included in this service and are the responsibility of the wireless carrier. The wireless carrier is responsible for each ESRK or ESRD MSAG valid ALI record needed for ALI steering to the wireless database, and the transmission of the record(s) to the Company. The wireless carrier's database, PDE and or the MPC located in the wireless carriers network, and the circuits to or from said equipment is not included in this service nor is it provided by or the responsibility of the Company.

Wireless Tandem Routing allows for routing of wireless calls to the PSAP designated by the ESRK or ESRD. It also provides enhanced features and capabilities to the PSAP such as: wireless E911 trunk concentration, tandem routing default and alternate routing, call transfer, night transfer, and forced disconnect. Circuits from the wireless carriers MSC(s) to the tandem router are not included in this service.

**44. EMERGENCY NUMBER SERVICE (911)**

I. WIRELESS E9-1-1 SERVICES (Cont'd)

D. Description (Cont'd)

Rate Description

1. CALI Wireless Processing – for CAS or NCAS
  - Allows for ALI processing for CAS, NCAS or 20 Digit NCAS
  - Does not include circuits between the PSAP and the primary or secondary CALI platforms, circuits between the CALI platforms and the wireless carrier's database, the MPC, circuits to or from the MPC.
  - Does not include CALI System-Ports for PSAPs to connect circuits to the CALI platform.
  
2. Wireless Tandem Routing
  - Allows for tandem routing to the designated PSAP for either CAS, NCAS, or 20-digit NCAS.
  - Does not include any circuits between the PSAP and the tandem router or between the MSC and the tandem router.
  
3. CALI System – Ports for PSAPs
  - Circuits from the PSAP to the CALI platform are required to receive wireless ALI.
  - Customer may use the same CALI System – Ports for PSAP that they subscribe to for wireline CALI services. Wireless ALI would be delivered on the same data path as wireline.

E. Rates

	<u>Non- Recurring Charge</u>	<u>3 Year Term Commitment Monthly Rate</u> <sup>2</sup>
CALI Wireless Processing for CAS or NCAS, per 1,000 records <sup>1, 2, 3</sup>	-	\$20.72
Wireless Tandem Routing, per 1,000 records <sup>1, 2, 3</sup>	-	\$55.74

<sup>1</sup> Records are based on the wireless 911 area as outlined in wireless regulation and will be adjusted annually.

<sup>2</sup> Customer must subscribe to an initial three-year term for the Wireless Tandem Routing or CALI Wireless Processing for CAS or NCAS, which will then automatically renew for additional one-year terms on the anniversary date (unless customer provides written notification of termination at least 30 days in advance). See Rules and Regulations in Section 36, Sheet 5D for Termination Liability.

<sup>3</sup> Minimum charge is for 1,000 records. Standard rounding will be used to calculate records greater than 1,000 (example: 1 to 1,499 records will be billed as 1,000 records, 1,500 to 2,499 will be billed as 2,000 records, etc).

**45. CENTREX SERVICE  
EXISTING CUSTOMERS ONLY  
(In Service Prior to December 18, 1997)**

MONTHLY CHARGES <sup>2</sup>

**NON-METRO (2)**

<u>Line Size</u>	<u>Subscription Fee Monthly</u>	<u>Monthly Rate Per Customer</u>
2 to 100	\$50.00	\$13.75
101 to 400	\$250.00	\$11.75

**NON-METRO** <sup>3</sup>

<u>Line Size</u>	<u>Subscription Fee Monthly</u>	<u>Monthly Rate Per Customer</u>
2 to 25	\$100.00	\$17.50
26 to 100	\$100.00	\$17.00
101 to 250	\$400.00	\$14.25
251 to 400	\$400.00	\$13.75

**EXTENDED METRO (Monthly)** <sup>4</sup>

<u>Line Size</u>	<u>Monthly Rate/Line</u> <sup>5</sup>
2 to 400	\$20.00
Restricted Stations (Metro and Non-Metro)	\$6.00

Limits calling to within the same business group.

**Milage**

An additional Charge of \$1.16 per Qtr. Mile (CEN MI1) will be charged Per Line for the Local Loop. Customers in service prior to 10/30/91 remain at \$.80 per Qtr. Mile (CEN MI). This applies for Metro, Non-Metro, and Extended Metro.

<sup>1</sup> Does not include FCC Subscriber Line Charge. Refer to Sheet 12 for the Subscriber Line Charge Credit and Frontier Telephone Operating Companies Tariff FCC No. 14 for the Subscriber Line Charge.

<sup>2</sup> Non-wire exchanges are those not listed in (3) below and where adequate facilities are available to provide Centrex Service.

