

Effective: January 15, 2010

This Service Catalog will become effective on January 15, 2010 pending approval from the California Public Utilities Commission of Frontier's Advice Letter 1115 and 1115A.

Some Service Cataloged services are not affected by Advice Letter 1115 and 1115A, such as Basic Residential Service, E-9-1-1 Service and your choice of a Long Distance provider and therefore will not be found in this Service Catalog.

SERVICE CATALOG

For
Rates and Charges together
With Terms and Conditions applicable to
Services provided in the territories served by
Frontier

Within the State of California

Issued By

CITIZENS TELECOMMUNICATIONS COMPANY OF CALIFORNIA, INC.

P.O. Box 340 Elk Grove, CA 95759

d/b/a

FRONTIER COMMUNICATIONS OF CALIFORNIA

Effective: January 15, 2010

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Effective: July 16, 2016

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Effective: October 16, 2016

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SECTION AA – EXCHANGE AREAS

1.2 EXCHANGE AREAS - GLOBAL VALLEY MARKET

<u>NAME OF EXCHANGES</u>	<u>EQUIPMENT</u>	<u>OPERATION</u>	<u>HOURS OF SERVICE</u>
Livingston	Automatic	Dial	Continuous
Patterson	Automatic	Dial	Continuous
Westley/Grayson	Automatic	Dial	Continuous
San Antonio	Automatic	Dial	Continuous
Guinda	Automatic	Dial	Continuous

1.3 EXCHANGE AREAS - GOLDEN STATE MARKET

<u>NAME OF EXCHANGES</u>	<u>EQUIPMENT</u>	<u>OPERATION</u>	<u>HOURS OF SERVICE</u>
Needles	Dial	Automatic	Continuous
Westwood	Dial	Automatic	Continuous
Lake Almanor	Dial	Automatic	Continuous
Colusa	Dial	Automatic	Continuous
Arbuckle	Dial	Automatic	Continuous
Grimes	Dial	Automatic	Continuous
Maxwell	Dial	Automatic	Continuous
Princeton	Dial	Automatic	Continuous
Williams	Dial	Automatic	Continuous

1.4 EXCHANGE AREAS - TUOLUMNE MARKET

<u>NAME OF EXCHANGES</u>	<u>EQUIPMENT</u>	<u>OPERATION</u>	<u>HOURS OF SERVICE</u>
Oak Run	Digital	Dial	Continuous
Shingletown	Digital	Dial	Continuous
Tuolumne	Digital	Dial	Continuous

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SECTION 1 - ACCESS LINES

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SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

- B1 Single-Party Line Business Service
- B4S* Four-Party Line Suburban Business Service
- PAL** Public Access Line
- PTK PBX Trunk Service

<u>Exchange</u>	<u>B1, PAL, PTK Monthly Rate</u>	<u>Exchange</u>	<u>B1, PAL, PTK Monthly Rate</u>
Adin	\$38.70	Janesville	38.70
Alturas	38.70	Keddie	38.70
Bieber	38.70	McCloud	38.70
Burney	38.70	Meadowview	38.70
Cedarville	38.70	Millville	38.70
Chester	38.70	Mineral	38.70
Courtland	38.70	Montgomery Creek	38.70
Eagle Lake	38.70	Paynes Creek	38.70
Elk Grove	38.70	Petrolia	38.70
Fall River Mills	38.70	Ravendale	38.70
Ferndale	38.70	Rio Vista	38.70
Greenville	38.70	Susanville	38.70
Herlong	38.70	Walnut Grove	38.70
Isleton	38.70		

All local calls from 1 - 12 miles are free.

* See Special Condition B.

**A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: January 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

B1 Single-Party Line Business Service
B4S* Four-Party Line Suburban Business Service
PAL**Public Access Line
PTK PBX Trunk Service

<u>Exchange</u>	B1, PAL, PTK <u>Monthly Rate</u>		<u>Exchange</u>	B1, PAL, PTK <u>Monthly Rate</u>	
Adin	\$39.00	(I)	Janesville	39.00	
Alturas	39.00		Keddie	39.00	(I)
Bieber	39.00		McCloud	39.00	
Burney	39.00		Meadowview	39.00	
Cedarville	39.00		Millville	39.00	
Chester	39.00		Mineral	39.00	
Courtland	39.00		Montgomery Creek	39.00	
Eagle Lake	39.00		Paynes Creek	39.00	
Elk Grove	39.00		Petrolia	39.00	
Fall River Mills	39.00		Ravendale	39.00	
Ferndale	39.00		Rio Vista	39.00	
Greenville	39.00		Susanville	39.00	
Herlong	39.00		Walnut Grove	39.00	
Isleton	39.00	(I)			(I)

All local calls from 1 - 12 miles are free.

* See Special Condition B.

**A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission.
See Special Condition H for additional information.

Effective: November 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

B1 Single-Party Line Business Service
 B4S* Four-Party Line Suburban Business Service
 PAL**Public Access Line
 PTK PBX Trunk Service

<u>Exchange</u>	B1, PAL, PTK <u>Monthly Rate</u>		<u>Exchange</u>	B1, PAL, PTK <u>Monthly Rate</u>	
Adin	\$41.00	(I)	Janesville	\$41.00	
Alturas	41.00		Keddie	41.00	(I)
Bieber	41.00		McCloud	41.00	
Burney	41.00		Meadowview	41.00	
Cedarville	41.00		Millville	41.00	
Chester	41.00		Mineral	41.00	
Courtland	41.00		Montgomery Creek	41.00	
Eagle Lake	41.00		Paynes Creek	41.00	
Elk Grove	41.00		Petrolia	41.00	
Fall River Mills	41.00		Ravendale	41.00	
Ferndale	41.00		Rio Vista	41.00	
Greenville	41.00		Susanville	41.00	
Herlong	41.00		Walnut Grove	41.00	
Isleton	41.00	(I)			(I)

All local calls from 1 - 12 miles are free.

* See Special Condition B.

**A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: July 20, 2014

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

- B1 Single-Party Line Business Service
- B4S* Four-Party Line Suburban Business Service
- PAL** Public Access Line
- PTK PBX Trunk Service

<u>Exchange</u>	<u>Monthly Rate</u>		<u>Exchange</u>	<u>Monthly Rate</u>	
Adin	\$42.00	(l)	Janesville	\$42.00	(l)
Ituras	\$42.00		Keddie	\$42.00	
Bieber	\$42.00		McCloud	\$42.00	
Burney	\$42.00		Meadowview	\$42.00	
Cedarville	\$42.00		Millville	\$42.00	
Chester	\$42.00		Mineral	\$42.00	
Courtland	\$42.00		Montgomery Creek	\$42.00	
Eagle Lake	\$42.00		Paynes Creek	\$42.00	
Elk Grove	\$42.00		Petrolia	\$42.00	
Fall River Mills	\$42.00		Ravendale	\$42.00	
Ferndale	\$42.00		Rio Vista	\$42.00	
Greenville	\$42.00		Susanville	\$42.00	
Herlong	\$42.00		Walnut Grove	\$42.00	
Isleton	\$42.00				

All local calls from 1 - 12 miles are free.

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: April 8, 2017

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

- B1 Single-Party Line Business Service
- B4S* Four-Party Line Suburban Business Service
- PAL** Public Access Line
- PTK PBX Trunk Service

<u>Exchange</u>	<u>Monthly Rate</u>		<u>Exchange</u>	<u>Monthly Rate</u>	
Adin	\$42.50	(l)	Janesville	\$42.50	(l)
Ituras	\$42.50		Keddie	\$42.50	
Bieber	\$42.50		McCloud	\$42.50	
Burney	\$42.50		Meadowview	\$42.50	
Cedarville	\$42.50		Millville	\$42.50	
Chester	\$42.50		Mineral	\$42.50	
Courtland	\$42.50		Montgomery Creek	\$42.50	
Eagle Lake	\$42.50		Paynes Creek	\$42.50	
Elk Grove	\$42.50		Petrolia	\$42.50	
Fall River Mills	\$42.50		Ravendale	\$42.50	
Ferndale	\$42.50		Rio Vista	\$42.50	
Greenville	\$42.50		Susanville	\$42.50	
Herlong	\$42.50		Walnut Grove	\$42.50	
Isleton	\$42.50				

All local calls from 1 - 12 miles are free.

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: February 24, 2019

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE

1.1.1 APPLICABILITY

Applicable to single and party line business, Public Access Line and Private Branch Exchange (PBX) service (within the territory designated below).

1.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.1.3 RATES AND CHARGES

A. Business Flat Rate Access Line Service - Rate per month in the California Embedded Market.

FLAT RATE SERVICE

- B1 Single-Party Line Business Service
- B4S* Four-Party Line Suburban Business Service
- PAL** Public Access Line
- PTK PBX Trunk Service

<u>Exchange</u>	<u>Monthly Rate</u>		<u>Exchange</u>	<u>Monthly Rate</u>		
Adin	\$43.25	(l)	Janesville	\$43.25	(l)	
Alturas	\$43.25		Keddie	\$43.25		
Bieber	\$43.25		McCloud	\$43.25		
Burney	\$43.25		Meadowview	\$43.25		
Cedarville	\$43.25		Millville	\$43.25		
Chester	\$43.25		Mineral	\$43.25		
Courtland	\$43.25		Montgomery Creek	\$43.25		
Eagle Lake	\$43.25		Paynes Creek	\$43.25		
Elk Grove	\$43.25		Petrolia	\$43.25		
Fall River Mills	\$43.25		Ravendale	\$43.25		
Ferndale	\$43.25		Rio Vista	\$43.25		
Greenville	\$43.25		Susanville	\$43.25		
Herlong	\$43.25		Walnut Grove	\$43.25		
Isleton	\$43.25					

All local calls from 1 - 12 miles are free.

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
Guinda			
Extended Service in Base Rate and Suburban Areas	\$25.25	\$27.25	\$31.25
Livingston			
Extended Service in Base Rate and Suburban Areas	25.25	27.25	31.25
Patterson			
Extended Service in Base Rate and Suburban Areas	25.25	27.25	31.25
Westley			
Local Service in Special Rate and Suburban Area	25.25	27.25	31.25

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
Guinda			
Extended Service in Base Rate and Suburban Areas	\$34.20	\$38.25	\$46.20
Livingston			
Extended Service in Base Rate and Suburban Areas	34.20	38.25	46.20
Patterson			
Extended Service in Base Rate and Suburban Areas	34.20	38.25	46.20
Westley			
Local Service in Special Rate and Suburban Area	34.20	38.25	46.20

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
San Antonio Local Service in Base Rate Area	\$35.85	N/A	N/A

E. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
San Antonio Local Service in Base Rate Area	\$48.75	N/A	N/A

Note: A \$2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

Effective: January 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
Guinda			
Extended Service in Base Rate and Suburban Areas	\$29.00 (I)	\$29.00 (I)	\$29.00 (R)
Livingston			
Extended Service in Base Rate and Suburban Areas	29.00	29.00	29.00
Patterson			
Extended Service in Base Rate and Suburban Areas	29.00	29.00	29.00
Westley			
Local Service in Special Rate and Suburban Area	29.00 (I)	29.00 (I)	29.00 (R)

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
Guinda			
Extended Service in Base Rate and Suburban Areas	\$29.00 (R)	\$29.00 (R)	\$29.00 (R)
Livingston			
Extended Service in Base Rate and Suburban Areas	29.00	29.00	29.00
Patterson			
Extended Service in Base Rate and Suburban Areas	29.00	29.00	29.00
Westley			
Local Service in Special Rate and Suburban Area	29.00 (R)	29.00 (R)	29.00 (R)

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
San Antonio Local Service in Base Rate Area	\$29.00 (R)	N/A	N/A

E. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	Zone 1	Zone 2	Zone 3
San Antonio Local Service in Base Rate Area	\$29.00 (R)	N/A	N/A

Note: A \$2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

Effective: November 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$31.00	\$31.00	\$31.00	(l)
Livingston				
Extended Service in Base Rate and Suburban Areas	31.00	31.00	31.00	
Patterson				
Extended Service in Base Rate and Suburban Areas	31.00	31.00	31.00	
Westley				
Local Service in Special Rate and Suburban Area	31.00	31.00	31.00	(l)

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$31.00	\$31.00	\$31.00	(l)
Livingston				
Extended Service in Base Rate and Suburban Areas	31.00	31.00	31.00	
Patterson				
Extended Service in Base Rate and Suburban Areas	31.00	31.00	31.00	
Westley				
Local Service in Special Rate and Suburban Area	31.00	31.00	31.00	(l)

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
San Antonio Local Service in Base Rate Area	\$31.00	N/A	N/A	(l)

E. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
San Antonio Local Service in Base Rate Area	\$31.00	N/A	N/A	(l)

Note: A \$2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$33.00	\$33.00	\$33.00	(I)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$33.00	\$33.00	\$33.00	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$33.00	\$33.00	\$33.00	
Westley				
Local Service in Special Rate and Suburban Area	\$33.00	\$33.00	\$33.00	(I)

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$33.00	\$33.00	\$33.00	(I)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$33.00	\$33.00	\$33.00	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$33.00	\$33.00	\$33.00	
San Antonio				
Local Service in Base Rate Area	\$33.00	N/A	N/A	
Westley				
Local Service in Special Rate and Suburban Area	\$33.00	\$33.00	\$33.00	(I)

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
San Antonio				
Local Service in Base Rate Area	\$33.00	N/A	N/A	(I)

E. Business each PBX Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
All exchanges	\$47.20	\$47.20	\$47.20	(I)

Note: A \$2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$34.50	\$34.50	\$34.50	(1)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$34.50	\$34.50	\$34.50	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$34.50	\$34.50	\$34.50	
Westley				
Local Service in Special Rate and Suburban Area	\$34.50	\$34.50	\$34.50	(1)

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$34.50	\$34.50	\$34.50	(1)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$34.50	\$34.50	\$34.50	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$34.50	\$34.50	\$34.50	
San Antonio Local Service in Base Rate Area	\$34.50	N/A	N/A	
Westley				
Local Service in Special Rate and Suburban Area	\$34.50	\$34.50	\$34.50	(1)

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
San Antonio Local Service in Base Rate Area	\$34.50	N/A	N/A	(1)

E. Business each PBX Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
All exchanges	\$48.00	\$48.00	\$48.00	(1)

Note: A \$2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

Effective: February 24, 2019

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

B. Business Flat Rate Access Line Service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$36.25	\$36.25	\$36.25	(1)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$36.25	\$36.25	\$36.25	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$36.25	\$36.25	\$36.25	
Westley				
Local Service in Special Rate and Suburban Area	\$36.25	\$36.25	\$36.25	(1)

C. Business each C.O. Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
Guinda				
Extended Service in Base Rate and Suburban Areas	\$36.25	\$36.25	\$36.25	(1)
Livingston				
Extended Service in Base Rate and Suburban Areas	\$36.25	\$36.25	\$36.25	
Patterson				
Extended Service in Base Rate and Suburban Areas	\$36.25	\$36.25	\$36.25	
San Antonio Local Service in Base Rate Area	\$36.25	N/A	N/A	
Westley				
Local Service in Special Rate and Suburban Area	\$36.25	\$36.25	\$36.25	(1)

D. Business One-Party Access Line arranged for Touch Calling service - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>	
San Antonio Local Service in Base Rate Area	\$36.25	N/A	N/A	(1)

E. Business each PBX Trunk Access Line - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
All exchanges	\$48.00	\$48.00	\$48.00

Note: A \$2.21 charge will be assessed for an optional feature of Coin Supervision/Transmission.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

- F. Hunting Service(1), each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Guinda	\$0.65	\$0.65	\$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

- G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

- H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

<u>Exchange</u>	<u>Monthly Rate</u>	
	<u>One-Party</u>	<u>Key Line</u>
Arbuckle	\$38.70	\$38.70
College City	38.70	38.70
Clear Creek	38.70	38.70
Colusa	38.70	38.70
Grimes	38.70	38.70
Lake Almanor	38.70	38.70
Maxwell	38.70	38.70
Needles	38.70	38.70
Princeton	38.70	38.70
Westwood	38.70	38.70
Williams	38.70	38.70

- I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>
Oak Run	\$38.70	\$38.70	\$38.70
Shingletown	38.70	38.70	38.70
Tuolumne	38.70	38.70	38.70

(1) Section Special Condition M and N.

Effective: January 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

F. Hunting Service(1), each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Guinda	\$0.65	\$0.65	\$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

<u>Exchange</u>	<u>Monthly Rate</u>	
	<u>One-Party</u>	<u>Key Line</u>
Arbuckle	\$39.00 (I)	\$39.00 (I)
College City	39.00	39.00
Clear Creek	39.00	39.00
Colusa	39.00	39.00
Grimes	39.00	39.00
Lake Almanor	39.00	39.00
Maxwell	39.00	39.00
Needles	39.00	39.00
Princeton	39.00	39.00
Westwood	39.00	39.00
Williams	39.00 (I)	39.00 (I)

I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>
Oak Run	\$39.00 (I)	\$39.00 (I)	\$39.00 (I)
Shingletown	39.00	39.00	39.00
Tuolumne	39.00 (I)	39.00 (I)	39.00 (I)

(1) Section Special Condition M and N.

Effective: November 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

F. Hunting Service(1), each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Guinda	\$0.65	\$0.65	\$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

<u>Exchange</u>	<u>Monthly Rate</u>	
	<u>One-Party</u>	<u>Key Line</u>
Arbuckle	\$41.00	\$41.00
College City	41.00	41.00
Clear Creek	41.00	41.00
Colusa	41.00	41.00
Grimes	41.00	41.00
Lake Almanor	41.00	41.00
Maxwell	41.00	41.00
Needles	41.00	41.00
Princeton	41.00	41.00
Westwood	41.00	41.00
Williams	41.00	41.00

(1)
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(1)

I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>
Oak Run	\$41.00	\$41.00	\$41.00
Shingletown	41.00	41.00	41.00
Tuolumne	41.00	41.00	41.00

(1)
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(1)

(1) Section Special Condition M and N.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

F. Hunting Service(1), each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Guinda	\$0.65	\$0.65	\$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

<u>Exchange</u>	<u>Monthly Rate</u>				
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>	<u>FX</u>	
Arbuckle	\$42.00	\$42.00	\$42.00	\$28.80	(l)
College City	\$42.00	\$42.00	\$42.00	\$28.80	
Clear Creek	\$42.00	\$42.00	\$42.00	\$28.80	
Colusa	\$42.00	\$42.00	\$42.00	\$28.80	
Grimes	\$42.00	\$42.00	\$42.00	\$28.80	
Lake Almanor	\$42.00	\$42.00	\$42.00	\$28.80	
Maxwell	\$42.00	\$42.00	\$42.00	\$28.80	
Needles	\$42.00	\$42.00	\$42.00	\$28.80	
Princeton	\$42.00	\$42.00	\$42.00	\$28.80	
Westwood	\$42.00	\$42.00	\$42.00	\$28.80	
Williams	\$42.00	\$42.00	\$42.00	\$28.80	

I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>	
Oak Run	\$42.00	\$42.00	\$42.00	(l)
Shingletown	\$42.00	\$42.00	\$42.00	
Tuolumne	\$42.00	\$42.00	\$42.00	

(1) Section Special Condition M and N.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

F. Hunting Service ¹, each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Guinda	\$0.65	\$0.65	\$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>	<u>FX</u>
Arbuckle	\$42.50	\$42.50	\$42.50	\$28.80
College City	\$42.50	\$42.50	\$42.50	\$28.80
Clear Creek	\$42.50	\$42.50	\$42.50	\$28.80
Colusa	\$42.50	\$42.50	\$42.50	\$28.80
Grimes	\$42.50	\$42.50	\$42.50	\$28.80
Lake Almanor	\$42.50	\$42.50	\$42.50	\$28.80
Maxwell	\$42.50	\$42.50	\$42.50	\$28.80
Needles	\$42.50	\$42.50	\$42.50	\$28.80
Princeton	\$42.50	\$42.50	\$42.50	\$28.80
Westwood	\$42.50	\$42.50	\$42.50	\$28.80
Williams	\$42.50	\$42.50	\$42.50	\$28.80

(I)
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I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>
Oak Run	\$42.50	\$42.50	\$42.50
Shingletown	\$42.50	\$42.50	\$42.50
Tuolumne	\$42.50	\$42.50	\$42.50

(I)
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(I)

¹ Section Special Condition M and N.