<sup>3</sup> The following exchanges are Metro: Carrollton, Garland, Grapevine, Irving, Lewisville, Plano, Baytown, League City, Rowlett, Crosby, Keller, Highlands, Kemah, Dickinson and Wylie. Centrex will be offered only in the central offices of these exchanges when facilities are available.

<sup>4</sup> Limited to those exchanges in Section 5 of this Price Guide where EMS is available and those exchanges where Centrex is offered. May be ordered by individual Centrex line and will be applicable to each Centrex line with access to a Simulated Facility Group See Sheet 13)

<sup>5</sup> In addition to the Metro Line Rate.

**45. CENTREX SERVICE  
EXISTING CUSTOMERS ONLY  
(In Service Prior to December 18, 1997)**

CHARGES PER FEATURE PACKAGE<sup>1</sup>

FEATURE PACKAGE ESTABLISHMENT CHARGES -----	NONRECURRING CHARGE*	MONTHLY CHARGE Per Line
Centrex 1000 Feature Package	\$100.00	-
Centrex 2000 Feature Package	\$150.00	-
Centrex 3000 Feature Package	\$215.00	-
Package Upgrades		
Centrex 1000 to Centrex 2000	\$50.00	\$2.00
Centrex 1000 to Centrex 3000	115.00	4.00
Centrex 2000 to Centrex3000	60.00	2.00

A customer within the line requirements of his existing package who requests to upgrade to another package will pay the appropriate Nonrecurring Charge in addition to the monthly charge per line. A customer who adds lines and exceeds the line requirement for his existing feature package will be upgraded to the appropriate package and will pay the appropriate Nonrecurring Charge for the package to which he is upgrading, but the monthly line charge is not applicable.

<sup>1</sup> In addition to applicable Service Charges in Section 13 of this Price Guide.

**45. CENTREX SERVICE  
EXISTING CUSTOMERS ONLY  
(In Service Prior to December 18, 1997)**

DATA BASE ADDITIONS, CHANGES, OR DELETIONS

	<u>NON-RECURRING CHARGE</u>
ROUTINE SOFTWARE CHANGE	\$50.00
-----	
CHANGE TRUNK GROUP	
CHANGE NON-DATA-LINK ATTENDANT <sup>1</sup>	
CHANGE CUSTOM RECORDING	
CHANGE ARS TRANSLATIONS	
CHANGE TRANSLATIONS TABLES	
ADD MUSIC ON HOLD	
-----	
MINOR SOFTWARE CHANGE	\$25.00
-----	
ADD SUBGROUP	
CHANGE SUBGROUP	
ADD HUNT GROUP	
ADD ACD HUNT GROUP <sup>2</sup>	
ADD/CHANGE SIMULATED FACILITY GROUP (SFG)	
ADD QUEUING GROUPS <sup>3</sup>	
ADD LISTED/ATTENDANT NUMBER	
NIGHT ANSWER (UNA/PNA) <sup>4</sup>	
PAGING/PUB, ADD/CODE CALLING <sup>4</sup>	
CONFERENCE CALLING - 8, 16, 24 ports	
REMOTE ACCESS DIRECTORY NUMBER <sup>6</sup>	
AUTH. CODE VALIDATION <sup>7</sup>	
MUSIC ON HOLD ACCESS	
DICTATION LINK ACCESS	
STANDARD RECORDING	
EXTENDED PICK-UP CODE	
EXECUTIVE BUSY OVERRIDE	
MULTI-LEVEL RESTRICTION <sup>8,9</sup>	
CHANGE TRANSLATIONS	

- <sup>1</sup> Plus Minor Software Change Charge for each additional console.
- <sup>2</sup> Plus Minor Software Change Charge for recording, queuing, station changes
- <sup>3</sup> Plus Minor software Change Charge each trunk group.
- <sup>4</sup> Plus Minor Software Change Charge each PNA number, zone, area.
- <sup>5</sup> Plus Minor Software Change Charge each area.
- <sup>6</sup> Plus Minor Software Change Charge each authorization code.
- <sup>7</sup> Plus Minor Software Change Charge each 2 codes.
- <sup>8</sup> Plus Minor Software Change Charge each 10 codes.
- <sup>9</sup> Plus Minor Software Change Charge to add toll control.

**45. CENTREX SERVICE  
EXISTING CUSTOMERS ONLY  
(In Service Prior to December 18, 1997)**

CLASS SERVICE (Cont'd)

## Rates

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Per Line</u>
Feature Package		
2 - 25 lines	1	\$5.00
26 - 50 lines	1	\$4.50
51+ lines	1	\$4.00

Maximum total charge per customer for the Feature Package is \$400.00.