Effective: February 24, 2019

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

F. Hunting Service ¹, each One-Party or C.o. Trunk Access Line arranged for hunting - Rate per month in the Global Valley Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Guinda	\$0.65	\$0.65	\$0.65
Livingston	1.00	1.00	1.00
Patterson	1.00	1.00	1.00
San Antonio	1.00	1.00	1.00
Westley	1.00	1.00	1.00

G. Each Payphone Access Line - See Section 1 for the business individual access line rate in the Global Valley Market.

H. Business Flat Rate Access Line Service - Rate per month in the Golden State Market.

<u>Exchange</u>	<u>Monthly Rate</u>			
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>	<u>FX</u>
Arbuckle	\$43.25	\$43.25	\$43.25	\$28.80
College City	\$43.25	\$43.25	\$43.25	\$28.80
Clear Creek	\$43.25	\$43.25	\$43.25	\$28.80
Colusa	\$43.25	\$43.25	\$43.25	\$28.80
Grimes	\$43.25	\$43.25	\$43.25	\$28.80
Lake Almanor	\$43.25	\$43.25	\$43.25	\$28.80
Maxwell	\$43.25	\$43.25	\$43.25	\$28.80
Needles	\$43.25	\$43.25	\$43.25	\$28.80
Princeton	\$43.25	\$43.25	\$43.25	\$28.80
Westwood	\$43.25	\$43.25	\$43.25	\$28.80
Williams	\$43.25	\$43.25	\$43.25	\$28.80

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I. Business Flat Rate Access Line Service - Rate per month in the Tuolumne Market.

<u>Exchange</u>	<u>Monthly Rate</u>		
	<u>One-Party</u>	<u>Key Line</u>	<u>PBX</u>
Oak Run	\$43.25	\$43.25	\$43.25
Shingletown	\$43.25	\$43.25	\$43.25
Tuolumne	\$43.25	\$43.25	\$43.25

(I)
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(I)

¹ Section Special Condition M and N.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Flat Rate Access Line Service - Rate per month in the West Coast Market

(N)

<u>Exchange</u>	<u>Monthly Rate</u>	
	<u>One-Party</u>	<u>Coin Line</u>
Crescent City(1)(2)	\$33.70	\$36.90
Gasquet SRA	33.70	36.90
Hiouchi SRA	33.70	36.90
Klamath(2)(3)	33.70	36.90
Orick	33.70	36.90
Smith River(1)(3)	33.70	36.90

K. Customer Owned Pay Telephone Service – Rates in the West Coast Market

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Customer Owned Pay Telephone Service Access Line	(5)	(4)
Selective Class of Call Screening	(6)(7)	\$ 2.01
Billed Number Screening	(7)	1.00
900 Call Restriction	(8)	0.00
Answer Supervision Per Line	(7)	3.20
International Blocking per line or trunk	\$ 19.95	0.00
Public Policy Payphone Surcharge		0.00
Public Enforcement Program Surcharge		0.10

- (1) Rate includes unlimited calling between the Crescent City and Smith River exchanges.
- (2) Rate includes unlimited calling between the Crescent City and Klamath exchanges.
- (3) Rate includes unlimited calling between the Klamath and Smith River exchanges.
- (4) Business Service One Party Access Line Rate (Section 1) as applicable to each COPT line.
- (5) Appropriate Service Charges from Section 2 will apply.
- (6) Available only in exchanges where necessary equipment is available.
- (7) Charge the applicable subsequent Service Order Charge from Section 2.
- (8) 900 Call Restriction Services are available at no charge to COPT customers if the order is placed at the same time as an initial order or subsequent order for other service charges. A \$15.00 NRC charge applies for removal or reinstallation.

(N)

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Flat Rate Access Line Service - Rate per month in the West Coast Market

<u>Exchange</u>	<u>Monthly Rate</u>		<u>FX</u>	
	<u>One-Party</u>	<u>Coin Line</u>		
Crescent City(1)(2)	\$35.70	\$36.90	\$24.15	(I)
Gasquet SRA	\$35.70	\$36.90	\$24.15	
Hiouchi SRA	\$35.70	\$36.90	\$24.15	
Klamath(2)(3)	\$35.70	\$36.90	\$24.15	
Orick	\$35.70	\$36.90	\$24.15	
Smith River(1)(3)	\$35.70	\$36.90	\$24.15	(I)

K. Customer Owned Pay Telephone Service – Rates in the West Coast Market

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Customer Owned Pay Telephone Service Access Line	(5)	(4)
Selective Class of Call Screening	(6)(7)	\$ 2.01
Billed Number Screening	(7)	1.00
900 Call Restriction	(8)	0.00
Answer Supervision Per Line	(7)	3.20
International Blocking per line or trunk	\$ 19.95	0.00
Public Policy Payphone Surcharge		0.00
Public Enforcement Program Surcharge		0.10

- (1) Rate includes unlimited calling between the Crescent City and Smith River exchanges.
- (2) Rate includes unlimited calling between the Crescent City and Klamath exchanges.
- (3) Rate includes unlimited calling between the Klamath and Smith River exchanges.
- (4) Business Service One Party Access Line Rate (Section 1) as applicable to each COPT line.
- (5) Appropriate Service Charges from Section 2 will apply.
- (6) Available only in exchanges where necessary equipment is available.
- (7) Charge the applicable subsequent Service Order Charge from Section 2.
- (8) 900 Call Restriction Services are available at no charge to COPT customers if the order is placed at the same time as an initial order or subsequent order for other service charges. A \$15.00 NRC charge applies for removal or reinstallation.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Flat Rate Access Line Service - Rate per month in the West Coast Market

<u>Exchange</u>	<u>Monthly Rate</u>		<u>FX</u>
	<u>One-Party</u>	<u>Coin Line</u>	
Crescent City(1)(2)	\$35.70	\$36.90	\$24.15
Gasquet SRA	\$35.70	\$36.90	\$24.15
Hiouchi SRA	\$35.70	\$36.90	\$24.15
Klamath(2)(3)	\$35.70	\$36.90	\$24.15
Orick	\$35.70	\$36.90	\$24.15
Smith River(1)(3)	\$35.70	\$36.90	\$24.15

K. Customer Owned Pay Telephone Service – Rates in the West Coast Market

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Customer Owned Pay Telephone Service Access Line	(5)	(4)
Selective Class of Call Screening	(6)(7)	\$ 2.01
Billed Number Screening	(7)	1.00
900 Call Restriction	(8)	0.00
Answer Supervision Per Line	(7)	3.20
International Blocking per line or trunk	\$19.95	0.00
Public Policy Payphone Surcharge		0.00
Public Enforcement Program Surcharge		0.10

- (1) Rate includes unlimited calling between the Crescent City and Smith River exchanges.
- (2) Rate includes unlimited calling between the Crescent City and Klamath exchanges.
- (3) Rate includes unlimited calling between the Klamath and Smith River exchanges.
- (4) Business Service One Party Access Line Rate (Section 1) as applicable to each COPT line.
- (5) Appropriate Service Charges from Section 2 will apply.
- (6) Available only in exchanges where necessary equipment is available.
- (7) Charge the applicable Service Order Charge – Subsequent from Section 2.
- (8) 900 Call Restriction Services are available at no charge to COPT customers if the order is placed at the same time as an initial order or subsequent order for other service charges. A \$15.00 NRC charge applies for removal or reinstallation.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Flat Rate Access Line Service - Rate per month in the West Coast Market

<u>Exchange</u>	<u>Monthly Rate</u>		<u>FX</u>	
	<u>One-Party</u>	<u>Coin Line</u>		
Crescent City ^{1,2}	\$37.00	\$36.90	\$24.15	(I)
Gasquet SRA	\$37.00	\$36.90	\$24.15	
Hiouchi SRA	\$37.00	\$36.90	\$24.15	
Klamath ^{2,3}	\$37.00	\$36.90	\$24.15	
Orick	\$37.00	\$36.90	\$24.15	
Smith River ^{1,3}	\$37.00	\$36.90	\$24.15	

K. Customer Owned Pay Telephone Service – Rates in the West Coast Market

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Customer Owned Pay Telephone Service Access Line	5	4
Selective Class of Call Screening	6,7	\$ 2.01
Billed Number Screening	7	1.00
900 Call Restriction	8	0.00
Answer Supervision Per Line	7	3.20
International Blocking per line or trunk	\$19.95	0.00
Public Policy Payphone Surcharge		0.00
Public Enforcement Program Surcharge		0.10

¹ Rate includes unlimited calling between the Crescent City and Smith River exchanges.

² Rate includes unlimited calling between the Crescent City and Klamath exchanges.

³ Rate includes unlimited calling between the Klamath and Smith River exchanges.

⁴ Business Service One Party Access Line Rate (Section 1) as applicable to each COPT line.

⁵ Appropriate Service Charges from Section 2 will apply.

⁶ Available only in exchanges where necessary equipment is available.

⁷ Charge the applicable Service Order Charge – Subsequent from Section 2.

⁸ 900 Call Restriction Services are available at no charge to COPT customers if the order is placed at the same time as an initial order or subsequent order for other service charges. A \$15.00 NRC charge applies for removal or reinstallation.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Flat Rate Access Line Service - Rate per month in the West Coast Market

<u>Exchange</u>	<u>Monthly Rate</u>		<u>FX</u>	
	<u>One-Party</u>	<u>Coin Line</u>		
Crescent City ^{1,2}	\$39.00	\$36.90	\$24.15	(I) (I)
Gasquet SRA	\$39.00	\$36.90	\$24.15	
Hiouchi SRA	\$39.00	\$36.90	\$24.15	
Klamath ^{2,3}	\$39.00	\$36.90	\$24.15	
Orick	\$39.00	\$36.90	\$24.15	
Smith River ^{1,3}	\$39.00	\$36.90	\$24.15	

K. Customer Owned Pay Telephone Service – Rates in the West Coast Market

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Customer Owned Pay Telephone Service Access Line	5	4
Selective Class of Call Screening	6,7	\$ 2.01
Billed Number Screening	7	1.00
900 Call Restriction	8	0.00
Answer Supervision Per Line	7	3.20
International Blocking per line or trunk	\$19.95	0.00
Public Policy Payphone Surcharge		0.00
Public Enforcement Program Surcharge		0.10

¹ Rate includes unlimited calling between the Crescent City and Smith River exchanges.

² Rate includes unlimited calling between the Crescent City and Klamath exchanges.

³ Rate includes unlimited calling between the Klamath and Smith River exchanges.

⁴ Business Service One Party Access Line Rate (Section 1) as applicable to each COPT line.

⁵ Appropriate Service Charges from Section 2 will apply.

⁶ Available only in exchanges where necessary equipment is available.

⁷ Charge the applicable Service Order Charge – Subsequent from Section 2.

⁸ 900 Call Restriction Services are available at no charge to COPT customers if the order is placed at the same time as an initial order or subsequent order for other service charges. A \$15.00 NRC charge applies for removal or reinstallation.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Measured Rate Access Line Service.

B1M Single-Party Line Business Service
B4SM* Four-Party Line Suburban Business Service
PALM** Public Access Line Measured
PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate	<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate	<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate
Adin	\$20.25	Arbuckle	\$31.40	Oak Run	\$20.25
Alturas	20.25	College City	31.40	Shingletown	20.25
Bieber	20.25	Clear Creek	31.40	Tuolumne	20.25
Burney	20.25	Colusa	31.40		
Cedarville	20.25	Grimes	31.40		
Chester	20.25	Lake Almanor	31.40		
Courtland	20.25	Maxwell	31.40		
Eagle Lake	20.25	Needles	31.40		
Elk Grove	20.25	Princeton	31.40		
Fall River Mills	20.25	Westwood	31.40		
Ferndale	20.25	Williams	31.40		
Greenville	20.25				
Herlong	20.25				
Isleton	20.25				
Janesville	20.25				
Keddie	20.25				
McCloud	20.25				
Meadowview	20.25				
Millville	20.25				
Mineral	20.25				
Montgomery Creek	20.25				
Paynes Creek	20.25				
Petrolia	20.25				
Ravendale	20.25				
Rio Vista	20.25				
Susanville	20.25				
Walnut Grove	20.25				

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: January 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Measured Rate Access Line Service.

B1M Single-Party Line Business Service
B4SM* Four-Party Line Suburban Business Service
PALM** Public Access Line Measured
PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate	<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate	<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate
Adin	\$22.50 (I)	Arbuckle	\$30.00 (I)	Oak Run	\$22.50 (I)
Alturas	22.50	College City	30.00	Shingletown	22.50
Bieber	22.50	Clear Creek	30.00	Tuolumne	22.50 (I)
Burney	22.50	Colusa	30.00		
Cedarville	22.50	Grimes	30.00		
Chester	22.50	Lake Almanor	30.00		
Courtland	22.50	Maxwell	30.00		
Eagle Lake	22.50	Needles	30.00		
Elk Grove	22.50	Princeton	30.00		
Fall River Mills	22.50	Westwood	30.00		
Ferndale	22.50	Williams	30.00 (I)		
Greenville	22.50				
Herlong	22.50				
Isleton	22.50				
Janesville	22.50				
Keddie	22.50				
McCloud	22.50				
Meadowview	22.50				
Millville	22.50				
Mineral	22.50				
Montgomery Creek	22.50				
Paynes Creek	22.50				
Petrolia	22.50				
Ravendale	22.50				
Rio Vista	22.50				
Susanville	22.50				
Walnut Grove	22.50 (I)				

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: November 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

J. Business Measured Rate Access Line Service.

B1M Single-Party Line Business Service
B4SM* Four-Party Line Suburban Business Service
PALM** Public Access Line Measured
PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate	<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate	<u>Exchange</u>	B1M, PALM, PTKM Monthly Rate
Adin	\$24.50	Arbuckle	\$32.00	Oak Run	\$24.50
Alturas	24.50	College City	32.00	Shingletown	24.50
Bieber	24.50	Clear Creek	32.00	Tuolumne	24.50
Burney	24.50	Colusa	32.00		
Cedarville	24.50	Grimes	32.00		
Chester	24.50	Lake Almanor	32.00		
Courtland	24.50	Maxwell	32.00		
Eagle Lake	24.50	Needles	32.00		
Elk Grove	24.50	Princeton	32.00		
Fall River Mills	24.50	Westwood	32.00		
Ferndale	24.50	Williams	32.00		
Greenville	24.50				
Herlong	24.50				
Isleton	24.50				
Janesville	24.50				
Keddie	24.50				
McCloud	24.50				
Meadowview	24.50				
Millville	24.50				
Mineral	24.50				
Montgomery Creek	24.50				
Paynes Creek	24.50				
Petrolia	24.50				
Ravendale	24.50				
Rio Vista	24.50				
Susanville	24.50				
Walnut Grove	24.50				

(I)

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

L. Business Measured Rate Access Line Service.

(T)

- B1M Single-Party Line Business Service
- B4SM* Four-Party Line Suburban Business Service
- PALM** Public Access Line Measured
- PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	B1M, PALM, PTKM Monthly <u>Rate</u>	<u>Exchange</u>	B1M, PALM, PTKM Monthly <u>Rate</u>	<u>Exchange</u>	B1M, PALM, PTKM Monthly <u>Rate</u>
Adin	\$24.50	Arbuckle	\$32.00	Oak Run	\$24.50
Alturas	24.50	College City	32.00	Shingletown	24.50
Bieber	24.50	Clear Creek	32.00	Tuolumne	24.50
Burney	24.50	Colusa	32.00		
Cedarville	24.50	Grimes	32.00		
Chester	24.50	Lake Almanor	32.00		
Courtland	24.50	Maxwell	32.00		
Eagle Lake	24.50	Needles	32.00		
Elk Grove	24.50	Princeton	32.00		
Fall River Mills	24.50	Westwood	32.00		
Ferndale	24.50	Williams	32.00		
Greenville	24.50				
Herlong	24.50				
Isleton	24.50				
Janesville	24.50				
Keddie	24.50				
McCloud	24.50				
Meadowview	24.50				
Millville	24.50				
Mineral	24.50				
Montgomery Creek	24.50				
Paynes Creek	24.50				
Petrolia	24.50				
Ravendale	24.50				
Rio Vista	24.50				
Susanville	24.50				
Walnut Grove	24.50				

* See Special Condition B.

** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: July 20, 2014

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

L. Business Measured Rate Access Line Service.

- B1M Single-Party Line Business Service
- B4SM* Four-Party Line Suburban Business Service
- PALM** Public Access Line Measured
- PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	<u>Monthly Rate</u>	<u>Exchange</u>	<u>Monthly Rate</u>	<u>Exchange</u>	<u>Monthly Rate</u>
Adin	\$26.50	Arbuckle	\$34.00	Oak Run	\$26.50
Alturas	\$26.50	College City	\$34.00	Shingletown	\$26.50
Bieber	\$26.50	Clear Creek	\$34.00	Tuolumne	\$26.50
Burney	\$26.50	Colusa	\$34.00		
Cedarville	\$26.50	Grimes	\$34.00		
Chester	\$26.50	Lake Almanor	\$34.00		
Courtland	\$26.50	Maxwell	\$34.00		
Eagle Lake	\$26.50	Needles	\$34.00		
Elk Grove	\$26.50	Princeton	\$34.00		
Fall River Mills	\$26.50	Westwood	\$34.00		
Ferndale	\$26.50	Williams	\$34.00		
Greenville	\$26.50				
Herlong	\$26.50				
Isleton	\$26.50				
Janesville	\$26.50				
Keddie	\$26.50				
McCloud	\$26.50				
Meadowview	\$26.50				
Millville	\$26.50				
Mineral	\$26.50				
Montgomery Creek	\$26.50				
Paynes Creek	\$26.50				
Petrolia	\$26.50				
Ravendale	\$26.50				
Rio Vista	\$26.50				
Susanville	\$26.50				
Walnut Grove	\$26.50				

(I) _____ (I)

* See Special Condition B.
 ** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

L. Business Measured Rate Access Line Service.

- B1M Single-Party Line Business Service
- B4SM* Four-Party Line Suburban Business Service
- PALM** Public Access Line Measured
- PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	<u>Monthly Rate</u>	<u>Exchange</u>	<u>Monthly Rate</u>	<u>Exchange</u>	<u>Monthly Rate</u>
Adin	\$27.50	Arbuckle	\$35.00	Oak Run	\$28.00
Alturas	\$27.50	College City	\$35.00	Shingletown	\$28.00
Bieber	\$27.50	Clear Creek	\$35.00	Tuolumne	\$28.00
Burney	\$27.50	Colusa	\$35.00		
Cedarville	\$27.50	Grimes	\$35.00		
Chester	\$27.50	Lake Almanor	\$35.00		
Courtland	\$27.50	Maxwell	\$35.00		
Eagle Lake	\$27.50	Needles	\$35.00		
Elk Grove	\$27.50	Princeton	\$35.00		
Fall River Mills	\$27.50	Westwood	\$35.00		
Ferndale	\$27.50	Williams	\$35.00		
Greenville	\$27.50				
Herlong	\$27.50				
Isleton	\$27.50				
Janesville	\$27.50				
Keddie	\$27.50				
McCloud	\$27.50				
Meadowview	\$27.50				
Millville	\$27.50				
Mineral	\$27.50				
Montgomery Creek	\$27.50				
Paynes Creek	\$27.50				
Petrolia	\$27.50				
Ravendale	\$27.50				
Rio Vista	\$27.50				
Susanville	\$27.50				
Walnut Grove	\$27.50				

(I) _____ (I)

* See Special Condition B.
 ** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: February 24, 2019

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

L. Business Measured Rate Access Line Service.

- B1M Single-Party Line Business Service
- B4SM* Four-Party Line Suburban Business Service
- PALM** Public Access Line Measured
- PTKM PBX Trunk Service

California Embedded Market		Golden State Market		Tuolumne Market	
<u>Exchange</u>	<u>Monthly Rate</u>	<u>Exchange</u>	<u>Monthly Rate</u>	<u>Exchange</u>	<u>Monthly Rate</u>
Adin	\$28.50	Arbuckle	\$36.25	Oak Run	\$30.00
Alturas	\$28.50	College City	\$36.25	Shingletown	\$30.00
Bieber	\$28.50	Clear Creek	\$36.25	Tuolumne	\$30.00
Burney	\$28.50	Colusa	\$36.25		
Cedarville	\$28.50	Grimes	\$36.25		
Chester	\$28.50	Lake Almanor	\$36.25		
Courtland	\$28.50	Maxwell	\$36.25		
Eagle Lake	\$28.50	Needles	\$36.25		
Elk Grove	\$28.50	Princeton	\$36.25		
Fall River Mills	\$28.50	Westwood	\$36.25		
Ferndale	\$28.50	Williams	\$36.25		
Greenville	\$28.50				
Herlong	\$28.50				
Isleton	\$28.50				
Janesville	\$28.50				
Keddie	\$28.50				
McCloud	\$28.50				
Meadowview	\$28.50				
Millville	\$28.50				
Mineral	\$28.50				
Montgomery Creek	\$28.50				
Paynes Creek	\$28.50				
Petrolia	\$28.50				
Ravendale	\$28.50				
Rio Vista	\$28.50				
Susanville	\$28.50				
Walnut Grove	\$28.50				

(I)

(I)

* See Special Condition B.
 ** A \$2.00 charge will be assessed for an optional feature of Coin Supervision/Transmission. See Special Condition H for additional information.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

K. Business Measured Rate customers usage within 0 -12 miles will be measured. The rate for local measured service applies as follows:

	Initial Period One Minute or <u>portion thereof</u>	Each Additional Minute or <u>portion thereof</u>
Each Call	\$0.0333	\$0.0105

L. Measured rate service unit rates and discounts apply as follows:

1. Full rate applies 8:00 AM to 5:00 PM, Monday through Friday. (Day)
2. 30% discount applies 5:00 PM to 11:00 PM Monday through Friday. (Evening)
3. 60% discount applies to all other hours/days including Holidays. (Night)
4. Usage rates will be billed using the rate period in which conversation actually takes place.

M. Time Measured Business Rate customers usage within 0 - 12 miles will be measured. The rate for local measured service applies as follows:

	All markets excluding <u>Global Valley</u>	<u>Usage Charges</u>
A. Day	Initial Period - one minute or portion thereof	\$0.0333
	Additional Minute	\$0.0105
B. Evening	Initial Period - one minute or portion thereof	\$0.0233
	Additional Minute	\$0.0073
C. Night	Initial Period - one minute or portion thereof	\$0.0133
	Additional Minute	\$0.0042

Effective: January 1, 2011

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.3 RATES AND CHARGES (Continued)

(D)

(D)

K. Time Measured Business Rate customers usage within 0 - 12 miles will be measured. The rate for local measured service applies as follows for each call:

(T)

(T)

	All markets excluding Global Valley	Usage Charges	
A. Day	Initial Period - one minute or portion thereof	\$0.0383	(I)
	Additional Minute	\$0.0155	
B. Evening	Initial Period - one minute or portion thereof	\$0.0283	
	Additional Minute	\$0.0123	
C. Night	Initial Period - one minute or portion thereof	\$0.0183	
	Additional Minute	\$0.0092	(I)

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS

- A. One party grade of service under this section is provided within the Utilities' filed exchange boundaries.
- B. In the Oak Run and Shingletown exchanges, one-party, key line, and PBX Trunk service will be furnished both inside the base rate area and outside the base rate area at the rates preceding. In the Tuolumne exchange, one-party, key line, and PBX trunk service will be furnished at the preceding rates.
- C. Two-party service and suburban four-party business service is furnished only to the same customer at the same premises as of August 25, 1988. Existing customers for these services will be charged at the single party rate in the California Embedded Market.
- D. Two-party and Four-party line services are not available inside or outside of the Base Rate Area in the Golden State Market.
- E. Suburban service is available only outside of the Base Rate Area or special rate areas. For all exchanges except Lake Almanor, suburban service is provided on a two-party line. In the Lake Almanor exchange suburban service is not available.
- F. In the Oak Run and Shingletown exchanges, suburban business service will be furnished outside the base rate area at the rates preceding and will be limited to two customers per line. Business suburban service will not be available after January 1, 1985.
- G. Key line rates apply to key lines furnished in connection with key telephone service.
- H. Off premises terminations will be provided at the applicable mileage rates as shown in Section 5.
- I. Rates preceding are for access lines only and include touch calling as the standard signaling arrangement.
- J. The rates for access line service do not include a telephone set with the line.
- K. Installation charges for Access Line Service are shown in Section 2, Multi-Element Service Charges.
- L. Global Valley Market - rates are determined by the geographic zone in which the customer is located. The base rate areas and special rate area are Zone 1 and the suburban areas are Zones 2 and 3. Zone 2 for Livingston, Patterson, and Westley exchanges extends one mile beyond the base rate areas and special rate area. Zone 3 for Livingston, Patterson, and Westley exchanges, is all the remaining suburban areas beyond Zone 2.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS (Continued)

- A. Hunting service involves two or more central office lines or trunks. The lines or trunks are arranged so that a call for the first line is completed to a succeeding line in the group when the first line is in use.
- B. Hunting service is offered in connection with business individual access line and C.O. trunk access line services, subject to availability and physical limitations of central office switching equipment.
- C. PBX Trunk rates apply to trunk lines furnished in connection with private branch exchange service and other trunk line services.
- D. Measured Service
 - 1. The monthly billing for usage will be the customer's accumulated usage for the billing period at rates and discounts shown in Rates 1.1.3.E. preceding. Measured Rate Service units do not apply to Public or Semi-Public Paystation services.
 - 2. Usage and usage discounts are not applicable to message toll calls.
 - 3. Time of day is determined in accordance with the time system, standard or daylight saving, legally or commonly in use.
 - 4. Discounts in Rates 1.1.3.G.3 preceding apply on the following Holidays:
 - a. New Years Day
 - b. Washington's Birthday
 - c. Independence Day
 - d. Labor Day
 - e. Thanksgiving Day
 - f. Christmas Day
 - 5. For a period of 120 days after the effective date of this Service Catalog, customers who choose to change their type of service will not be subject to move and change charges. Subsequent changes in service shall be subject to charges as set forth in Section 2.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility

- a. The customer is responsible for the installation, operation and maintenance of any COPT equipment used in connection with this service.
- b. The customer will be responsible for payment of local and ZUM usage rates and Utility and /or interexchange carrier toll rates for all sent-paid toll calls originating from this service. As part of the line rate, the Utility will provide Billed Number Screening to prevent terminating collect and third party billed calls from being billed to the service. Additionally, the Utility will provide direct dialed (1+) call blocking as part of the line rate. Other originating line screening options are available as shown in Section 5.3 and 5.4.
- c. Customer-owned pay telephones must be registered in compliance with the FCC's Registration Program or connected behind a FCC registered coupler. COPT equipment must be installed in compliance with the National Electric Safety Code.
- d. The customer will be responsible for permanently installing on, or adjacent to, each COPT a prominent display indicating the following in well-lighted and clearly legible form:

Cost information: (1) The cost of a sent paid local call will be prominently displayed, (2) the time limit on a local call (if any), (3) procedures for obtaining long distance rates, (4) local calls made by use of 10XXX, calling card or operator handled services may cost more than directly dialing the local number.

Dialing instructions: (1) Dialing sequence (coin or dial first), (2) dial O to reach an operator, (3) dialing instructions for reaching long distance operator, (4) 1+ and O+ dialing instructions.

No charge telephone numbers: (1) E9-1-1 Emergency - prominently displayed, (2) owner/operator, (3) refunds, repairs, complaints, (4) intraLATA directory assistance, (5) utility repair service, (6) 711 Telecommunications Relay Service.

Identification: (1) Name and free number of owner/operator, (2) name of operator services provider, (3) long distance provider (optional), (4) state if no incoming calls are allowed, (5) location of the phone, (6) payphone number or identification for emergency use.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS (Continued)

Q. Public Access Line (PAL) Service (Continued)

2. Customer Responsibility (Continued)

h. The customer COPT equipment must be programmed as follows: (Continued)

(6) IntraLATA non-sent paid calling: (Continued)

A 150-day back billing period shall be imposed for non-sent-paid calls originating from pay phones (i.e., the billed party must be billed for non-sent-paid calls originating from pay phones within 150 days from the date the calls were made, if they are to be billed at all.

The "mechanized rate" shall be applied to the calling card and commercial credit card calls unless the caller requests that the operator complete the call using O-procedures.

i. InterLATA Calls:

The customer may set a maximum rate of not more than \$.10 per call above AT&T California's authorized rate.

For InterLATA O+, the operator service personnel may instruct the caller to dial 950-XXXX, 10XXX, or 800 XXX-XXXX if the caller prefers to use the operator service/inter-exchange carrier of his/her choice to make a non-sent-paid interLATA call, and the operator services personnel may not be required to provide to the caller the specific number for reaching the caller's preferred carrier/operator services provider. Determination of the number shall be the caller's responsibility.

j. Local calls made by use of 10XXX, calling card or operator-handled service may cost more than directly dialing the local number.

k. The customer understands that service may be terminated by the Utility for violation of any approved tariff conditions contained in the Utility's tariffs.

l. The customer shall be responsible for the payment of charges as set forth in Section 2 for visits by a Utility employee to the customer's COPT when the service difficulty is caused by customer-owned equipment or facilities.

SECTION 1 - ACCESS LINES

1.1 EXCHANGE AREA SERVICE (Continued)

1.1.4 SPECIAL CONDITIONS (Continued)

S. Coin Line Service – West Coast Market (Continued)

5. Rates and Charges

- a. Coin Line Service is provided on a fixed rate basis. The monthly rate is applicable for Coin Line Service on a per-line basis.

Monthly Rate

1. Coin Line, per line

See Coin Line Service

(N)

(N)

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.2 EXTENDED AREA SERVICE (Continued)

1.2.4.1 ELK GROVE CALLING PLANS - Business

	<u>Rate</u>	<u>EAS Minutes</u>
A. Basic Plan	Basic Access Line Rate \$.02/Minute Maximum Charge \$6.00	0-120 121+
B. Block Plan	Basic Access Line Rate \$2.50/Month \$.02/Minute Maximum Charge \$6.00	0-120 121-300 300+
C. Unlimited Plan	Basic Access Line Rate \$5.00/Month	0-120 121+

1.2.5 SPECIAL CONDITIONS

- A. The Basic Plan includes 120 free minutes with a \$.02 per minute charge for additional calls up to \$6.00. Additional calls over \$6.00 are free.
- B. The Block Plan includes 120 free minutes with an additional 180 minutes for \$2.00 per month. The \$.02 per minute charge occurs for additional calls over the 300 minutes up to \$6.00. Additional calls over \$6.00 are free.
- C. The Unlimited Plan includes 120 free minutes with unlimited EAS calling for an additional \$4.00 per month.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.3 LOCAL CALLING PLANS – TUOLUMNE MARKET (Continued)

1.3.4 RATES AND CHARGES (Continued)

Detailed Message Billing

The monthly rate for Premium Flat Rate and Measured Service Plans do not include the provision of monthly billing detail. When a billing detail is furnished, the following charges will apply. Appropriate service charges as shown in Section 2, Multi-Element Service Charges, also apply if detail message billing is requested beyond six months (180 days) after the date LCPs are initially offered, or after a customer first requests telephone service from the Company. The billing detail includes date of call, called telephone number, answer time, and length of call. The customer must request a detailed bill at least 30 days in advance of the period for which detail is desired. This service is not provided for the Premium Flat Rate Option.

Detailed Message Billing - Rates

Per Customer bill, per month \$1.75

Charge per page of billing detail 0.10

1.3.5 SPECIAL CONDITIONS

- A. LCPs are available to flat or local measured residence one party, residence key line, business one party, business multi-line and Centrex customers.
- B. The Premium Flat rate Service provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.
- C. Measured Service provides discounted calling to specified exchanges for a monthly recurring charge plus a measured usage rate per minute. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis. The monthly recurring charge for Measured Service entitles the subscriber to one hour of calls placed to the terminating exchanges, with a per minute rate starting after the first hour. No credits will be given if the customer places less than one hour of calls on this plan.
- D. Customers who refrain from selecting either Premium Flat Rate Service or Measured Service will by default have their toll usage billed at long distance toll rates.
- E. A customer may subscribe to a LCP or change the LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a LCP is initially furnished to the customer or when the customer is making an initial request for service from the Company. Appropriate service charges will apply thereafter as specified under Section 2, Multi-Element Service Charges in this Service Catalog.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

A. Business Measured Rate Service – California Embedded Market (Continued)

4. The rates for Foreign Exchange Business service apply as follows:

	<u>Initial Period One Minute or portion thereof</u>	<u>Each Additional Minute or portion thereof</u>
Each call	\$.0333	\$.0105

5. Measured rates and discounts apply in accordance with A1.1.3. D. and AT&T California tariff Schedule Cal. P.U.C. A5.

B. Business Flat Rate Service

Rates
Per Month

- | | |
|---|---|
| 1. Single Line
PBX Trunk – California Embedded Market | Exchange rate applicable in appropriate section of Utility or connecting Utility tariff plus the following increment: |
| 2. Foreign exchange increment rate, each
(see Special Condition N and O) | \$26.80 |
| 3. Business Single Line offerings are limited to the following stated routes: | |

Local Exchange

Foreign Exchange

California Embedded Market

Adin
Burney
Burney
Cedarville
Chester
Chester
Fall River Mills
Fall River Mills
Greenville
Janesville
Montgomery Creek

Alturas
Fall River Mills
Montgomery Creek
Alturas
Lake Almanor
Susanville
Bieber
Burney
Lake Almanor
Susanville
Burney

Golden State Market

Lake Almanor
Colusa

Chester
Meridian*

* Limited to services established or applied for prior to May 10, 1975.

Effective: January 1, 2011

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

A. Business Measured Rate Service – California Embedded Market (Continued)

4. The rates for Foreign Exchange Business service apply as follows:

	<u>Initial Period One Minute or portion thereof</u>	<u>Each Additional Minute or portion thereof</u>
Each call	\$.0383 (I)	\$.0155 (I)

5. Measured rates and discounts apply in accordance with A1.1.3. D. and AT&T California tariff Schedule Cal. P.U.C. A5.

B. Business Flat Rate Service

Rates
Per Month

1. Single Line PBX Trunk – California Embedded Market plus the following increment: Exchange rate applicable in appropriate section of Utility or connecting Utility tariff

2. Foreign exchange increment rate, each (see Special Condition N and O) \$26.80

3. Business Single Line offerings are limited to the following stated routes:

Local Exchange

Foreign Exchange

California Embedded Market

Adin
Burney
Burney
Cedarville
Chester
Chester
Fall River Mills
Fall River Mills
Greenville
Janesville
Montgomery Creek

Alturas
Fall River Mills
Montgomery Creek
Alturas
Lake Almanor
Susanville
Bieber
Burney
Lake Almanor
Susanville
Burney

Golden State Market

Lake Almanor
Colusa

Chester
Meridian*

* Limited to services established or applied for prior to May 10, 1975.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

C. Residence Measured Rate Service

Rates
Per Month

1. Single Line Exchange rate applicable in appropriate section of Utility or connecting Utility tariff plus the following increment:
2. Foreign exchange increment rate, each \$10.00
(see Special Condition N)
3. Residence Single Line offerings are limited to the following stated routes:

Local Exchange

Foreign Exchange

California Embedded Market

Elk Grove
Elk Grove
Millville
Elk Grove
Elk Grove
Elk Grove
Elk Grove
Ferndale
Keddie

Stockton
Davis
Redding
Fair Oaks
Woodland
Galt
Placerville
Fortuna
Quincy

Golden State Market

Lake Almanor

Chester

D. Switched Foreign Exchange Service – California Embedded Market

Service

Rates

Business Measured Rate Service
(No Monthly Usage Allowance)

Exchange Rate applicable in Section 1 plus the following applicable increments.