## Optional Features

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Per Line</u>
Call Tracing Service		
Per Occurrence	\$10.00	
VIP Alert	1	
Calling Number Identification (CNID)		
2 - 25 lines	1	\$6.00
26 - 50 lines	1	\$4.50
51+ lines	1	\$2.00

Maximum total charge per customer for Calling Number Identification is \$200.00.

Cancel Calling Number Delivery NO CHARGE

<sup>1</sup> Applicable charges from Section 13 of this Price Guide.

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**45. CENTREX SERVICE  
EXISTING CUSTOMERS ONLY  
(In Service Prior to December 18, 1997)**

**See Section 33 for Subscriber Line Credits**

<u>Line Size</u>	<u>Line Connection Charge Per Line*</u>
2	\$18.00
3 to 5	12.00
6 to 10	10.00
11 to 25	6.40
26 to 50	4.00
51 to 75	3.20
76 to 100	3.00
101 to 200	2.80
201 to 300	2.50
301 to 400	2.20

**Additional Network Access Trunks**

For customers with 24 or fewer Centrex lines, the Manual Trunk rate will be applied for the appropriate exchange in Section 5 of this Price Guide for each additional trunk. The EAS rate is also applicable.

For customers with 25 or more Centrex lines, the Automatic Trunk rate will be applied for the appropriate exchange in Section 5 of this Price Guide for each additional trunk. The EAS rate is also applicable.

**45. CENTREX SERVICE  
EXISTING CUSTOMERS ONLY  
(In Service Prior to December 18, 1997)**

<u>OPTIONAL SYSTEM FEATURES</u> <sup>9</sup>	<u>Nonrecurring Charge</u>	<u>Rate</u>
-Automatic Route Selection <sup>13</sup>	\$50.00 per hr.	-
-WATS Access	25.00	-
-800 Service Access	25.00	-
-Tie Facility Access	25.00	-
-FX Access	25.00	-
-Limited Automatic Call Distribution	25.00	-
-Preferential Hunting <sup>3</sup>	25.00	-
-Stop Hunt <sup>3, 4</sup>	25.00	-
-Priority Queuing <sup>5</sup>	25.00	-
-Authorization Codes, per group of 10	25.00	-
-Terminal Make Busy <sup>4</sup>	25.00	-
-Extended Metro Service-		
-Simulated Facility Group <sup>12</sup>	25.00	5.00
-Paging/Public Address Access	140.00	30.00
-Dictation Access <sup>1</sup>	140.00	30.00
-Code Calling Access <sup>1</sup>	140.00	30.00
-Music On Hold <sup>1</sup>	50.00	10.00
-Recorded Announcement-Custom	260.00	45.00
-Conference Calling 8 Port	160.00	110.00
-SMDR Via Revenue Accounting Office (MRC-per line)		.30
 <u>OPTIONAL ATTENDANT FEATURES</u> <sup>9</sup>		
-Non-Data Link Console Interface <sup>11</sup>	50.00	-
-Data Link Console Interface	210.00	90.00
-Multiple Listed Directory Number	25.00	-
-Pre-Determined Night Answer (PNA)	25.00	-
-Universal Night Answer (UNA) <sup>1, 6, 7</sup>	65.00	10.00
-Mixed Night Answer <sup>1, 8</sup>	65.00	10.00
-Additional Console Member	185.00	90.00
-Flexible Night Answer	65.00	10.00

<sup>1</sup> Where facilities and conditions permit. Does not include music source for Music on Hold.

<sup>3</sup> Requires one or more hunt groups.

<sup>4</sup> May require additional hardware.

<sup>5</sup> Requires off-hook queuing.

<sup>6</sup> Requires listed directory number.

<sup>7</sup> Requires data-link console.

<sup>8</sup> Requires PNA and UNA.

<sup>9</sup> In addition to applicable Service Charges in Section 13 of this Price Guide, Line Connection charges will apply as shown on Sheet 12 of this Price Guide.

<sup>11</sup> Requires multiline appearances normally assigned to a rotary hunt group.

<sup>12</sup> Applies per access to each EMS trunk facility. May be ordered by individual station. EMS trunks are to be purchased from Section 5 of this Price Guide.

<sup>13</sup> Facilities Restriction Level, Time of Day Routing, and Expensive Route Warning are a part of Automatic Route Selection.



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## 46. NETWORK SERVICES

### General

This Price Guide section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These network capabilities are provided by Frontier, hereinafter referred to as the Telephone Company.

Services in this section of the Price Guide:

- are furnished only in central office areas where facilities and equipment are available, as determined by the Telephone Company.
- cannot be utilized in conjunction with the provisioning of interexchange access.

### Definitions and Service Descriptions

#### Call Screening

The customer can be instructed to dial an access code to activate or deactivate call screening. After a customer's call is forwarded to and answered by their VoiceMail Server (VMS), the customer will hear a ring splash. The ring splash indicates that the screening timer has started and monitoring can begin. The customer can either stay on-hook or monitor the call by going off-hook. A hookswitch flash allows the customer to intercept the call and speak to the calling party. Going back on-hook while monitoring a call allows the customer to place and receive new calls. However, the customer cannot reconnect to the previously monitored call even if the message is still in progress

#### Customer

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the Price Guide.

#### Customer Bill Option

An ordering and billing option that allows a customer, on behalf of that customer's end user, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a Call Forward service or a forwarded call information service. Should an end user dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving end users for whom no agency agreement exists.

#### Customer Controllable Ringing

A feature which provides the customer with the ability to adjust the number of ring cycles that are used prior to forwarding an incoming call in a "no answer" condition. To set the number of rings desired (1 to 9) before a call is forwarded, the customer will dial a special access code and input the appropriate digit to designate the number of ring cycles desired.

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## 46. NETWORK SERVICES

### Definitions and Service Descriptions (Cont'd)

#### Data Link

The facility that connects the customer's location to the Telephone Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer his services. (Requires subscription to Forwarded Call Information - Intraoffice). Delivery of calling number identification shall be blocked as described below under definition and service description of Forwarded Call Information Intraoffice.

#### Enhanced Call Transfer

A service which allows the user of a two-way trunk with DID to transfer any incoming calls to another line or trunk outside of the system and leave the connection without disconnecting the call thus freeing the DID trunk for another call.

#### End User

The term "end user" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this section of the Price Guide.

#### Forwarded Call Information - Intraoffice

A feature which provides to the customer the customer's end user line number the customer's network service number to which redirected calls are forwarded, and the reason calls were forwarded or placed. This feature requires subscription to Data Link. The reasons for forwarding information may include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

The Telephone Company shall block the delivery of a calling party's telephone number and all calling number identification from any customer ordering Forwarded Call Information - Intraoffice and Data Link. Only calls which are not forwarded (i.e., calls to the customer from the customer's client to retrieve messages) and calls within that client's business group will be delivered to the customer ordering these network services.

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## 46. NETWORK SERVICES

### Definitions and Service Descriptions (Cont'd)

#### Inter-Switch Voice Messaging

Inter-Switch Voice Messaging (ISVM) service is available to both Centrex and business main telephone exchange service customers as an optional enhancement to Data Link service. Whereas Data Link service operates on an intra-switch basis only, the combination of Data Link and ISVM enables voice mail and call answering capabilities to be extended to customers via intra- and inter-switch connectivity, thereby allowing the Company to serve any customer within a Local Access Transport Area (LATA).

#### Client

For ISVM, the client is a Residential or Business end user of Local Exchange Access Line service or Centrex service.

#### Customer

For ISVM, the customer is a business entity providing services such as call coverage and messaging to telephone subscribers who elect to become clients of the customer.

#### Switching Unit

The central office switch.

#### Message Waiting Indication - Audible

A feature which provides the customer with the ability to send an alerting signal in the form of an audible stutter dial tone to its end user line. This alerting signal may be used by the customer to inform its end user that information is waiting. This feature requires subscription to Data Link.

#### Message Waiting Indication - Audible Ring Burst

A feature that provides ringing at a special cadence to signal the customer that a message is waiting. The telephone company will program specific intervals at which the ringing reminder will be repeated.

#### Message Waiting Indication - Visual

This service provides the Enhanced Service Provider (or customer) with the ability to send a signal to the end-user's CPE which activates a light. This light indicates to the end-user that a message(s) is waiting.

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## 46. NETWORK SERVICES

### Definitions and Service Descriptions (Cont'd)

#### Queuing

A feature which provides customers subscribing to PBX Automatic Trunks or Centrex lines arranged in a multiline hunt group the capability to place inbound calls in an idle condition until facilities to answer the call are available. Inbound calls made to a multiline hunt group equipped with this feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the inbound call is placed on hold and waits its turn to be served.

#### User Transfer

A feature which provides the ability to temporarily hold an established call, originate another call to a third party, and then redirect the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

### Regulations and Conditions

#### Billing and Remittance

The Telephone Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.

The customer's services may be discontinued pursuant to the procedures set forth in Section 4 of this Price Guide for failure to make full payment for the Telephone Company's services provided under this Price Guide.

#### Customer Obligations

Customer services as outlined herein and the promotion and provision thereof must comply with all applicable federal, state, and local laws, rules, and regulations.