Private Branch Exchange
(PBX) Measured Rate Service
(No Monthly Usage Allowance)

Residence Measured Rate Service
(Monthly Usage Allowance - \$3.00)

Effective: September 22, 2011

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

C. Residence Measured Rate Service

Rates
Per Month

1. Single Line Exchange rate applicable in appropriate section of Utility or connecting Utility tariff plus the following increment:
2. Foreign exchange increment rate, each \$10.00
(see Special Condition N)
3. Residence Single Line offerings are limited to the following stated routes:

Local Exchange

Foreign Exchange

California Embedded Market

Elk Grove	Stockton
Elk Grove	Davis
Millville	Redding
Elk Grove	Fair Oaks
Elk Grove	Woodland
Elk Grove	Galt
Elk Grove	Placerville
Ferndale	Fortuna
Keddie	Quincy

Golden State Market

Lake Almanor	Chester
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Tuolumne Market

Foreign exchange service is available only to customers of the Tuolumne exchange (local exchange) receiving business or residence individual line or residence suburban line service from the contiguous Sonora exchange (foreign exchange).

(N)
|
(N)

D. Switched Foreign Exchange Service – California Embedded Market

Service

Rates

Business Measured Rate Service (No Monthly Usage Allowance)	Exchange Rate applicable in Section 1 plus the following applicable increments.
Private Branch Exchange (PBX) Measured Rate Service (No Monthly Usage Allowance)	
Residence Measured Rate Service (Monthly Usage Allowance - \$3.00)	

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

D. Switched Foreign Exchange Service – California Embedded Market (Continued)

<u>Local Exchange</u>	<u>Foreign Exchange</u>	<u>Rate Zone</u>	<u>F1R*</u>	<u>Access Line FMB*</u>	<u>FPT*</u>
Elk Grove	Sacramento	A	\$18.25	\$22.20	\$40.30
Elk Grove	Sacramento	B	27.25	33.20	51.30
Elk Grove	Sacramento	C	47.25	57.20	75.30

Switched FEX Service is offered only in conjunction with Zone Usage Measurement Service as set forth in Section 1.

E. Toll rates in connection with switched foreign exchange service will be in accordance with the Service Catalog provisions of the foreign exchange.

F. Foreign Exchange Mileage Rates - in the Local Exchange.

	<u>Monthly Rate Each 1/4 Mile</u>
1. Business Service - Each Individual Line or PBX Trunk	8.00
2. Residence Service - Each Individual Line	\$4.00

G. Foreign Exchange Mileage Rate - Noncontiguous Exchanges. Each mile or fraction thereof, measured from rate center to rate center:

Monthly Rate
\$12.00

H. Suburban Mileage Rates - Applicable suburban mileage rate to class and grade of service furnished.

* Add A, B, or C to designate rate zones.

Effective: November 1, 2011

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

D. Switched Foreign Exchange Service – California Embedded Market (Continued)

<u>Local Exchange</u>	<u>Foreign Exchange</u>	<u>Rate Zone</u>	<u>F1R*</u>	<u>Access Line</u>		
				<u>FMB*</u>		<u>FPT*</u>
Elk Grove	Sacramento	A	\$31.50	\$46.70	(l)	\$40.30
Elk Grove	Sacramento	B	40.50	57.70		51.30
Elk Grove	Sacramento	C	60.50	81.70	(l)	75.30

Switched FEX Service is offered only in conjunction with Zone Usage Measurement Service as set forth in Section 1.

E. Toll rates in connection with switched foreign exchange service will be in accordance with the Service Catalog provisions of the foreign exchange.

F. Foreign Exchange Mileage Rates - in the Local Exchange.

	<u>Monthly Rate Each 1/4 Mile</u>
1. Business Service - Each Individual Line	8.00
or PBX Trunk	
2. Residence Service - Each Individual Line	\$4.00

	<u>Monthly Rate</u>
G. Foreign Exchange Mileage Rate - Noncontiguous Exchanges. Each mile or fraction thereof, measured from rate center to rate center:	\$12.00

H. Suburban Mileage Rates - Applicable suburban mileage rate to class and grade of service furnished.

* Add A, B, or C to designate rate zones.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

J. Off-Premises Extension Station Mileage – Tuolumne Market

A. Within the exchange area, each extension station or private branch exchange station:

- (1) Where the terminals are in different buildings on the same continuous property and such buildings are located beyond 300 feet from the primary station:
- (2) Where the terminals are on non-contiguous property.

Monthly Rate

K. Secretarial Line Service

The rates and special conditions applicable to this service are those in effect in AT&T California filed Schedule CAL P.U.C. No. A10 and A3.1.

L. Switched Foreign Exchange Connection Charges – Embedded California Market

Service

Nonrecurring
Charges*

Business Service
Residence Service

Applicable rates and charges
as shown in Section 2

1.4.4 SPECIAL CONDITIONS

- A. Under this section, "Local Exchange" is the exchange in which the primary or extension station is located. "Foreign Exchange" is the exchange from which the service is rendered, thus the exchange providing the dial tone.
- B. The above rates comprehend service, without additional charge, to all stations receiving service from the foreign exchange. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the toll tariff provisions of the foreign exchange.

* Charges are in addition to service connection charges as shown in Section 2.

Effective: July 1, 2013

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.3 RATES AND CHARGES (Continued)

J. Off-Premises Extension Station Mileage – Tuolumne Market (T)

B. Within the exchange area, each extension station or private branch exchange station:

(3) Where the terminals are in different buildings on the same continuous property and such buildings are located beyond 300 feet from the primary station:

(4) Where the terminals are on non-contiguous property.

Monthly Rate

K. Secretarial Line Service The rates and special conditions applicable to this service are those in effect in AT&T California filed Schedule CAL P.U.C. No. A10 and A3.1. (T)

L. Switched Foreign Exchange Connection Charges – Embedded California Market (T)

Service

Nonrecurring
Charges*

Business Service
Residence Service

Applicable rates and charges
as shown in Section 2

1.4.4 SPECIAL CONDITIONS

A. Under this section, "Local Exchange" is the exchange in which the primary or extension station is located. "Foreign Exchange" is the exchange from which the service is rendered, thus the exchange providing the dial tone.

B. The above rates comprehend service, without additional charge, to all stations receiving service from the foreign exchange. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the toll tariff provisions of the foreign exchange.

* Charges are in addition to service connection charges as shown in Section 2.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.4 SPECIAL CONDITIONS (Continued)

- C. Foreign exchange mileage rates as shown in Rates 1.4.3 preceding, are applicable to the airline distance between the customer's primary station and the nearest point on the local and foreign exchange common boundary, as determined in this condition and the nearest point on the foreign exchange base rate area boundary.
- D. Customers to Foreign exchange service are not required to take simultaneous service of the exchange from which local service normally would be rendered.
- E. Foreign exchange service will be furnished subject to the same conditions as to the use of local exchange service.
- F. Joint User Service will not be permitted in connection with Foreign Exchange Service nor will Foreign Exchange Service be provided for public use.
- G. Except as otherwise provided in these conditions, services furnished in the local exchange will be available in connection with Foreign Exchange Service in accordance with the Service Catalog provisions of the local exchange for the particular classification of service furnished.
- H. The Service Catalog provisions of the local exchange applicable to move and change charges and service connection charges will apply in connection with Foreign Exchange Service.
- I. A directory listing in connection with Foreign Exchange Service is provided in the directory for the foreign exchange without further charge. In addition, customers are also provided with the same directory listings in the alphabetical section of the local directory without further charge.
- J. Additional listings and lines of information will be furnished to Foreign Exchange customers in local or foreign directories in accordance with the Service Catalog provisions in effect for the directory containing the additional listing or line of information.
- K. Mileage rates are applicable to off-premises extension stations in accordance with Section 5 of the Service Catalog.
- L. In the case where extraordinary construction is required, the customer will be billed for the actual cost incurred by the Utility which includes a Federal Income Tax component as listed in Section 10, Rule 3 of the Service Catalog.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.4 FOREIGN EXCHANGE SERVICE (Continued)

1.4.4 SPECIAL CONDITIONS (Continued)

M. Foreign Exchange Business Extension Service:

1. Service under this section will be furnished only to customers receiving business individual line primary service in the foreign exchange listed in Section 1.4.3 preceding.
2. The local service area in connection with service furnished under this section will be the local service area effective in connection with the primary service to which the foreign exchange extension is connected.
3. No mileage charge is applicable to an extension from an off-premises extension located on the same premises as that off-premises extension.

N. Golden State Market – Basic rate of the foreign exchange for the class of service provided, plus one (1) center per message over the allowance provided for in the basic rate.

O. Golden State Market - The basic rate for business individual line service includes an allowance for 200 local messages plus:

- Chester line - \$.05 each message over allowance
- Meridian line - \$.06 each message over allowance

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.5 OPERATOR VERIFICATION INTERRUPT SERVICE – CALIFORNIA EMBEDDED MARKET

1.5.1 RATES AND CHARGES

- A. Local Operator Verification/Interrupt Service Where facilities and operating conditions permit, the Utility's Toll Operators may verify a busy line condition and/or interrupt a conversation in progress at the calling party's request. The charges for such service are:

\$.50 to verify and \$1.00 to interrupt.

No charge will apply when the Operator finds the called telephone line to be out of order.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.6 ZONE USAGE MEASUREMENT SERVICE – CALIFORNIA EMBEDDED MARKET

1.6.1 APPLICABILITY

Applicable from the Elk Grove Exchange in connection with all classes, types and grades of extended service including foreign exchange service. Public service is excluded.

1.6.2 TERRITORY

Applicable to the Elk Grove Exchange area where service is provided from Central Offices and/or Operating Systems capable of providing Zone Usage Measurement Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

1.6.3 RATES AND CHARGES

A. Flat and Measured Rate Service

Rates and allowances are set forth-in sections covering the services referred to under applicability above.

B. Zone Calling

1. The Zone Calling rates applicable to calls between zones as such zones are identified in Rate 1.6.3.C, are as follows:

<u>Zone</u>	<u>Initial Period</u> <u>1-Minute*</u>	<u>Each Addl.</u> <u>Minute*</u>
1	\$0.0333	\$0.0105
2	0.0333	0.0105
3	0.10	0.04

2. The Zone Calling rates are applicable during the time of day when conversation takes place. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine whether day rate or discount rate treatment applies. In cases where a message extends beyond one rate period, the appropriate rate treatment as specified in 1.6.3.B.4. following, applies to the respective periods of conversation.

* or portion thereof

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.7 UNLIMITED ZONE USAGE MEASUREMENT (ZUM) SERVICE – CALIFORNIA EMBEDDED MARKET

1.7.1 APPLICABILITY

Applicable to Single-party Line Residential Flat and Measured Service customers.

1.7.2 TERRITORY

Applicable to the territory within the Utility's exchange areas where Zone Usage Measurement (ZUM) service is authorized by the California Public Utilities Commission.

1.7.3 GENERAL

The Unlimited Zone Usage Measurement Plan for Residential customers is an optional calling plan available to Single-party line Residential customers and Switched Foreign Exchange Residential Measured Service customers. The plan provides unlimited calling, without Zone 3 usage charges, from a customer's home rate center to the corresponding ZUM Zone 3 terminating rate center(s) for a flat monthly rate.

1.7.4 RATES AND CHARGES

The monthly rate for the Unlimited ZUM Plan is in addition to the applicable Single-party line Residential and/or the Switched Foreign Exchange Residential Measured rates specified in its Local Exchange Tariff, Schedule A1.

	<u>Monthly Rate</u>	<u>Non-Recurring Installation Charge</u>
Unlimited ZUM Plan – Per Line	\$14.95	\$20.00

1.7.5 SPECIAL CONDITIONS

1. The Unlimited ZUM Plan does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit/Calling Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)
- Remote Call Forwarding
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

Effective: November 3, 2011

SECTION 1 - ACCESS LINES

1.7 UNLIMITED ZONE USAGE MEASUREMENT (ZUM) SERVICE – CALIFORNIA EMBEDDED MARKET

1.7.1 APPLICABILITY

Applicable to Single-party Line Residential Flat and Measured Service customers.

1.7.2 TERRITORY

Applicable to the territory within the Utility's exchange areas where Zone Usage Measurement (ZUM) service is authorized by the California Public Utilities Commission.

1.7.3 GENERAL

The Unlimited Zone Usage Measurement Plan for Residential customers is an optional calling plan available to Single-party line Residential customers and Switched Foreign Exchange Residential Measured Service customers. The plan provides unlimited calling, without Zone 3 usage charges, from a customer's home rate center to the corresponding ZUM Zone 3 terminating rate center(s) for a flat monthly rate.

1.7.4 RATES AND CHARGES

The monthly rate for the Unlimited ZUM Plan is in addition to the applicable Single-party line Residential and/or the Switched Foreign Exchange Residential Measured rates specified in its Local Exchange Tariff, Schedule A1.

	<u>Monthly Rate</u>	<u>Non-Recurring Installation Charge</u>
Unlimited ZUM Plan – Per Line	\$14.95	\$20.00

1.7.5 SPECIAL CONDITIONS

1. The Unlimited ZUM Plan does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)
- Remote Call Forwarding
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

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Effective: July 20, 2014

SECTION 1 - ACCESS LINES

1.7 UNLIMITED ZONE USAGE MEASUREMENT (ZUM) SERVICE – CALIFORNIA EMBEDDED MARKET

1.7.1 APPLICABILITY

Applicable to Single-party Line Residential Flat and Measured Service customers.

1.7.2 TERRITORY

Applicable to the territory within the Utility's exchange areas where Zone Usage Measurement (ZUM) service is authorized by the California Public Utilities Commission.

1.7.3 GENERAL

The Unlimited Zone Usage Measurement Plan for Residential customers is an optional calling plan available to Single-party line Residential customers and Switched Foreign Exchange Residential Measured Service customers. The plan provides unlimited calling, without Zone 3 usage charges, from a customer's home rate center to the corresponding ZUM Zone 3 terminating rate center(s) for a flat monthly rate.

1.7.4 RATES AND CHARGES

The monthly rate for the Unlimited ZUM Plan is in addition to the applicable Single-party line Residential and/or the Switched Foreign Exchange Residential Measured rates specified in its Local Exchange Tariff, Schedule A1.

	<u>Monthly Rate</u>	<u>Non-Recurring Installation Charge</u>
Unlimited ZUM Plan – Per Line	\$14.95	\$20.00

1.7.5 SPECIAL CONDITIONS

2. The Unlimited ZUM Plan does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- 3 Way Calling (per activation)
- Call Return *69 (per activation)
- Remote Call Forward
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

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(T)

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.7 UNLIMITED ZONE USAGE MEASUREMENT (ZUM) SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.7.5 SPECIAL CONDITIONS (Continued)

2. The Unlimited ZUM Plan is only available to Residential customers who subscribe to the Utility as their carrier for all local and Zone Usage Measurement calls.
3. Toll restricted access lines will not be eligible for the Unlimited ZUM Plan.
4. The Unlimited ZUM Plan is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited ZUM Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited ZUM Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.
5. Call detail for Zone 3 usage will not be displayed on the customer's bill.
6. Service Connection Charges and the Non-recurring Installation Charge listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited ZUM Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Connection and Non-Recurring Installation Charges will apply.
7. The \$3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited (ZUM) Service.

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.8 UNLIMITED LOCAL USAGE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.8.5 SPECIAL CONDITIONS

1. The Unlimited Local Usage Plan does not apply to the following types of calls or services:
 - Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit/Calling Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900/976 Service
 - Private Line Services
 - Wide Area Telecommunications and 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
 - Remote Call Forwarding
 - Foreign Exchange Service
 - Toll Station Service
 - Multi-party Service
2. The Unlimited Local Usage Plan is only available to Residential customers who subscribe to the Utility as their carrier for all Local Measured Usage and Zone Usage Measurement calls.
3. Toll restricted access lines will not be eligible for the Unlimited Local Usage Plan.
4. The Unlimited Local Usage Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Local Usage Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Local Usage Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.
5. Call detail for Local Measured Usage will not be displayed on the customer's bill.
6. Service Connection Charges and the Non-recurring Installation Charge listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Local Usage Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Connection and Non-recurring Installation Charges will apply.
7. The \$3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited Local Usage Service.

Effective: November 3, 2011

SECTION 1 - ACCESS LINES

1.8 UNLIMITED LOCAL USAGE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.8.5 SPECIAL CONDITIONS

1. The Unlimited Local Usage Plan does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- Three Way Calling (per activation)
- *69 (per activation)
- Remote Call Forwarding
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

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2. The Unlimited Local Usage Plan is only available to Residential customers who subscribe to the Utility as their carrier for all Local Measured Usage and Zone Usage Measurement calls.

3. Toll restricted access lines will not be eligible for the Unlimited Local Usage Plan.

4. The Unlimited Local Usage Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Local Usage Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Local Usage Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.

5. Call detail for Local Measured Usage will not be displayed on the customer's bill.

6. Service Connection Charges and the Non-recurring Installation Charge listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Local Usage Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Connection and Non-recurring Installation Charges will apply.

7. The \$3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited Local Usage Service.

Effective: July 20, 2014

SECTION 1 - ACCESS LINES

1.8 UNLIMITED LOCAL USAGE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.8.5 SPECIAL CONDITIONS

1. The Unlimited Local Usage Plan does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- 3 Way Calling (per activation)
- Call Return *69 (per activation)
- Remote Call Forward
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

4. The Unlimited Local Usage Plan is only available to Residential customers who subscribe to the Utility as their carrier for all Local Measured Usage and Zone Usage Measurement calls.

5. Toll restricted access lines will not be eligible for the Unlimited Local Usage Plan.

4. The Unlimited Local Usage Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Local Usage Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Local Usage Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.

7. Call detail for Local Measured Usage will not be displayed on the customer's bill.

8. Service Connection Charges and the Non-recurring Installation Charge listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Local Usage Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Connection and Non-recurring Installation Charges will apply.

9. The \$3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited Local Usage Service.

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Effective: October 16, 2016

SECTION 1 - ACCESS LINES

1.8 UNLIMITED LOCAL USAGE SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

1.8.5 SPECIAL CONDITIONS

1. The Unlimited Local Usage Plan does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- 3 Way Calling (per activation)
- Call Return *69 (per activation)
- Remote Call Forward
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

6. The Unlimited Local Usage Plan is only available to Residential customers who subscribe to the Utility as their carrier for all Local Measured Usage and Zone Usage Measurement calls.

7. Toll restricted access lines will not be eligible for the Unlimited Local Usage Plan.

4. The Unlimited Local Usage Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Local Usage Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Local Usage Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.

10. Call detail for Local Measured Usage will not be displayed on the customer's bill.

11. Service Charges listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Local Usage Plan for a 12-month period. In the event the customer cancels the plan after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Charges will apply. (T)

12. The \$3.00 monthly measured usage allowance defined in its Local Exchange Tariff, Schedule A1 of the Utility's tariff is not applicable to the Unlimited Local Usage Service. (T)

Effective: January 15, 2010

SECTION 1 - ACCESS LINES

1.9 SUPERTRUNK SERVICE – GLOBAL VALLEY MARKET (Continued)

1.9.4 SPECIAL CONDITIONS (Continued)

9. Responsibility of the Utility:

a. Liability:

Provisions concerning limitations of liability are set forth in its Local Exchange Tariff, Rule No. 24. The Utility shall not be responsible for limitation, operation, or maintenance of any terminal equipment or communications systems provided by a customer or authorized user. This service is not represented as adapted to the use of such equipment or systems and where such equipment or system is connected to the Utility facilities, the responsibility of the Utility shall be limited to the furnishing of facilities suitable for this service and to the maintenance and operation of such facilities in a manner proper for such digital service. Subject to this responsibility, the Utility shall be responsible only up to and including its local loop demarcation point and shall not be responsible for:

- (1) The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or
- (2) The reception of signals by such equipment or systems, or
- (3) Damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

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Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES

2.1.1 APPLICABILITY

Applicable to charges for processing and completion of customer requests for all exchange services.

2.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.1.3 RATES AND CHARGES

A. Business Service

	<u>NON-RECURRING CHARGE</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
1. Service Ordering (See Special Conditions B and D)				
a. Connecting new or additional service	\$21.50	29.50	21.50	21.50
b. Central office connection work, per line or trunk (See Special Conditions B & E)	21.50	30.75	21.50	21.50
c. Move Service Order Charge	17.00		21.50	21.50
d. Changing an existing service or adding new or additional service other than central office lines and Rates B.1.e. (including record changes), per service order*		18.00 (1)		
e. Changing an existing service to add custom calling feature(s) and/or advanced calling feature(s), per service order		9.00		
f. Long Distance Carrier Subscription Change Charge for equal access, access line	5.00			

(1) These charges do not apply to a customer who adds more than one line.

Effective: July 1, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES

2.1.1 APPLICABILITY

Applicable to charges for processing and completion of customer requests for all exchange services.

2.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.1.3 RATES AND CHARGES

A. Business Service

	<u>NON-RECURRING CHARGE</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
1. Service Ordering (See Special Conditions B and D)						(N)
a. Connecting new or additional service	\$21.50	29.50	21.50	21.50	25.00	
b. Central office connection work, per line or trunk (See Special Conditions B & E)	21.50	30.75	21.50	21.50	21.00	
c. Move Service Order Charge	17.00		21.50	21.50	14.40	(N)
d. Changing an existing service or adding new or additional service other than central office lines and Rates B.1.e. (including record changes), per service order*		18.00 (1)				
e. Changing an existing service to add custom calling feature(s) and/or advanced calling feature(s), per service order		9.00				
f. Long Distance Carrier Subscription Change Charge for equal access, access line	5.00					

(1) These charges do not apply to a customer who adds more than one line.

Effective: July 31, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES

2.1.1 APPLICABILITY

Applicable to charges for processing and completion of customer requests for all exchange services.

2.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.1.3 RATES AND CHARGES

A. Business Service

	<u>NON-RECURRING CHARGE</u>					
	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	West Coast Market	(T) (T)
1. Service Order Charges (as detailed in a through f below. See Special Conditions B and D)						
a. Connecting new or additional service, order charge	\$21.50	\$29.50	\$21.50	\$21.50	\$25.00	(T)
b. Central office connection work, per line or trunk, order charge (See Special Conditions B & E)	21.50	21.50	21.50	21.50	21.00	(T)
c. Move Service Order Charge	17.00		21.50	21.50	14.40	
d. Changing an existing service or adding new or additional service other than central office lines and Rates B.1.e. (including record changes), per service order*		18.00 (1)				
e. Changing an existing service to add custom calling feature(s) and/or advanced calling feature(s), per service order		9.00				
f. Long Distance Carrier Subscription Change Charge for equal access, access line	5.00					

(1) These charges do not apply to a customer who adds more than one line.

Effective: October 16, 2016

SECTION 2 - SERVICE CHARGES

(T)

2.1 SERVICE CHARGES

(T)

2.1.1 APPLICABILITY

Applicable to charges for processing and completion of customer requests for all exchange services.

2.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.1.3 RATES AND CHARGES

A. Business Service

NON-RECURRING CHARGE

	California Embedded Market	Global Valley Market	Golden State & Tuolumne Markets	West Coast Market	(T)
1. Service Order Charge - Initial	\$21.50	\$29.50	\$21.50	\$25.00	
2. Service Order Charge - Subsequent	\$22.00	\$23.00	\$26.50	\$19.40	(I)
3. Central Office Connection Charge (See Special Conditions B & E)	\$21.50	\$21.50	\$21.50	\$24.00	(T)(I)
4. Access Line Work Charge, per line	\$38.50	\$38.50	\$38.50	\$21.00	(L)(T)
5. Reconnect Charge (Refer to Special Condition I)	\$60.00	\$49.00	\$60.00	\$41.00	(L)(T)(I)
6. Long Distance Carrier Subscription Change Charge for equal access, access line	\$5.00				(T)

(D)

(L) Material relocated from Sheet 2.

(N)

Effective: July 22, 2018

SECTION 2 - SERVICE CHARGES

2.1 SERVICE CHARGES

2.1.1 APPLICABILITY

Applicable to charges for processing and completion of customer requests for all exchange services.

2.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.1.3 RATES AND CHARGES

A. Business Service

NON-RECURRING CHARGE

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
1. Service Order Charge - Initial	\$26.00	\$33.00	\$26.00	\$30.00	(1)
2. Service Order Charge - Subsequent	\$27.00	\$27.00	\$27.00	\$24.40	
3. Central Office Connection Charge (See Special Conditions B & E)	\$26.00	\$26.00	\$26.00	\$26.00	
4. Access Line Work Charge, per line	\$40.00	\$40.00	\$40.00	\$26.00	
5. Reconnect Charge (Refer to Special Condition I)	\$60.00	\$54.00	\$60.00	\$46.00	(1)
6. Long Distance Carrier Subscription Change Charge for equal access, access line	\$5.00				

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

A. Business Service (Continued)

	<u>MONTHLY CHARGE</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
Line connection work per line	38.50		38.50	38.50
Premises Visit Charge	30.75		30.75	30.75
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25		
b. San Antonio (See Special Condition B)		77.00		
Restoration-Reconnection Charge (Refer to Special Condition I)	46.25	46.25	46.25	46.25
Foreign Exchange Connection Charge				
Personalized Telephone Number	115.75 13.50	125.00	115.75	115.75
Reserved Numbers for Customers with current service (Charge per telephone number)	10.00			
Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00			

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

A. Business Service (Continued)

	<u>MONTHLY CHARGE</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	(N)
Line connection work per line	38.50		38.50	38.50	21.00	
Premises Visit Charge	30.75		30.75	30.75	25.00	(N)
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25				
b. San Antonio (See Special Condition B)		77.00				
Restoration-Reconnection Charge (Refer to Special Condition I)	46.25	46.25	46.25	46.25	35.40	(N)
Foreign Exchange Connection Charge	115.75	125.00	115.75	115.75		
Personalized Telephone Number	13.50					
Reserved Numbers for Customers with current service (Charge per telephone number)	10.00					
Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00					

Effective: September 23, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

A. Business Service (Continued)

	<u>MONTHLY CHARGE</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
Line connection work per line	38.50		38.50	38.50	21.00	
Premises Visit Charge	30.75		30.75	30.75	25.00	
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25				
b. San Antonio (See Special Condition B)		77.00				
Restoration-Reconnection Charge (Refer to Special Condition I)	60.00	49.00	60.00	60.00	35.40	(I)
Foreign Exchange Connection Charge	115.75	125.00	115.75	115.75		
Personalized Telephone Number	13.50					
Reserved Numbers for Customers with current service (Charge per telephone number)	10.00					
Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00					

Effective: July 31, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

A. Business Service (Continued)

	<u>MONTHLY CHARGE</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
2. Line connection work per line	\$38.50	\$38.50	\$38.50	\$38.50	\$21.00	(T)
3. Premises Visit Charge	30.75		30.75	30.75	25.00	
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25				
b. San Antonio (See Special Condition B)		77.00				
4. Restoration-Reconnection Charge (Refer to Special Condition I)	60.00	49.00	60.00	60.00	35.40	
5. Foreign Exchange Connection Charge	115.75	125.00	115.75	115.75		
6. Personalized Telephone Number	13.50					
7. Reserved Numbers for Customers with current service (Charge per telephone number)	10.00					
8. Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00					

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES

B. Residence Service

	<u>NON-RECURRING CHARGE</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
1. Service Ordering (See Special Conditions B and D)				
a. Connecting new or additional service	\$14.00	29.50	14.00	14.00
b. Central office connection work, per line or trunk (See Special Conditions B & E)	14.00	30.75	14.00	14.00
c. Move Service Order Charge	11.50		14.00	14.00
d. Changing an existing service or adding new or additional service other than central office lines and Rates B.1.e. (including record changes), per service order*		18.00 ⁽¹⁾		
e. Changing an existing service to add custom calling feature(s) and/or advanced calling feature(s), per service order		9.00		
f. Long Distance Carrier Subscription Change Charge for equal access, access line	5.00			
Line connection work per line	23.25		23.25	23.25

(1) These charges do not apply to a customer who adds more than one line.

Effective: July 1, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES

B. Residence Service

	<u>NON-RECURRING CHARGE</u>					(N)
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
1. Service Ordering (See Special Conditions B and D)						
a. Connecting new or additional service	\$14.00	29.50	14.00	14.00	15.00	
b. Central office connection work, per line or trunk (See Special Conditions B & E)	14.00	30.75	14.00	14.00	20.00	
c. Move Service Order Charge	11.50		14.00	14.00	9.25	
d. Each Subsequent Service Connection at the same address as the first Service Connection					7.50	(N)
e. Changing an existing service or adding new or additional service other than central office lines and Rates B.1.e. (including record changes), per service order*		18.00 ⁽¹⁾				(T)
f. Changing an existing service to add custom calling feature(s) and/or advanced calling feature(s), per service order		9.00				(T)
g. Long Distance Carrier Subscription Change Charge for equal access, access line	5.00					(T)
Line connection work per line	23.25		23.25	23.25	20.00	(N)

(1) These charges do not apply to a customer who adds more than one line.

Effective: July 31, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES

B. Residence Service

	<u>NON-RECURRING CHARGE</u>					
	California Embedded <u>Market</u>	Global Valley <u>Market</u>	Golden State <u>Market</u>	Tuolumne <u>Market</u>	West Coast <u>Market</u>	(T)
1. Service Order Charges (See Special Conditions B and D)						
a. Connecting new or additional service, order charge	\$14.00	\$29.50	\$14.00	\$14.00	\$15.00	(T)
b. Central office connection work, per line or trunk, order charge (See Special Conditions B & E)	14.00	14.00	14.00	14.00	15.00	(T)
c. Move Service Order Charge	11.50		14.00	14.00	9.25	
d. Each Subsequent Service Connection at the same address as the first Service Connection					7.50	
e. Changing an existing service or adding new or additional service other than central office lines and Rates B.1.e. (including record changes), per service order*		18.00(1)				
f. Changing an existing service to add custom calling feature(s) and/or advanced calling feature(s), per service order		9.00				
g. Long Distance Carrier Subscription Change Charge for equal access, access line	5.00					
2. Line connection work per line	23.25	30.75	23.25	23.25	20.00	(T)

(1) These charges do not apply to a customer who adds more than one line.

Effective: October 16, 2016

SECTION 2 - SERVICE CHARGES

(T)

2.1 SERVICE CHARGES (Continued)

(T)

2.1.3 RATES AND CHARGES

B. Residence Service

NON-RECURRING CHARGE

	California Embedded Market	Global Valley Market	Golden State & Tuolumne Markets	West Coast Market	(T)
1. Service Order Charge - Initial	\$19.00	\$29.50	\$19.00	\$20.00	(I)
2. Service Order Charge - Subsequent	\$16.50	\$20.00	\$19.00	\$14.25	(I)
3. Central Office Connection Charge (See Special Conditions B & E)	\$17.75	\$17.75	\$17.75	\$20.00	(T)(I)
4. Access Line Work Charge, per line	\$23.25	\$30.75	\$23.25	\$20.00	(L)(T)
5. Reconnect Charge (Refer to Special Condition I)	\$40.00	\$49.00	\$40.00	\$40.00	(L)(T)(I)
6. Long Distance Carrier Subscription Change Charge for equal access, access line	\$5.00				(T)

(D)

(L) Material relocated from Sheet 4.

(N)

Effective: July 22, 2018

SECTION 2 - SERVICE CHARGES

2.1 SERVICE CHARGES (Continued)

2.1.3 RATES AND CHARGES

B. Residence Service

NON-RECURRING CHARGE

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
1. Service Order Charge - Initial	\$24.00	\$30.00	\$24.00	\$24.00	(I)
2. Service Order Charge - Subsequent	\$21.00	\$21.00	\$21.00	\$19.25	
3. Central Office Connection Charge (See Special Conditions B & E)	\$22.00	\$22.00	\$22.00	\$22.00	
4. Access Line Work Charge, per line	\$28.00	\$34.00	\$28.00	\$25.00	
5. Reconnect Charge (Refer to Special Condition I)	\$45.00	\$49.00	\$45.00	\$45.00	(I)
6. Long Distance Carrier Subscription Change Charge for equal access, access line	\$5.00				

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

B. Residence Service (Continued)

	<u>MONTHLY CHARGE</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
Premises Visit Charge	30.75		30.75	30.75
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25		
b. San Antonio (See Special Condition B)		77.00		
Restoration-Reconnection Charge (Refer to Special Condition I)	25.00	46.25	23.25	23.25
Foreign Exchange Connection Charge	75.25	100.00	75.25	75.25
Personalized Telephone Number	13.50			
Reserved Numbers for Customers with current service (Charge per telephone number)	10.00			
Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00			

Effective: July 1, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

B. Residence Service (Continued)

	<u>NON-RECURRING CHARGE</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	(N)
Premises Visit Charge	30.75		30.75	30.75	25.00	(N)
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25				
b. San Antonio (See Special Condition B)		77.00				
Restoration-Reconnection Charge (Refer to Special Condition I)	25.00	46.25	23.25	23.25	29.25	(N)
Foreign Exchange Connection Charge	75.25	100.00	75.25	75.25		
Personalized Telephone Number	13.50					
Reserved Numbers for Customers with current service (Charge per telephone number)	10.00					
Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00					

Effective: September 23, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

B. Residence Service (Continued)

	<u>NON-RECURRING CHARGE</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
3. Premises Visit Charge	30.75		30.75	30.75	25.00	
a. Guinda, Livingston, Patterson and Westley (See Special Condition B)		46.25				
b. San Antonio (See Special Condition B)		77.00				
4. Restoration-Reconnection Charge (Refer to Special Condition I)	37.25	49.00	37.25	37.25	35.00	(I)
5. Foreign Exchange Connection Charge	75.25	100.00	75.25	75.25		
6. Personalized Telephone Number	13.50					
7. Reserved Numbers for Customers with current service (Charge per telephone number)	10.00					
8. Reserved Numbers for Customers with no current service (Charge per telephone number)	10.00					

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine customers are billed for Service Connection Charges on a monthly basis extending over a period of three months. Refer to the Local Exchange Tariff A1 Access Lines, 1.3.5 for other conditions for reduced rate Service Connection Charges for Lifeline customers.

NON-RECURRING CHARGE

	California Embedded <u>Market</u>	Global Valley <u>Market</u>	Golden State <u>Market</u>	Tuolumne <u>Market</u>
Service Ordering – Residence				
a. For connecting new or additional service (i.e. Central Office Lines) (Refer to Special Condition B 1 and B2, c.) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00
b. Move Service Order Charge (Refer to Special Condition B 1) California Lifeline Charge	7.00	10.00	7.00	7.00
Premises Visit Charge (Refer to Special Condition C) California LifeLine Charge	15.37	No Charge	15.37	15.37

Effective: December 1, 2011

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers are billed for Service Connection Charges on a monthly basis extending over a period of three months. Refer to the Local Exchange Tariff A1 Access Lines, 1.3.5 for other conditions for reduced rate Service Connection Charges for Lifeline subscribers. (T)

NON-RECURRING CHARGE

1. Service Ordering - Residence

	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	
a. For connecting new or additional service	\$14.00	\$29.50	\$14.00	\$14.00	
(1) Federal Link Up Credit	7.00	9.75	7.00	7.00	(N)
(2) California Specific Support Credit	<u>0.00</u>	<u>9.75</u>	<u>0.00</u>	<u>0.00</u>	
(3) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	(N)
b. Central Office connection work, per line (Refer to Special Condition B 1 and B2, c.)	\$14.00		\$14.00	\$14.00	
(1) Federal Link Up Credit	7.00		7.00	7.00	(N)
(2) California Specific Support Credit	<u>0.00</u>		<u>0.00</u>	<u>0.00</u>	
(3) California LifeLine Charge	\$7.00		\$7.00	\$7.00	(N)
c. Move/Change Service Order Charge (also known as California LifeLine Service Conversion Charge) (Refer to Special Condition B 1)	\$11.50	\$18.00	\$14.00	\$14.00	(T)
(1) Federal Link Up Credit	<u>4.50</u>	<u>8.00</u>	<u>7.00</u>	<u>7.00</u>	(N)
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	(N)
2. Line Connection work, per line – Residence	\$23.25	\$30.75	\$23.25	\$23.25	(N)
(1) Federal Link Up Credit	11.63	15.38	11.63	11.63	
(2) California Specific Support Credit	<u>11.62</u>	<u>15.37</u>	<u>11.62</u>	<u>11.62</u>	
(3) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	(N)
3. Premises Visit Charge (Refer to Special Condition C)	\$30.75	\$46.25	\$30.75	\$30.75	(T)
(1) Federal Link Up Credit	11.37	4.87	11.37	11.37	(N)
(2) California Specific Support Credit	<u>4.01</u>	<u>18.25</u>	<u>4.01</u>	<u>4.01</u>	
(3) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$15.37	
4. Restoration – Reconnection Charge	\$25.00	\$46.25	\$23.25	\$23.25	(N)

Effective: April 1, 2012

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers are billed for Service Connection Charges on a monthly basis extending over a period of three months. Refer to the Local Exchange Tariff A1 Access Lines, 1.3.5 for other conditions for reduced rate Service Connection Charges for Lifeline subscribers.

NON-RECURRING CHARGE

1. Service Ordering - Residence

	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	
a. For connecting new or additional service	\$14.00	\$29.50	\$14.00	\$14.00	
(1) California Specific Support Credit	<u>7.00</u>	<u>19.50</u>	<u>7.00</u>	<u>7.00</u>	(D)
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	(T)(I)
b. Central Office connection work, per line (Refer to Special Condition B 1 and B2, c.)	\$14.00		\$14.00	\$14.00	(T)
(1) California Specific Support Credit	<u>7.00</u>		<u>7.00</u>	<u>7.00</u>	(D)
(2) California LifeLine Charge	\$7.00		\$7.00	\$7.00	(T)(I)
c. Move/Change Service Order Charge (also known as California LifeLine Service Conversion Charge) (Refer to Special Condition B 1)	\$11.50	\$18.00	\$14.00	\$14.00	
(1) California Specific Support Credit	<u>4.50</u>	<u>8.00</u>	<u>7.00</u>	<u>7.00</u>	(C)
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	
2. Line Connection work, per line – Residence	\$23.25	\$30.75	\$23.25	\$23.25	
(1) California Specific Support Credit	<u>23.25</u>	<u>30.75</u>	<u>23.25</u>	<u>23.25</u>	(D)
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	(T)(I)
3. Premises Visit Charge (Refer to Special Condition C)	\$30.75	\$46.25	\$30.75	\$30.75	
(1) California Specific Support Credit	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>15.38</u>	(D)
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$15.37	(T)(I)
4. Restoration – Reconnection Charge	\$25.00	\$46.25	\$23.25	\$23.25	(T)

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers are billed for Service Connection Charges on a monthly basis extending over a period of three months. Refer to the Local Exchange Tariff A1 Access Lines, 1.3.5 for other conditions for reduced rate Service Connection Charges for Lifeline subscribers.