The customer shall indemnify, defend, protect, and save harmless the Telephone Company against any and all losses, claims, demands, suits, causes of action, damages, costs, or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including, but not limited to any loss, damage, expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks or copyright, or resulting from any claim of libel or slander.

The customer is responsible for all provisioning charges and monthly recurring rates for the network services including those situations in which the customer's end-user and/or the Telephone Company have temporarily suspended or disconnected that end user's service.

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**46. NETWORK SERVICES**Regulations and Conditions (Cont'd)Customer Obligations (Cont'd)

The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Telephone Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations, or order of any governmental agency.

The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of their services wherein the Telephone company's name or language, signs, markings, or symbols are used, from which the connection of the Telephone Company's name therewith may be, in the Telephone Company's judgment, reasonably inferred or implied without the prior written approval of the Telephone Company.

The customer is financially responsible for all facilities required to connect the customer's equipment to the Telephone Company's serving wire center, in accordance with all applicable rates and charges under the Company's Price Guides.

The customer's premises equipment shall be interconnected in accordance with the General Conditions and applicable rates as set forth in Section 30. If the customer violates this requirement, the Telephone Company may disconnect the customer's services.

Customers subscribing to the services outlined in this section of the Price Guide, are required to subscribe to Automatic Trunk facilities or Centrex lines capable of supporting the Network Service(s) being offered. Also, they may be required to subscribe to as many additional Automatic Trunk or Centrex lines as in the judgment of the Telephone Company, are required to adequately handle calls without impairing service to others.

The customer is responsible for disconnecting Network Services ordered on behalf of its end user(s), including those situations where the customer's end user(s) no longer has service with the Telephone Company.

The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

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## 46. NETWORK SERVICES

### Regulations and Conditions (Cont'd)

#### Inter-Switch Voice Messaging

ISVM is offered subject to the availability of both Data Link and ISVM facilities.

ISVM is offered as an optional enhancement to Data Link service and, as such, all of the applicable regulations pertaining to Data Link service apply.

The Company will determine which central office and transmission facilities are used to provide service.

Customers are entirely responsible for the compatibility of their terminating equipment to handle calls and call-related data.

Customers must agree to purchase adequate facilities as determined by the Company.

Signaling, control and data communication protocols are defined by the Company and the Company retains the right to change these protocols.

Customers subscribing to ISVM must also subscribe to Data Link service.

ISVM is available to compatible and suitably equipped Centrex customers.

The Company assumes no liability for the loss of stored messages or other information attributed to a failure of its facilities and equipment.

The integrity of the customers database information is solely the responsibility of the customer. The Company assumes no liability for any errors, misdirected calls or misdirected message waiting indications resulting from problems with the customer's database. The Company will bill time and material charges to the customer as a result of involvement required to correct a condition on a subscriber's line as a result of the customer's incorrect database information.

Customers are not authorized to sell, offer for telemarketing purposes or other unauthorized purposes a list of telephone numbers acquired or compiled by using this service.

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## 46. NETWORK SERVICES

### Regulations and Conditions (Cont'd)

#### Customer Obligations (Cont'd)

#### Rate and Charge Regulations

The Customer Bill Option as defined on Sheet 2 of this section of the Price Guide may only be exercised by a customer who is planning to utilize the service found in this section of the Price Guide to offer their services.

The Automatic Trunk lines utilized to provide network services will be billed at the rates shown in Section 5 of this Price Guide.

The Centrex lines utilized to provide network services will be billed at the rates shown in the Centrex Price Guide (Section 36).

#### Undertaking of the Telephone Company

The limitation of the Telephone Company's liability is set forth in Section 4 of this Price Guide.

The Telephone Company may disconnect the customer's service for, failure to comply with any provision(s) of this Price Guide or any Price Guide of the Telephone Company.

The Network Services billed to the customer on behalf of the end user can only be accepted if the end user line is specified and available for provisioning.

If the Telephone Company finds the provision of Network Services as outlined herein, is adversely affecting or would adversely the Telephone Company's ability to provide, complete, or maintain the level of or quality of its other services to its exchange telephone customers, the Telephone Company may refuse to provide or may discontinue providing such services.

Late payment charges as defined in Section 4 will apply to all services contained in this Section.

Network Services, as outlined herein, will not be provided in connection with Public Coin Telephone Service, Semipublic Coin Telephone Service, Private Pay Telephone Service, or Party Line Service.

Charges for calls between the originating location and the call forwarded equipped line are applicable in accordance with regularly filed Price Guides for dial station, operator station, or person toll.

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**46. NETWORK SERVICES**Rates and Charges

	<u>Nonrecurring Charges</u> <sup>1</sup>	<u>Monthly Rate</u>
Message Waiting Indication-Audible Per End User Line Arranged (Requires subscription to Data Link)		\$.50
Forwarded Call Information Intraoffice (Requires subscription to Data Link) Per End User Line Arranged		1.00
Three Service Package (Fixed Call Forward Busy/No Answer, Message Waiting Indication, Forwarded Call Information)(Requires subscription to Data Link), Per End User Line Arranged		2.00
Data Link (Requires subscription to Forwarded Call Information) Per Data Link Arranged	\$500.00	350.00
Queuing Per Line or Trunk Arranged		1.50
User Transfer Per Line or Trunk Arranged		1.50
Message Waiting Indication - Audible Ring Burst		1.50
Message Waiting Indication - Visual		
Per residence line		.50
Per business telephone number		.50

<sup>1</sup> Appropriate service charges from Section 13 apply.



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**46. NETWORK SERVICES**Rates and Charges (Cont'd)

	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Rate</u>
Enhanced Call Transfer	\$25.00	\$19.00
Customer Controllable Ringing		\$1.00
Five Service Package (Fixed Call Forward Busy/No Answer, Message Waiting Indication-Audible, Forwarded Call Information-Intraoffice, Message Waiting Indication-Audible Ring Burst, Customer Controllable Ringing) (Requires subscription to Data Link)		\$2.75
Call Screening, per line		\$0.25
Inter-Switch Voice Messaging Service Interface, each <sup>2</sup>	\$2,000.00	\$3,000.00

<sup>1</sup> In addition to applicable Service Order Charge in Section 13.

<sup>2</sup> The rates shown are in addition to applicable local usage and toll charges.

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## 47. SWITCHED DATA SERVICE

### GENERAL

This section contains the application, definitions, description, regulations, and rates applicable to Switched Data service. This service is furnished by the Telephone Company where technological capabilities exist.

### DESCRIPTION OF SERVICE

Switched Data service is a network service which provides the capability for switched digital end-to-end data transport. The customer may subscribe to Switched Data service under one of the following service arrangements, except when conditions specified on Sheet 7 of this Price Guide are applicable.

#### Switched Data High Speed and Low Speed

##### Low Speed Switched Data

Single Line  
Multiline

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

##### High Speed Switched Data

Single Line  
Multiline

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

#### Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

#### Switched Data Channel Access (DS1)

A 1.544 Megabits per second high-capacity digital facility which transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Each Switched Data Channel Access provides 24 digital channels which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

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**47. SWITCHED DATA SERVICE****DEFINITIONS****Asynchronous**

A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

**Bit**

A binary digit. The smallest unit of information in the binary system of notation.

**Bits Per Second**

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

**Centrex**

Allows intercom (IC) calling (abbreviated calling) between stations in the same customer group without incurring usage.

**DS1**

A digital transmission facility which transmits data at 1.544 Megabits per second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

**Digital**

Information which is expressed in discrete or noncontinuous form.

**Full Duplex**

Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

**Half Duplex**

Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

**Hunting**

A search through a group of numbers until an idle station is found or the last number of the group is reached.

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**47. SWITCHED DATA SERVICE**DEFINITIONS (Cont'd)

## Speed Call

Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

Off-Peak - The Off-Peak period for usage rating is from 5:00 PM to 7:59 AM.

Peak - The Peak period for usage rating is from 8:00 AM to 4:59 PM.

## Synchronous

A method of transmitting data in which the data characters (bits) are transmitted in a continuous stream with the beginning of one data character (bit) being contiguous with the end of the preceding one thus eliminating the need for individual start bits and stop bits.

STANDARD FEATURES

## Data Line Security

This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

## Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. Usage rates will not apply to intercom dialing. This feature is applicable to Multiline (Centrex) customer groups only and is restricted to the serving wire center only.

## Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

OPTIONAL FEATURES

## Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

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## 47. SWITCHED DATA SERVICE

### OPTIONAL FEATURES (Cont'd)

#### Data Closed User Group

This feature, restricted to Multiline (Centrex) lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

#### Voice Option

This feature allows simultaneous voice and data communications over a single Switched Data line. This feature is available where technical capabilities exist. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

### OPTIONAL FEATURE PACKAGES

The following feature packages are available for use with Switched Data service, except where specified:

#### Feature Package Data 1000 includes:

Data Individual Speed Call-Short List - The use of the Individual Speed Call-Short List is limited to an individual Switched Data line. A short list consists of a maximum of eight stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Call Forward (All/Busy/No Answer) - This feature allows a customer to have incoming calls to a Switched Data line automatically forwarded to a predetermined number. Data Call Forward consists of three variations as follows: all calls, busy and no answer. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data \*66 Busy Number Redial - This feature enables a subscriber to redial the last called number by depressing a single key rather than the entire number. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a lead telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the lead telephone number and ending at the last line within the hunt group.