NON-RECURRING CHARGE

1. Service Ordering - Residence

	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	West Coast	(N)
a. For connecting new or additional service	\$14.00	\$29.50	\$14.00	\$14.00	\$15.00	
(1) California Specific Support Credit	<u>7.00</u>	<u>19.50</u>	<u>7.00</u>	<u>7.00</u>	<u>7.50</u>	
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	\$7.50	
b. Central Office connection work, per line (Refer to Special Condition B 1 and B2, c.)	\$14.00		\$14.00	\$14.00	\$15.00	
(1) California Specific Support Credit	<u>7.00</u>		<u>7.00</u>	<u>7.00</u>	<u>7.50</u>	
(2) California LifeLine Charge	\$7.00		\$7.00	\$7.00	\$7.50	
c. Move/Change Service Order Charge (also known as California LifeLine Service Conversion Charge) (Refer to Special Condition B 1)	\$11.50	\$18.00	\$14.00	\$14.00	\$9.25	
(1) California Specific Support Credit	<u>4.50</u>	<u>8.00</u>	<u>7.00</u>	<u>7.00</u>	<u>1.75</u>	
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	\$7.50	
2. Line Connection work, per line – Residence	\$23.25	\$30.75	\$23.25	\$23.25	\$20.00	
(1) California Specific Support Credit	<u>23.25</u>	<u>30.75</u>	<u>23.25</u>	<u>23.25</u>	<u>20.00</u>	
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
3. Premises Visit Charge (Refer to Special Condition C)	\$30.75	\$46.25	\$30.75	\$30.75	\$35.00	
(1) California Specific Support Credit	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>15.38</u>	<u>17.50</u>	
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$15.37	\$17.50	
4. Restoration – Reconnection Charge	\$25.00	\$46.25	\$23.25	\$23.25	\$29.25	(N)

Effective: September 23, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers are billed for Service Connection Charges on a monthly basis extending over a period of three months. Refer to the Local Exchange Tariff A1 Access Lines, 1.3.5 for other conditions for reduced rate Service Connection Charges for Lifeline subscribers.

NON-RECURRING CHARGE

1. Service Ordering - Residence

	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	West Coast
a. For connecting new or additional service	\$14.00	\$29.50	\$14.00	\$14.00	\$15.00
(1) California Specific Support Credit	<u>7.00</u>	<u>19.50</u>	<u>7.00</u>	<u>7.00</u>	<u>7.50</u>
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	\$7.50
b. Central Office connection work, per line (Refer to Special Condition B 1 and B2, c.)	\$14.00		\$14.00	\$14.00	\$15.00
(1) California Specific Support Credit	<u>7.00</u>		<u>7.00</u>	<u>7.00</u>	<u>7.50</u>
(2) California LifeLine Charge	\$7.00		\$7.00	\$7.00	\$7.50
c. Move/Change Service Order Charge (also known as California LifeLine Service Conversion Charge) (Refer to Special Condition B 1)	\$11.50	\$18.00	\$14.00	\$14.00	\$9.25
(1) California Specific Support Credit	<u>4.50</u>	<u>8.00</u>	<u>7.00</u>	<u>7.00</u>	<u>1.75</u>
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	\$7.50
2. Line Connection work, per line – Residence	\$23.25	\$30.75	\$23.25	\$23.25	\$20.00
(1) California Specific Support Credit	<u>23.25</u>	<u>30.75</u>	<u>23.25</u>	<u>23.25</u>	<u>20.00</u>
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3. Premises Visit Charge (Refer to Special Condition C)	\$30.75	\$46.25	\$30.75	\$30.75	\$35.00
(1) California Specific Support Credit	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>15.38</u>	<u>17.50</u>
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$15.37	\$17.50
4. Restoration – Reconnection Charge	\$37.25	\$49.00	\$37.25	\$37.25	\$35.00 (I)

Effective: March 28, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers may be billed for Service Connection Charges on a monthly basis, to a maximum period of twelve months. Per CA CPUC Decision D14-01-036, state funded support for discounts provided on Non-Recurring Charges will be capped at \$39.00 per participant, per instance.

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NON-RECURRING CHARGE

1. Service Ordering - Residence

	California Embedded Market	Global Valley Market	Golden State Market	Tuolumne Market	West Coast
a. For connecting new or additional service	\$14.00	\$29.50	\$14.00	\$14.00	\$15.00
(1) California Specific Support Credit	<u>7.00</u>	<u>19.50</u>	<u>7.00</u>	<u>7.00</u>	<u>7.50</u>
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	\$7.50
b. Central Office connection work, per line (Refer to Special Condition B 1 and B2, c.)	\$14.00		\$14.00	\$14.00	\$15.00
(1) California Specific Support Credit	<u>7.00</u>		<u>7.00</u>	<u>7.00</u>	<u>7.50</u>
(2) California LifeLine Charge	\$7.00		\$7.00	\$7.00	\$7.50
c. Move/Change Service Order Charge (also known as California LifeLine Service Conversion Charge) (Refer to Special Condition B 1)	\$11.50	\$18.00	\$14.00	\$14.00	\$9.25
(1) California Specific Support Credit	<u>4.50</u>	<u>8.00</u>	<u>7.00</u>	<u>7.00</u>	<u>1.75</u>
(2) California LifeLine Charge	\$7.00	\$10.00	\$7.00	\$7.00	\$7.50
2. Line Connection work, per line – Residence	\$23.25	\$30.75	\$23.25	\$23.25	\$20.00
(1) California Specific Support Credit	<u>23.25</u>	<u>30.75</u>	<u>23.25</u>	<u>23.25</u>	<u>20.00</u>
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3. Premises Visit Charge (Refer to Special Condition C)	\$30.75	\$46.25	\$30.75	\$30.75	\$35.00
(1) California Specific Support Credit	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>15.38</u>	<u>17.50</u>
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$15.37	\$17.50
4. Restoration – Reconnection Charge	\$37.25	\$49.00	\$37.25	\$37.25	\$35.00

Effective: October 16, 2016

SECTION 2 - SERVICE CHARGES

(T)

2.1 SERVICE CHARGES (Continued)

(T)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers may be billed for Service Charges on a monthly basis, to a maximum period of twelve months. Per CA CPUC Decision D14-01-036, state funded support for discounts provided on Non-Recurring Charges will be capped at \$39.00 per participant, per instance.

(T)

1. Residence

NON-RECURRING CHARGE

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	California Embedded Market	Global Valley Market	Golden State & Tuolumne Markets	West Coast Market	
a. Service Order Charge - Initial	\$19.00	\$29.50	\$19.00	\$20.00	(T)(I)
(1) California Specific Support Credit	<u>9.50</u>	<u>19.50</u>	<u>9.50</u>	<u>10.00</u>	(T)(I)
(2) California LifeLine Charge	\$9.50	\$10.00	\$9.50	\$10.00	
b. Central Office Connection Charge, per line	\$17.75	\$14.00	\$17.75	\$20.00	(T)(I) (D)
(1) California Specific Support Credit	<u>8.87</u>	<u>7.00</u>	<u>8.87</u>	<u>10.00</u>	(I)
(2) California LifeLine Charge	\$8.88	\$7.00	\$8.88	\$10.00	(T)(I)
c. Service Order Charge - Subsequent	\$16.50	\$20.00	\$19.00	\$14.25	(T)(I) (D) (D)
(1) California Specific Support Credit	<u>8.25</u>	<u>10.00</u>	<u>9.50</u>	<u>7.12</u>	(T)(I)
(2) California LifeLine Charge	\$8.25	\$10.00	\$9.50	\$7.13	(I)
2. Access Line Work Charge, per line	\$23.25	\$30.75	\$23.25	\$20.00	(T)
(1) California Specific Support Credit	<u>23.25</u>	<u>30.75</u>	<u>23.25</u>	<u>20.00</u>	
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00	
3. Premises Visit Charge	\$30.75	\$46.25	\$30.75	\$35.00	(D)
(1) California Specific Support Credit	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>17.50</u>	
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$17.50	
4. Reconnect Charge	\$40.00	\$49.00	\$40.00	\$40.00	(T)(I)

Effective: July 22, 2018

SECTION 2 - SERVICE CHARGES

2.1 SERVICE CHARGES (Continued)

2.1.3 RATES AND CHARGES (Continued)

C. Residence Service – California LifeLine Telephone Program.

California LifeLine subscribers may be billed for Service Charges on a monthly basis, to a maximum period of twelve months. Per CA CPUC Decision D14-01-036, state funded support for discounts provided on Non-Recurring Charges will be capped at \$39.00 per participant, per instance.

1. Residence

NON-RECURRING CHARGE

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>
a. Service Order Charge - Initial	\$24.00	\$30.00	\$24.00	\$24.00
(1) California Specific Support Credit	<u>14.00</u>	<u>20.00</u>	<u>14.00</u>	<u>14.00</u>
(2) California LifeLine Charge	\$10.00	\$10.00	\$10.00	\$10.00
b. Central Office Connection Charge, per line	\$22.00	\$22.00	\$22.00	\$25.00
(1) California Specific Support Credit	<u>12.00</u>	<u>12.87</u>	<u>12.00</u>	<u>15.00</u>
(2) California LifeLine Charge	\$10.00	\$9.13	\$10.00	\$10.00
c. Service Order Charge - Subsequent	\$21.00	\$21.00	\$21.00	\$19.25
(1) California Specific Support Credit	<u>11.00</u>	<u>11.00</u>	<u>11.00</u>	<u>9.87</u>
(2) California LifeLine Charge	\$10.00	\$10.00	\$10.00	\$9.38
2. Access Line Work Charge, per line	\$28.00	\$34.00	\$28.00	\$25.00
(1) California Specific Support Credit	<u>28.00</u>	<u>34.00</u>	<u>28.00</u>	<u>25.00</u>
(2) California LifeLine Charge	\$0.00	\$0.00	\$0.00	\$0.00
3. Premises Visit Charge	\$30.75	\$46.25	\$30.75	\$35.00
(1) California Specific Support Credit	<u>15.38</u>	<u>23.12</u>	<u>15.38</u>	<u>17.50</u>
(2) California LifeLine Charge	\$15.37	\$23.13	\$15.37	\$17.50
4. Reconnect Charge	\$40.00	\$49.00	\$40.00	\$40.00

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Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS

- A. Multi-element service charges for Service Connection are applied to business, residence, and WATS/800 service except as shown otherwise. The charges apply to the ordering, installation, changing and rearranging of telephone service and other facilities.
- B. Multi-element service charges include the following:
1. Service Ordering Charge means the charge that applies per customer request for work performed by the Utility as shown below.
 - a. New and additional service ordering charges (Refer to Rates and Charges 2.1.3) preceding are the charges, which apply to service orders associated with Central Office Line Connection.
 - b. Move service ordering charges (Refer to Rates and Charges 2.1.3) preceding are the charges which apply to all other activities except for billing address changes and as otherwise mentioned in Special Conditions 2.1.4.B.2 and 2.1.4.B.3 following.
 - c. Service ordering charges for California LifeLine will be at a 50% reduction of regular Service Catalog rate.
 - d. The subscription charge for Interexchange Carrier (IC) changes is billed to the requesting customer. In the event the customer is incorrectly subscribed due to misassignment on the part of the IC and the IC is unable to document such assignment, the Utility will apply the charge to the IC responsible for the misassignment of the customer, assign the customer to an IC of the customer's choice, and credit the original subscription charge. Other multi-element charges are not applicable.
 2. Line Connection Work means the work that applies to arranging an exchange line to provide service between the central office and the customer's premises. The charge applies to work including but not limited to:
 - a. Establishing or changing connections in the central office.
 - b. Establishing or changing connections in distribution facilities between the central office and the customer's premises, including necessary cross-connections, line transfers and off premises extensions.
 - c. For California LifeLine service, which provides for connection at 50% reduction of the regular, ordering charge, no line connection charge shall apply.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS (Continued)

B. Multi-element service charges include the following: (Continued)

3. Premises Visit Charges:

- a. Premises Visit Charges will apply in the event the installer is unable to access the customer's premises at the time previously agreed upon by the Utility and the customer.
 - b. If the customer changes the appointment time prior to the installer's dispatch, no charges will be applicable.
 - c. Premises Visit Charge is the charge that applies to a visit to the customer's premises to perform work requested by the customer other than disconnect. These charges may include visits to the customer's premises where a "No Access" condition is found, and an appointment existed, or visits to the customer's premises to move Utility- owned property for the customer's convenience.
 - d. Global Valley Market:
 1. When establishing an installation appointment for which the customer must be present, the Utility shall offer the customer a four-hour or shorter period during which it will arrive to commence work. If the installation is not commenced within that period, the Utility shall provide a \$25 credit to the customer unless the appointment was missed because of the following reasons:
 - a. the Utility was denied access to the premises,
 - b. force majeure, or
 - c. the Utility canceled or rescheduled the appointment no later than 5:00 p.m. two business days prior to the appointment.
 2. This credit is independent of any remedies available to the customer under Civil Code Section 1722(c) or elsewhere.
 - e. For California LifeLine service, this charge is provided for at 50% reduction in rates.
- C. The charges are intended to cover, in part, certain operational expenses incident to the establishment of telephone service and the connection of service to the point of demarcation, and subsequent changes ordered by the customer.

Multi-element service charges provided for herein are in addition to the rates, nonrecurring and installation charges as set forth in other sections of the Service Catalog and/or Local Exchange Tariff.

Effective: March 13, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS (Continued)

B. Multi-element service charges include the following: (Continued)

3. Premises Visit Charges:

e. Premises Visit Charges will apply in the event the installer is unable to access the customer's premises at the time previously agreed upon by the Utility and the customer.

f. If the customer changes the appointment time prior to the installer's dispatch, no charges will be applicable.

g. Premises Visit Charge is the charge that applies to a visit to the customer's premises to perform work requested by the customer other than disconnect. These charges may include visits to the customer's premises where a "No Access" condition is found, and an appointment existed, or visits to the customer's premises to move Utility- owned property for the customer's convenience.

h. Global Valley Market:

1. When establishing an installation appointment for which the customer must be present, the Utility shall offer the customer a four-hour or shorter period during which it will arrive to commence work. If the installation is not commenced within that period, the customer will be eligible to receive a credit of \$25.00, unless the appointment was missed because of the following reasons:

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a. the Utility was denied access to the premises,

b. force majeure, or

c. the Utility canceled or rescheduled the appointment no later than 5:00 p.m. two business days prior to the appointment.

2. This credit is independent of any remedies available to the customer under Civil Code Section 1722(c) or elsewhere.

3. A credit will be extended in accordance with the above conditions at the request of the customer.

(N)
(N)

e. For California LifeLine service, this charge is provided for at 50% reduction in rates.

C. The charges are intended to cover, in part, certain operational expenses incident to the establishment of telephone service and the connection of service to the point of demarcation, and subsequent changes ordered by the customer.

Multi-element service charges provided for herein are in addition to the rates, nonrecurring and installation charges as set forth in other sections of the Service Catalog and/or Local Exchange Tariff.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS (Continued)

- D. Except as otherwise shown, one service ordering charge applies to each service order issued for each customer request. Only one service ordering charge applies for all items included on that service order.
- E. The multi-element line connection work charge applies to each exchange line provided or worked on, including local and switched foreign exchange and WATS/800 service, and to each exchange line extended to an off premises address.
- F. A change of location from one premises to another, will be treated as a transfer.
- G. Multi-element service charges do not apply in connection with:
 - 1. Services other than those set forth above, including Private Line.
 - 2. Public (nonguarantee) telephone
 - 3. Farmer Line Service
 - 4. Moves necessary to conform with requirements of its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 19, Customer's Private Service Not for Public Use.
 - 5. Moves and changes required by the Utility for the maintenance of the service.
 - 6. Telephone number changes as provided for in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 18.
 - 7. Disconnection of a customer's access line or other services.
 - 8. Change in billing and/or directory listing initiated by the Utility.
 - 9. Re-establishment of service at the same premises after destruction or partial destruction of the customer's premises by means beyond the control of the customer.
 - 10. When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
 - 11. Changes to a customer's name, billing address and credit information.
 - 12. Changes from Rotary Dial to Touch Tone or Touch Calling.
 - 13. Touch Tone or Touch Calling, which is offered with basic service.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS (Continued)

G. Multi-element service charges do not apply in connection with:

12. Reconnection of service due to Federal Government Intervention. In the event the Federal Government orders the Utility to disconnect the service and subsequently it is to be reconnected at the same location (with the customer's consent), multi-element service charges will not apply.
13. Regrading from multi-party to single party line.

H. Multi-element service charges apply in connection with:

1. Supersedure - Charges as set forth in this section are applicable, and include a change of primary listing and/or billing when required. Refer also to the Local Exchange Tariff, Schedule Cal. P.U.C. Schedule No. R1 Rule No. 1 for definitions and application of supersedures.
2. Changes as set forth in this section are applicable to changes in billing for payment of service other than supersedure, requiring the issuance of a service order, including:
 - a. Transfer of service between spouses or members of the immediate family. When the transfer is made for reason of death, no charge is applicable.
 - b. Transfer of service to or from an estate, receiver, trustee, executor, administrator, or debtor in possession.
 - c. Additions, changes or deletions between sole owner, partnership, corporation or association as long as one individual in the previous firm remains and becomes the new sole owner, a partner, or an officer in the new firm.
 - d. Merger of partnerships or corporations.
 - e. Change in billing arrangement for government accounts.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS (Continued)

- I. Restoration-Reconnection Charge will apply to service, which has been temporarily disconnected because of nonpayment. Multi-element service charges will apply when restoring service which has been permanently disconnected for nonpayment.
- J. Personalized telephone number:
 1. Personalized telephone number service provides the customer with a telephone number containing the digits the customer has specifically requested or with a telephone number selected through a customer requested search of available telephone numbers. The charges set forth in the Rates apply if the specifically requested or search selected telephone number is available.
 2. Customers placing service orders, which require the assignment of a new telephone number will be offered a choice of five available numbers. Any additional searching will be considered personalized telephone service and will be charged accordingly.
 3. A personalized telephone number is subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 18 which states "the customer has no proprietary right in the number, and the Utility will make such reasonable changes in the telephone numbers and central office designations as the requirements of the service demand."
 4. All personalized telephone numbers are subject to availability, and provided at the discretion of the Utility.
 5. Existing customers who have a specific number prior to the establishment of this service will not be charged for personalized telephone number service.
 7. If the Utility finds it necessary to change the personalized telephone number, the customer will be granted a refund of the nonrecurring charge as specified under Rates preceding.
 8. Personalized telephone number service will not be offered to 800 service customers.
 9. Personalized telephone numbers include a numerical directory listing as provided in the Service Catalog, Section 4. It does not include a directory listing printed in alphabetical characters.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.1 SERVICE CONNECTION CHARGES (Continued)

2.1.4 SPECIAL CONDITIONS (Continued)

K. Telephone Number Reservations

1. Exchange telephone numbers will be reserved by the Utility for existing customers or for potential future customers at their request providing the numbers requested are available.
2. Customer requests for number reservation service shall be in writing or verbally and specify the period of time the number(s) should be reserved.
3. Cancellation by the customer of number reservation service shall also be in writing or verbally.
4. During the period of reservation the Utility will mark its records to reserve the number for the specified period of time or until it is cancelled or used by the customer for service establishment.
5. Reserved numbers will not be published in the Utility's Directory until exchange service is established or by advance notice of service establishment.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE

2.2.1 APPLICABILITY

Applicable to the charge resulting from the Utility repair technician's visit to the customer's premises when a trouble condition is found to be the result of customer-provided equipment (CPE).

2.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.2.3 RATES AND CHARGES

	<u>Rate Per Hour</u> <u>Hour or portion thereof*</u>			
	<u>California</u> <u>Embedded</u> <u>Market</u>	<u>Global Valley</u> <u>Market</u>	<u>Golden</u> <u>State</u> <u>Market*</u>	<u>Tuolumne</u> <u>Market</u>
Monday through Saturday 8:00 AM - 5:00 PM	\$50.00		30.00	30.00
1. Livingston, Patterson, Westley and San Antonio		30.00		
2. Guinda		35.00		
Monday through Saturday 5:00 PM – 8:00 PM			45.00	
. Sundays and other hours excluding holidays	75.00			45.00
1. Livingston, Patterson, Westley and San Antonio		45.00		
2. Guinda		35.00		
. Sundays			60.00	
. Company Observed holidays			45.00	

* Portion thereof for Golden State Market, refer to Rates and Charges 2.2.3.F through 2.2.3.J.

Effective: July 1, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE

2.2.1 APPLICABILITY

Applicable to the charge resulting from the Utility repair technician's visit to the customer's premises when a trouble condition is found to be the result of customer-provided equipment (CPE).

2.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.2.3 RATES AND CHARGES

	Rate Per Hour Hour or portion thereof ^{1,2}					
	California Embedded Market	Global Valley Market	Golden State Market ¹	Tuolumne Market	West Coast Market ²	(N)
Monday through Saturday 8:00 AM - 5:00 PM	\$50.00		30.00	30.00	35.00	(N)
1. Livingston, Patterson, Westley and San Antonio		30.00				
2. Guinda		35.00				
Monday through Saturday 5:00 PM – 8:00 PM			45.00		52.50	(N)
. Sundays and other hours excluding holidays	75.00			45.00		
1. Livingston, Patterson, Westley and San Antonio		45.00				
2. Guinda		35.00				
. Sundays			60.00		70.00	(N)
. Company Observed holidays			45.00		70.00	
Each hour or fraction thereof of billable time per employee required to dispatch and complete work on a customer's INC or complex wire, at the request of the customer.					85.00	(N)

¹ Portion thereof for Golden State Market, refer to Rates and Charges 2.2.3.F through 2.2.3.J.

² Portion thereof for West Coast Market, refer to Rates and Charges 2.2.3.K.

(N)

Effective: March 6, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE

2.2.1 APPLICABILITY

Applicable to the charge resulting from the Utility repair technician's visit to the customer's premises when a trouble condition is found to be the result of customer-provided equipment (CPE) or wiring beyond the Standard Network Device. (C)

2.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.2.3 RATES AND CHARGES

	<u>Rate Per Hour</u> <u>Hour or portion thereof</u>	
<u>Residence</u>		(T)
A. Monday through Friday 8:00 AM - 5:00 PM, Except Holidays		
1. 1 st 30 minutes or portion thereof	\$91.00	(I)
2. Each Additional 30 minutes or portion thereof	46.00	
B. Monday through Friday 5:00 PM - 8:00 AM and Saturday		
1. 1 st 30 minutes or portion thereof	180.00	
2. Each Additional 30 minutes or portion thereof	90.00	
C. Sundays and Holidays		
1. 1 st 30 minutes or portion thereof	240.00	
2. Each Additional 30 minutes or portion thereof	120.00	
D. Isolation Charges		
Will be billed when it is determined that the issue is within the customer's equipment or the customer refuses repair charges.		(C)
1. 1 st 30 minutes or portion thereof	85.00	
2. Each Additional 30 minutes or portion thereof	42.50	(I)

(D)
(D)

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE (Continued)

2.2.3 RATES AND CHARGES (Continued)

	Charge for each 15 Minutes or portion thereof <u>after First Hour</u>
	Golden State Market
Monday through Saturday 8:00 AM - 5:00 PM	\$7.50
Monday through Saturday 5:00 PM – 8:00 PM	11.25
. Sundays and other hours excluding holidays	
Sundays	15.00
Company Observed holidays	11.25

Effective: July 1, 2013

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE (Continued)

2.2.3 RATES AND CHARGES (Continued)

	Charge for each 15 Minutes or portion thereof <u>after First Hour</u>	Charge for each 15 Minutes or fraction <u>thereof</u>	(N)
	<u>Golden State Market</u>	<u>West Coast Market</u>	(N) (T)
Monday through Saturday 8:00 AM - 5:00 PM	\$7.50		(N) (T)
Monday through Saturday 5:00 PM – 8:00 PM	11.25		(T)
Sundays and other hours excluding holidays			(T)
Sundays	15.00		(T)
Company Observed holidays	11.25		(T)
Each 15 minutes or fraction thereof of billable time required to locate trouble and complete repair of simple inside wire and jacks on a customer's premises, at the request of the customer.		\$12.00	(N) (N)

Effective: March 6, 2014

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE (Continued)

2.2.3 RATES AND CHARGES (Continued)

	<u>Rate Per Hour</u> <u>Hour or portion thereof</u>	
<u>Business</u>		(T)
A. Monday through Friday 8:00 AM - 5:00 PM, Except Holidays		
1. 1 st 30 minutes or portion thereof	\$120.00	(I)
2. Each Additional 30 minutes or portion thereof	55.00	
B. Monday through Friday 5:00 PM - 8:00 AM and Saturday, Except Holidays		(C)
1. 1 st 30 minutes or portion thereof	200.00	
2. Each Additional 30 minutes or portion thereof	100.00	
C. Sundays and Holidays		
1. 1 st 30 minutes or portion thereof	240.00	
2. Each Additional 30 minutes or portion thereof	120.00	
D. Isolation Charges		
Will be billed when it is determined that the issue is within the customer's equipment or the customer refuses repair charges.		(C)
1. 1 st 30 minutes or portion thereof	100.00	
2. Each Additional 30 minutes or portion thereof	50.00	(I)
E. Vendor Missed Appointment Charge	150.00	(N)

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE (Continued)

2.2.4 SPECIAL CONDITIONS

- A. The Utility will not repair, adjust or perform any work on CPE, except for the Maintenance of Inside Wire, which is offered in the Utility's Service Catalog, Section 6.
- B. The visit charge will not apply to customers subscribing to the Frontier Wire Care Plan.
- C. At the request of the Utility, the customer must disconnect the CPE so that the Utility can determine the location of the trouble condition.
- D. The visit charge will apply when the reported trouble requires that the Utility visit the customer's premises and the Utility determines that the trouble condition is a result of CPE or inside wiring which terminates on a Utility placed Standard Network Interface (SNI) unit.
- E. There will be no charge if the problem results from the customer's inside wiring when there is no Utility placed SNI unit present.
- F. When trouble condition is reported to the Utility or is detected by personnel of the Utility:
 - 1. The Utility will first endeavor to clear the trouble without a visit to the customer's premises;
 - 2. If the trouble cannot be cleared remotely, the Utility will inform the customer of the trouble condition and that it cannot be cleared without a visit to the customer's premises.
 - 3. A customer with an SNI will be informed of how to temporarily disconnect the inside wiring and CPE from the Utility's facilities to determine if the trouble will clear.
 - a. If disconnection of the inside wiring or the CPE does not clear the trouble and a visit to the customer's premises is still necessary, a visit charge will apply if the Utility finds the trouble condition results from the use of the CPE or inside wiring.
 - b. The customer may request the Utility to defer its visit until the customer has his inside wiring and CPE tested, in which case the Utility will delay its visit.
 - c. If the customer does not disconnect his equipment and does not consent to a visit by the Utility, the Utility has the right to take such action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action.
 - 4. If the presence of the customer is required when the Utility visits the customer's premises, the Utility will schedule a 4-hour time period, AM or PM, in accordance with Senate Bill 101, in which the Utility will commence work at the customer's premises.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.2 VISIT CHARGE (Continued)

2.2.4 SPECIAL CONDITIONS (Continued)

- G. Visit charges provided for herein are in addition to charges billed to the customer as otherwise provided in the Utility's Local Exchange Tariff schedules and rules.
- H. The application of this Section will be in accordance with established procedures, practices and standards of the Utility.
- I. Billable time includes travel time to the customer's premises, and begins when the Utility representative leaves the Utility's premises or previous job location and ends when the Utility representative departs from the customer's premises.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET

2.3.1 APPLICABILITY

Applicable to all end user intrastate telecommunications services, both within a service area (intraLATA) and between service areas (interLATA) in the Global Valley Market.

2.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Interexchange Carrier Selection Process for Equal Access Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2.3.3 RATES AND CHARGES

NONRECURRING
CHARGE

A. Primary Interexchange Carrier (PIC) Selection Charges

Per Local Exchange Service line or trunk,
Per Occurrence⁽¹⁾

1. IntraLATA Service	\$ 5.00
2. InterLATA Service	(2)
3. IntraLATA Service - same IC, same transaction on an interstate PIC order ⁽²⁾	2.50
4. IntraLATA PIC Freeze	.00
5. InterLATA PIC Freeze	.00

(1) In the event an end user is incorrectly presubscribed due to misassignment on the part of the Utility, no charge shall apply. In the event an end user is incorrectly presubscribed due to a misassignment on the part of the Interexchange Carrier (IC), and the IC is unable to document such an assignment the Utility will apply charges, as described preceding to the IC responsible for the misassignment of the end user and assign the end user to a IC of the end user's choice. PIC charges conform with P.U.Code 2889.5.

(2) This PIC is charged in accordance with NECA's Tariff F.C.C. No. 5 and is reported to NECA. The charges are set forth in <http://www.neca.org/media/tariff5.pdf>, Tariff 5, Section 17.4.4.

(3) This rate is in addition to the applicable NECA charge.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET (Continued)

2.3.4 SPECIAL CONDITIONS

A. Interexchange Carrier (IC) Selection is a procedure whereby:

1. An end user or an agent (the person or persons who has legal authority to subscribe service(s) provided by the Utility for the end user) may select an IC to place intraLATA toll calls without the 101XXXX carrier identification code. This IC is referred to as the end user's IntraLATA Primary Interexchange Carrier (IPIC).
2. An end user or an agent may select an IC to place interLATA, intrastate calls without the 101XXXX carrier identification code. This IC is referred to as the end users Primary Interexchange Carrier (PIC).
3. The Utility will accept a PIC and/or IPIC from the IC by telephone if the end user or agent participates in the telephone conversation.
4. Existing end users, as of June 8, 2001, who do not select an IC to carry their IntraLATA toll shall be defaulted to their PIC or to 101XXXX dialing if the end user's PIC does not participate in IntraLATA presubscription.

B. PIC or IPIC Charge Application

1. New end users may presubscribe, without charge, to the IPIC and/or PIC of their choice at the time an order is placed for service.
2. If an IPIC and/or PIC is not chosen at the time the order for service is submitted, the end user or agent will be sent a list of ICs approved by the CPUC to offer intraLATA and/or interLATA service. There will be no charge for this initial selection if made within six months of implementation on intraLATA presubscription. After that time, if an end user or agent requests a change, the charge(s) set forth in Rates and Charges A. preceding applies. Until the end user or agent chooses an intraLATA and/or interLATA IC, the end user may access an intraLATA and/or interLATA IC by dialing the appropriate 101XXXX carrier identification code.
3. If an end user or agent in a single transaction, requests the same IC for intraLATA and interLATA service, charges as set forth in Rates and Charges 2.3.3 preceding will be applied to the end user.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET (Continued)

2.3.4 SPECIAL CONDITIONS (Continued)

C. End User/Agent Choice Discrepancy

If an end user/agent informs the Utility that it did not authorize a PIC/IPIC change that was submitted to the Utility by the IC on behalf of the end user/agent, the Utility will:

1. Return the end user's/agent's line to its previous PIC/IPIC;
2. Credit the end user's/agent's bill for previously-billed PIC/IPIC change charges; and
3. Bill any PIC/IPIC change charges to the IC that submitted this disputed PIC/IPIC change.

The current Federal Communications Commission and California Public Utilities Commission Rules and Regulations will apply.

D. Customer Access Records Exchange (CARE) Lists

The CARE list must be in paper format or tape format specified by the Utility or Utility's billing agent.

E. Termination or Change Provisions

1. If the IC elects to discontinue Feature Group D service, the IC is obligated to contact in writing all end users and agents who have selected the canceling IC as their PIC and/or IPIC, they must:
 - a. inform the end users and agents of the cancellation;
 - b. request the end users and agents to select a new IC; and
 - c. state that the canceling IC will pay for the change charge.
2. The Utility will bill the IC the amount equal to Rates and Charges 2.3.3.A.1. or 2.3.3.A.2. preceding, multiplied by the total number of end users and agents assigned to the IC at the time the IC notifies the Utility of discontinuance of Feature Group D.
3. For a change in identity, which results in a change in the IC's carrier identification code assigned to the end user, the IC will be charged the amount equal to Rates and Charges 2.3.3.A.1. or 2.3.3.A.2. preceding, multiplied by the total number of end user's and agent's access lines assigned to the IC.
4. For each PIC or IPIC change submitted to the Utility, the Utility will require the ICs Utility Number if the IC does not have a unique Carrier Identification Code. The Utility Number information is required to meet industry guidelines.

Effective: January 15, 2010

SECTION 2 - MULTI-ELEMENT SERVICE CHARGES

2.3 INTEREXCHANGE CARRIER SELECTION PROCESS FOR EQUAL ACCESS – GLOBAL VALLEY MARKET (Continued)

2.3.4 SPECIAL CONDITIONS (Continued)

F. PIC/IPIC Freeze

1. The PIC/IPIC freeze remains in place until:
 - a. The end user or agent issues a written request to lift the freeze, or
 - b. The IC and end user contacts the Utility by telephone and request the removal of the freeze.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

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Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE

3.1.1 APPLICABILITY

Applicable to message toll telephone service furnished or made available by this Utility between its points and between its points and points reached over facilities of connecting companies for IntraLATA Message Toll Telephone Service.

3.1.2 TERRITORY

Between points within the State of California where the respective rate centers of such points are located in said State within the LATA where the Utility's service areas are located.

3.1.3 RATES AND CHARGES

A. Method of Applying Rates - Toll rates between points (cities, towns or localities) are based on the airline distance between rate centers. In general, each point is designated as a rate center; certain small town or localities are assigned adjacent rate centers with which they are closely associated for communication purposes.

To determine the airline distance between the rate centers involved - CTC assents, adopts and concurs with AT&T California's Guidebook, Part 9, Section 2 for the V & H Coordinates of the rate centers.

1. Dial station rates apply to:

- a. Sent-Paid messages dialed and completed by the customer from a residence, business or customer-owned pay telephone (COPT) without the assistance of a Utility operator.
- b. Sent-Paid messages placed with the assistance of an operator where:

Dial completion facilities are not available.

Equipment or circuit conditions cause unsuccessful dial attempts.

The customers identify themselves as being handicapped and unable to dial.

The Utility operator must identify the calling number where automatic recording equipment is not available.

The Utility operator reestablishes the connection after a service failure on a customer dialed call.

The California Relay Service communication assistant completes a call between a TDD and a non-TDD telephone.

The customers are identified as being visually or physically impaired (mobility impaired and they use a Utility operator or CTC calling card to make a local call (except COPT)

(Continued)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

A. (Continued)

2. Dial (Credit) Calling Card Station Service applies when the person originating the call:

- a. Dials the digit zero, plus the called telephone number, plus (Credit) Calling Card number (where equipment is available) to complete the call without operator assistance, or
- b. Dials the digit zero, plus the called telephone number (O + number) to complete the call. In such cases operator assistance is limited to recording the (Credit) Calling Card number for billing purposes, or
- c. Dials the operator and places a (Credit) Calling Card operator station service call when equipment capability precludes either of the foregoing, or
- d. The customers identify themselves as being handicapped and unable to dial.

B. Operator Assisted Services

1. Operator Station Service - Dial Station rates plus the operator station service charge apply to:

- a. Station messages billed to the called number, a third telephone number or a telephone company (credit) calling card where the (credit) calling card surcharge does not apply.
- b. Station messages where the customer requests time and charges quoted.
- c. Interexchange Receiving Service messages (Enterprise or Zenith).
- d. Messages to or from a Mobile telephone where dial facilities are not available.

NOTE: These charges are applicable only to calls placed originally as a (Credit) Calling Card call and not applicable to collect or third number billing on which the "billed-to-number" person, accepts the charges, but requests the charges be billed to a (Credit) Calling Card.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

(D)

(D)

B. Operator Assisted Services

1. Operator Station Service - Dial Station rates plus the operator station service charge apply to:

(D)

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(D)

- a. Station messages where the customer requests time and charges quoted.
- b. Interexchange Receiving Service messages (Enterprise or Zenith).
- c. Messages to or from a Mobile telephone where dial facilities are not available.