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**47. SWITCHED DATA SERVICE****OPTIONAL FEATURE PACKAGES** (Cont'd)

Feature Package Data 2000 - This package offers the customer a choice of combining any or all of the features contained in Feature Package Data 1000 plus:

Data Call Back - This feature allows a Switched Data user encountering a busy station to be notified when the busy station becomes idle and to automatically establish the call. This feature is available with Multiline (Centrex) intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Circular Hunting - This feature assigns a pilot telephone number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Group Speed Call - This feature provides storage for an abbreviated numbers list which is shared for use by a group of data lines. The list may be updated by a service order or by a user designated as the controller. Only the controller can add to, change or delete numbers from the list. Other lines with access to this list are restricted. This feature is available to Multiline (Centrex) intercom calling only. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Individual Speed Call-Long List - The use of the Individual Speed Call-Long List is limited to an individual Switched Data line. A long list consists of maximum of thirty (30) stored numbers. This feature is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

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## 47. SWITCHED DATA SERVICE

### REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of this Price Guide will also apply.

Switched Data Service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Connection Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge
- Customer Premises Channelization (Optional)

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges as specified in Section 13 of the Frontier Operating Companies Tariff, FCC No. 14 will apply to Switched Data service.

For Presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 5 of the General Telephone Operating Companies Tariff, FCC No. 14 will apply to Switched Data Service.

A directory listing for Switched Data service will be provided, upon request, in accordance with Section 12.

Customer Premises Channelization, a component of Switched Data Service, may be provided by the customer or the Telephone Company. When the Telephone Company provides channelization equipment at a customer's premises, it is not necessary for the customer to provide a channel access card for the associated channels. The termination of this channelization will be in a single equipment location on a customer's premises. The customer is responsible for providing suitable floor space, controlled environment, and a non-switched 120 volt, 60 Hz AC power source to support this service. Telephone Company provided emergency backup power and ring generating equipment capabilities are available for an extra charge on a customer specific contract basis.

Switched Data Individual Line Loop Extension is required where:

- Customers are restricted by technical requirements as specified herein.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate Price Guide. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Note: Texas IntraLATA Interexchange Services Price Guide, Section 4 (56 Kbps).

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**47. SWITCHED DATA SERVICE****REGULATIONS** (Cont'd)

Switched Data Channel Access is required where:

- Customers are restricted by the technical requirements as specified herein.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest central office capable of providing Switched Data Service. Interoffice digital high-capacity mileage (1.544 Mbps) will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate Price Guide. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data Service to the customer will be utilized.

**Dialing Method**

Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

Due to technical limitations, origination of calls for 800, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is limited to voice calls only. These calls will be provided with the Voice Option feature of Switched Data service when requested by the customer.

Note: Interexchange mileage - see IntraLATA Interexchange Price Guide.

Intraexchange mileage - see State Access Price Guide.



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## 47. SWITCHED DATA SERVICE

### REGULATIONS (Cont'd)

#### Technical Requirements

Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities.

Customers who choose to subscribe to the Single Line or Multiline arrangement are subject to the distance limitations listed below. These limitations are a result of digital signal power loss which is technology dependent. Switched Data Service will be provided where local loops do not exceed the following limitations. The distance limitations is measured from the customer premises to the local (nearest) serving central office, which must be Switched Data equipped.

- on a non-ISDN equipped 5ESS central office switch: 42 db loss at 80 kilohertz, equating to a range from 12,000 feet to approximately 14,000 feet, depending on cable gauge and including customer wiring.
- on the DMS-100 central office switch: 42 dB loss at 80 kilohertz, equating to a range from approximately 12,000 feet to approximately 18,000 feet, depending on cable gauge and including customer wiring.
- on the GTD-5 central office switch: 26 dB loss at 80 kilohertz, equating to a range from approximately 8,000 feet to approximately 15,000 feet, depending on cable gauge and including customer wiring.

Where these conditions cannot be met, the customer must subscribe to Switched Data Individual Line Loop Extension or subscribe to Switched Data Channel Access for Switched Data Service.

### APPLICATION OF RATES

Switched Data Multiline Line rates are determined by either the total number of Low Speed or the total number of High-Speed lines, (i.e., if a customer requests 55 Low Speed lines and 25 High Speed lines, all 55 Low Speed lines will be billed at the "50-100" rate and all 25 High Speed lines will be billed at the "2-49" rate).

Rates and charges specified in other sections of the Price Guide for services provided in conjunction with Switched Data service (i.e., Touch-Call, Feature Pack Call features, Multiline features, etc.) are in addition to the monthly rates for Switched Data service.

Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option of supporting premises channelization with its own customer provided equipment devices or having the Telephone Company do so at the Price Guided rates specified in this Price Guide for such support. Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply if provided by the Telephone Company.

**47. SWITCHED DATA SERVICE**

RATES

SWITCHED DATA HIGH SPEED AND LOW SPEED

	Nonrecurring Charge <sup>1</sup>	Monthly Rate
Switched Data Access - Single Line		\$0.00
Switched Data Access - Multiline		0.00
Low Speed, per line	\$50.00	
Single Line		30.00 <sup>2, 3</sup>
Multiline		
2-49 lines		32.00 <sup>2, 3</sup>
50-100 lines		30.00 <sup>2, 3</sup>
101 and above lines		28.00 <sup>2, 3</sup>
High Speed, per line	50.00	
Single Line		40.00 <sup>2, 3</sup>
Multiline		
2-49 lines		42.00 <sup>2, 3</sup>
50-100 lines		40.00 <sup>2, 3</sup>
101 and above lines		38.00 <sup>2, 3</sup>

SWITCHED DATA INDIVIDUAL LINE LOOP EXTENSION

Switched Data - Individual Line Loop Extension Access - Single Line	50.00	50.00 <sup>2</sup>
Switched Data - Individual Line Loop Extension Access - Multiline	50.00	50.00 <sup>2</sup>
Switched Data Individual Line Loop Extension Channel, per line		
Single Line	50.00	12.00
Multiline	50.00	15.00

<sup>1</sup> In addition to the applicable Service Order Charge in Section 13.  
<sup>2</sup> This rate is in addition to the FCC Subscriber Line Charge from Section 13 of Frontier Telephone Companies Tariff, FCC No. 14.  
<sup>3</sup> An additional charge per quarter mile will be charged per line for the local loop.

**47. SWITCHED DATA SERVICE**

RATES

SWITCHED DATA CHANNEL ACCESS

	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Rate</u>
Switched Data Channel Access (DS1), (24 channels)	\$300.00	\$200.00 <sup>2</sup>
Switched Data Central Office Termination, per Access Arrangement	120.00	155.00
Switched Data Central Office Channelization - Single Line, per channel activated	0.00	5.00
Switched Data Central Office Channelization - Multiline, per channel activated	0.00	5.00
Switched Data Central Office Channelization - Multiline with DID/DOD, per channel activated	0.00	5.00
Switched Data Customer Premises Termination, (optional) per Access Arrangement	\$75.00	\$90.00
Switched Data Customer Premises Channelization, (optional) per channel activated	21.00	32.00
<b>OPTIONAL FEATURES, PER LINE</b>		
Data Direct Connect	3	1.00
Data Closed User Group	3	1.00
Voice Option		
Single Line Flat Extended Metro	3	20.00
Single Line Flat Metro	3	9.00
Single Line Flat Non-Metro	3	5.50 <sup>4</sup>
Single Line Measured Rate	3	5.00 <sup>5</sup>
Multiline	3	1.25
Additional Number	3	0.00

<sup>1</sup> In addition to the applicable Service Order Charge in Section 13.

<sup>2</sup> This rate is in addition to the FCC Subscriber Line Charge from Section 13 of Frontier Telephone Companies Tariff, FCC No. 14.

<sup>3</sup> If ordered on subsequent activity, the appropriate Service Order Charge in Section 13 will apply.

<sup>4</sup> In addition to the associated EAS rate in Section 5.

<sup>5</sup> In addition to the Optional Measured Service Rates in Section 5.

**47. SWITCHED DATA SERVICE**

RATES (Cont'd)

	<u>Nonrecurring Charge</u> <sup>1</sup>	<u>Monthly Rate</u>
OPTIONAL FEATURE PACKAGES		
Data 1000, per line	2	\$3.00
Data 2000, per line	2	\$5.00
Software Reconfiguration Charge, Rate Per Occurrence	\$12.75	

This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) of Feature Packages.

NETWORK USAGE

Switched Data Network Usage will be billed to the originating end of the Switched Data call which terminates within the local calling area only. Intercom dialing will not be subject to the usage rate. The network usage charge does not apply to calls placed over the long distance telecommunications service (toll) network. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply. Switched Data Network Usage Detail will be provided at the rate as set forth in Section 5 of this Price Guide.

	<u>Usage Rate</u>
Switched Data Network Usage, per minute	\$0.03

<sup>1</sup> In addition to the applicable Service Order Charge in Section 13.

<sup>2</sup> If ordered on subsequent activity, the appropriate Service Order Charge in Section 13 will apply.