(T)

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Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

B. Operator Assisted Services

2. Operator Person Service - Dial Station rates plus operator person service charge apply to:
 - a. Messages for which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office or branch reached through an attendant at the called point or a particular land mobile station reached through a Radiotelephone Utility operator.
 - b. When, after the telephone service, or Radiotelephone Utility mobile radio system called has been reached, and while the connection remains established, the person originating the call requests or agrees to talk; to any person other than the person specified, or to any other station, department, office or branch to be reached through an attendant or to any other person or mobile unit to be reached through an attendant or to any other person or mobile unit to be reached through a Radiotelephone Utility operator, the call remains classified as a person service call.
 - c. Appointment Messages when the person originating the call wishes arrangements made in advance with a particular party or station for the establishment of a connection at a specified time, the call is classified as an appointment call.
3. Coin Station Service and Coin Person Service includes:
 - a. Coin station rates apply to station messages originating at a public telephone that are paid for by coin deposit.
 - b. The coin person service charge applies to person messages originating at a public telephone that are paid for by coin deposit.
 - c. The charge for a call paid by the coin deposit in a public coin telephone is the sum of the appropriate initial period and additional minute coin station charges plus a person service charge and/or Federal Tax, if applicable, rounded to the nearer multiple of \$.05.
4. Customer-Owned Pay Telephone (COPT) Service:

The person service charge applies to person messages originating at a COPT on a non-sent-paid call.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

B. Operator Assisted Services (Continued)

5. Collection of Charges - Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within a LATA may be placed on a non sent-paid basis and toll charges may be:
 - a. Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
 - b. Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.
 - c. Billed against another telephone company (credit) calling card account when the party requesting such billing is authorized to use such (credit) calling card.
6. Local Operator Verification/Interrupt Service - Where facilities and operating conditions permit, the Utility's Toll Operators may verify a busy line condition and/or interrupt a conversation in progress at the callings party's request. The charges for such service are \$.50 to verify and \$1.00 to interrupt.

No charge will apply when the Operator finds the called telephone line to be out of order.

C. Timing of Messages - Chargeable Time

1. Chargeable time for calls placed on a Dial, Dial (Credit) Calling Card, Operator, Coin Station, or California Relay service basis begins when connection is established between the calling station and the called station or private branch exchange switchboard or Radiotelephone Utility system.
2. Chargeable time for calls placed on an operator or coin person basis begins when connection is established between the person calling and the particular person called, another party acceptable to the person calling or the private branch exchange extension station called or mobile unit reached through a Radiotelephone Utility.
3. Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Utility operator.
4. Chargeable time for dial (IMTS) Mobile Telephone service messages starts when the channel is seized by the calling party, or the operator when operator assistance is required, and stops when the first party or the operator disconnects.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

B. Operator Assisted Services (Continued)

5. Collection of Charges - Charges for all classes of telephone calls are billed against or collected from the calling telephone number. However, upon request, calls between points within a LATA may be placed on a non sent-paid basis and toll charges may be:
 - a. Billed against or collected from the called telephone number, except a coin telephone number and a COPT telephone number (i.e., charges may be reversed) if the charges are accepted at the called station.
 - b. Billed against or collected from a third telephone number or account, except a coin telephone number and a COPT telephone number anywhere in the United States or Canada where such billing is accepted at the third telephone.

(D)

(D)

6. Local Operator Verification/Interrupt Service - Where facilities and operating conditions permit, the Utility's Toll Operators may verify a busy line condition and/or interrupt a conversation in progress at the callings party's request. The charges for such service are \$.50 to verify and \$1.00 to interrupt.

No charge will apply when the Operator finds the called telephone line to be out of order.

C. Timing of Messages - Chargeable Time

1. Chargeable time for calls placed on an Operator, Coin Station, or California Relay service basis begins when connection is established between the calling station and the called station or private branch exchange switchboard or Radiotelephone Utility system.
2. Chargeable time for calls placed on an operator or coin person basis begins when connection is established between the person calling and the particular person called, another party acceptable to the person calling or the private branch exchange extension station called or mobile unit reached through a Radiotelephone Utility.
3. Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Utility operator.
4. Chargeable time for dial (IMTS) Mobile Telephone service messages starts when the channel is seized by the calling party, or the operator when operator assistance is required, and stops when the first party or the operator disconnects.

(C)

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

B. Operator Assisted Services (Continued)

6. Local Operator Verification/Interrupt Service - Where facilities and operating conditions permit, the Utility's Toll Operators may verify a busy line condition and/or interrupt a conversation in progress at the callings party's request. The charges for such service are \$.50 to verify and \$1.00 to interrupt.

No charge will apply when the Operator finds the called telephone line to be out of order.

7. West Coast Market - Concurrence

Frontier Communications West Coast Inc., assents to adopt and concur in Frontier Communications of the Southwest Inc., Product Guide, Section 18, Operator Services for local operator handled service charges.

Frontier Communications West Coast Inc. assents to adopt and concur in Frontier Communications of the Southwest Inc., Product Guide, Section 18, Verification/Interrupt Services.

(N)
|
(N)

C. Timing of Messages - Chargeable Time

1. Chargeable time for calls placed on an Operator, Coin Station, or California Relay service basis begins when connection is established between the calling station and the called station or private branch exchange switchboard or Radiotelephone Utility system.
2. Chargeable time for calls placed on an operator or coin person basis begins when connection is established between the person calling and the particular person called, another party acceptable to the person calling or the private branch exchange extension station called or mobile unit reached through a Radiotelephone Utility.
3. Chargeable time for all messages ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Utility operator.
4. Chargeable time for dial (IMTS) Mobile Telephone service messages starts when the channel is seized by the calling party, or the operator when operator assistance is required, and stops when the first party or the operator disconnects.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

D. Initial Period and Additional Minutes - Rates are quoted in terms of initial period and additional minutes.

1. Initial Period:

Dial Station (including COPT), Dial (Credit) Calling Card Station, Operator Station, Person Service, and California Relay Service.

Initial Period rates shown following, are for connections of one minute or any fraction thereof.

Coin Station and Person Service.

Initial period rates shown following, are for connections of three minutes or any fraction thereof.

2. Additional Minutes:

All additional minute rates shown following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period. In addition to the Dial Station Rate, the following service charges are applicable per message for Dial (Credit) Calling Card Station, Operator Station and Person Service:

	California Embedded Market	Golden State Market	Tuolumne Market	Global Valley ⁽¹⁾
Commercial Credit Card	\$0.55	\$0.35	\$0.35	
Interexchange Carrier				
Calling/Credit Card	0.55	0.35	0.35	
Utility's (Credit) Calling Card	0.35	0.35	0.35	
Utility's One Number Card	0.35	0.35	0.35	
Station - Other	0.95	0.95	0.95	
Person	2.95	2.95	2.95	

(1) Rates located in the GVN Services Intrastate Long Distance Service Tariff.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

D. Initial Period and Additional Minutes - Rates are quoted in terms of initial period and additional minutes.

1. Initial Period:

Dial Station (including COPT), Operator Station, Person Service, and California Relay Service. (C)

Initial Period rates shown following, are for connections of one minute or any fraction thereof.

Coin Station and Person Service.

Initial period rates shown following, are for connections of three minutes or any fraction thereof.

2. Additional Minutes:

All additional minute rates shown following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period. In addition to the Dial Station Rate, the following service charges are applicable per message for Operator Station and Person Service: (C)
(C)

	<u>California Embedded Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>Global Valley(1)</u>	
Commercial Credit Card	\$0.55	\$0.35	\$0.35		
Interexchange Carrier Calling/Credit Card	0.55	0.35	0.35		
Utility's One Number Card	0.35	0.35	0.35		(D)
Station - Other	0.95	0.95	0.95		
Person	2.95	2.95	2.95		

(1) Rates located in the GVN Services Intrastate Long Distance Service Tariff.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

D. Initial Period and Additional Minutes - Rates are quoted in terms of initial period and additional minutes.

1. Initial Period:

Dial Station (including COPT), Operator Station, Person Service, and California Relay Service.

Initial Period rates shown following, are for connections of one minute or any fraction thereof.

Coin Station and Person Service:

Initial period rates shown following, are for connections of three minutes or any fraction thereof.

2. Additional Minutes:

All additional minute rates shown following, are for each additional minute or any fraction thereof that the connection continues beyond the initial period. In addition to the Dial Station Rate, the following service charges are applicable per message for Operator Station and Person Service:

3. Collect Call:

A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station.

4. Bill to Third Party:

A billing arrangement by which a call may be charged to an authorized station other than the station originating the call or station where the call is terminated.

(N)
 |
 (N)

	<u>California Embedded Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>Global Valley</u>	
Commercial Credit Card Interexchange Carrier	\$0.55	\$0.35	\$0.35	(1)	
Calling/Credit Card	0.55	0.35	0.35	(1)	
Utility's One Number Card	0.35	0.35	0.35		
Station-Other	2.00	2.00	2.00	2.00	(I)
Person-to-Person	3.75	3.75	3.75	3.75	(I)
Collect Call	2.00	2.00	2.00	2.00	(N)
Bill to Third Party	2.00	2.00	2.00	2.00	(N)

(1) Rates located in the GVN Services Intrastate Long Distance Service Tariff.

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.3 RATES AND CHARGES (Continued)

H. Mileages and Corresponding rates for Different Classes of Service.

1. Calling Card Schedule

a. Day Rate

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.1556	\$.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2556	.1956

b. Evening Rate

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.1156	\$.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

c. Night and Weekend Rate

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.0656	\$.0456
13 - 16	.0656	.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 70	.1656	.1356

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS

A. AUTOMATIC SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Automatic Savings Plan in connection with residence individual line flat rate, residence individual line measured rate, residence universal lifeline measured rate exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Automatic Savings Plan is automatically furnished to one-party residence exchange services and provides for directly dialed telephone and calling card communications to toll points as specified in Section 3.1 preceding and The Local Exchange Tariff, Schedule A2.
- b. No monthly rate is applicable to the Automatic Savings Plan. As a one-party residence exchange service customer will automatically receive a discount as shown in 3.1.4 following, off the total amount billed in excess of the amount shown in 3.1.4 following for all directly dialed toll and calling card calls.
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as full minute.
- d. The Automatic Savings Plan savings on message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3 Intralata Message Toll Telephone Service, applies to the respective portions of the message.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS

A. AUTOMATIC SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Automatic Savings Plan in connection with residence individual line flat rate, residence individual line measured rate, residence universal lifeline measured rate exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Automatic Savings Plan is automatically furnished to one-party residence exchange services and provides for directly dialed telephone communications to toll points as specified in Section 3.1 preceding and The Local Exchange Tariff, Schedule A2. (C)
- b. No monthly rate is applicable to the Automatic Savings Plan. As a one-party residence exchange service customer will automatically receive a discount as shown in 3.1.4 following, off the total amount billed in excess of the amount shown in 3.1.4 following for all directly dialed toll calls. (C)
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as full minute.
- d. The Automatic Savings Plan savings on message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3 Intralata Message Toll Telephone Service, applies to the respective portions of the message.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

3. REGULATIONS

a. Limitations of Service

- (1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
- (2) The Automatic Savings Plan may not be furnished to any residence exchange service (except Remote Call Forwarding Service as specified in Schedule Cal. P.U.C No. A5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
- (3) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- (4) The Automatic Savings Plan will not be furnished in connection with multipart (operator identified) or business service.

b. Automatic Savings Plan applies to:

- (1) Sent-Paid and calling card messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following.
- (2) Sent-Paid messages place with the assistance of a Utility operator where:
 - dial completion facilities are not available
 - equipment or circuit conditions cause unsuccessful dial attempts.
 - the customer indicates they are handicapped and unable to dial.
 - the Utility operator must identify the calling number where automatic equipment is not available.
- (3) Sent-Paid messages reestablished after a service failure on a customer call.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

3. REGULATIONS

a. Limitations of Service

- (1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.
- (2) The Automatic Savings Plan may not be furnished to any residence exchange service (except Remote Call Forwarding Service as specified in Schedule Cal. P.U.C No. A5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
- (3) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- (4) The Automatic Savings Plan will not be furnished in connection with multipart (operator identified) or business service.

b. Automatic Savings Plan applies to:

- (1) Sent-Paid messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following. (C)
- (2) Sent-Paid messages place with the assistance of a Utility operator where:
 - dial completion facilities are not available
 - equipment or circuit conditions cause unsuccessful dial attempts.
 - the customer indicates they are handicapped and unable to dial.
 - the Utility operator must identify the calling number where automatic equipment is not available.
- (3) Sent-Paid messages reestablished after a service failure on a customer call.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES

The rates shown below comprehend the Automatic Savings Plan messages placed on a directly dialed and calling card basis furnished in connection with one-party residence exchange service where offered at rates and regulations as set forth in Local Exchange Tariff, Schedule Cal. P.U.C. No. A1 Access Lines.

a. Method of Applying Rates

Rate Period and Rate Discounts

Directly dialed and calling card calls shall receive a 15% discount on the total amount billed \$5.00. The discount shall be applied to the message rates shown following.

Illustrative Only

- (1) \$50.00 = Applicable total directly dialed and calling card usage billed
- (2) \$5.00 @ 0% discount = \$0.00
- (3) \$45.00 @ 15% discount = \$6.75
- (4) total amount discounted = \$6.75

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
13 - 16	\$.1140	\$.0700
17 - 20	.1140	.0700
21 - 25	.1360	.1140
26 - 30	.1360	.1140
31 - 40	.1360	.1140
41 - 50	.1470	.1250
51 - 70	.1470	.1250
Over 71	.1470	.1360

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
13 - 16	\$.0912	\$.0560
17 - 20	.0912	.0560
21 - 25	.1088	.0912
26 - 30	.1088	.0912
31 - 40	.1088	.0912
41 - 50	.1176	.1000
51 - 70	.1176	.1000
Over 71	.1176	.1088

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
13 - 16	\$.0684	\$.0420
17 - 20	.0684	.0420
21 - 25	.0816	.0684
26 - 30	.0816	.0684
31 - 40	.0816	.0684
41 - 50	.0882	.0750
51 - 70	.0882	.0750
Over 71	.0882	.0816

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

DAY RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.1556	\$.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2556	.1956

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.1156	\$.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.0656	\$.0456
13 - 16	.0656	.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 71	.1656	.1356

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

DAY RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>		<u>Each Additional Minute</u>	
0 - 12	\$.1606	(I)	\$.0706	(I)
13 - 16	.1606		.0706	
17 - 20	.1606		.0706	
21 - 25	.2006		.1306	
26 - 30	.2006		.1306	
31 - 40	.2006		.1306	
41 - 50	.2306		.1506	
51 - 70	.2306		.1506	
Over 71	.2306	(I)	.2006	(I)

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>		<u>Each Additional Minute</u>	
0 - 12	\$.1196	(I)	\$.0496	(I)
13 - 16	.1196		.0496	
17 - 20	.1196		.0496	
21 - 25	.1696		.1096	
26 - 30	.1696		.1096	
31 - 40	.1696		.1096	
41 - 50	.1796		.1196	
51 - 70	.1796		.1196	
Over 71	.1896	(I)	.1396	(I)

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>		<u>Each Additional Minute</u>	
0 - 12	\$.0706	(I)	\$.0506	(I)
13 - 16	.0706		.0506	
17 - 20	.0706		.0506	
21 - 25	.1106		.0806	
26 - 30	.1106		.0806	
31 - 40	.1106		.0806	
41 - 50	.1406		.0906	
51 - 70	.1406		.0906	
Over 71	.1696	(I)	.1406	(I)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Service Area Savings Plan in connection with residence individual line flat rate, residence individual line measured rate, and residence universal lifeline measured rate exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Service Area Savings Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card communications to toll as specified in Section 3.1 preceding.
- b. For a fixed monthly rate the Service Area Savings Plan offers to one-party residence exchange service customers a discount as shown in 3.1.4 following, on directly dialed and calling card calls (including calling card service charges) within the Service Area.
- c. Each individual call is computed on the basis of whole minute, a fraction of a minute being consider a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Service Area Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in this Section, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

3. REGULATIONS

Limitations of Service as shown in 3.1.5.A., Automatic Savings Plan, preceding, are applicable to the Service Area Savings Plan.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Service Area Savings Plan in connection with residence individual line flat rate, residence individual line measured rate, and residence universal lifeline measured rate exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Service Area Savings Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed communications to toll as specified in Section 3.1 preceding. (C)
- b. For a fixed monthly rate the Service Area Savings Plan offers to one-party residence exchange service customers a discount as shown in 3.1.4 following, on directly dialed calls within the Service Area. (C)
- c. Each individual call is computed on the basis of whole minute, a fraction of a minute being consider a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Service Area Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in this Section, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

3. REGULATIONS

Limitations of Service as shown in 3.1.5.A., Automatic Savings Plan, preceding, are applicable to the Service Area Savings Plan.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES

- a. The following discount applies to directly dialed and calling card calls (including calling card service charge and pay station service charges if any):

Discount

30%	\$0.00 to \$45.00
40%	\$45.01 +

Illustrative Only

- (1) \$100.00 = Applicable total directly dialed and calling card usage billed
- (2) \$45.00 @ 30% discount = \$13.50
- (3) \$55.00 @ 40% discount = \$22.00
- (4) total amount discounted = \$35.50

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Service Area Savings Plan	\$5.00	\$4.50

NOTE: For one hundred twenty (120) days from effective date of this offering, customers subscribing to the discontinued Residence Optional Calling Plans may change to the Service Area Savings Plan at no charge. After 120 days installation charges will apply.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	\$.1140	\$.0700
17 - 20	.1140	.0700
21 - 25	.1360	.1140
26 - 30	.1360	.1140
31 - 40	.1360	.1140
41 - 50	.1470	.1250
51 - 70	.1470	.1250
Over 71	.1470	.1360

EVENING RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	\$.0912	\$.0560
17 - 20	.0912	.0560
21 - 25	.1088	.0912
26 - 30	.1088	.0912
31 - 40	.1088	.0912
41 - 50	.1176	.1000
51 - 70	.1176	.1000
Over 71	.1176	.1088

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	\$.0684	\$.0420
17 - 20	.0684	.0420
21 - 25	.0816	.0684
26 - 30	.0816	.0684
31 - 40	.0816	.0684
41 - 50	.0882	.0750
51 - 70	.0882	.0750
Over 71	.0882	.0816

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

DAY RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.1556	\$.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2556	.1956

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.1156	\$.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	\$.0656	\$.0456
13 - 16	.0656	.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 71	.1656	.1356

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

B. SERVICE AREA SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
0 - 12	\$.1606	(I)	\$.0706	(I)
13 - 16	.1606		.0706	
17 - 20	.1606		.0706	
21 - 25	.2006		.1306	
26 - 30	.2006		.1306	
31 - 40	.2006		.1306	
41 - 50	.2306		.1506	
51 - 70	.2306		.1506	
Over 71	.2306	(I)	.2006	(I)

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
0 - 12	\$.1196	(I)	\$.0496	(I)
13 - 16	.1196		.0496	
17 - 20	.1196		.0496	
21 - 25	.1696		.1096	
26 - 30	.1696		.1096	
31 - 40	.1696		.1096	
41 - 50	.1796		.1196	
51 - 70	.1796		.1196	
Over 71	.1896	(I)	.1396	(I)

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
0 - 12	\$.0706	(I)	\$.0506	(I)
13 - 16	.0706		.0506	
17 - 20	.0706		.0506	
21 - 25	.1106		.0806	
26 - 30	.1106		.0806	
31 - 40	.1106		.0806	
41 - 50	.1406		.0906	
51 - 70	.1406		.0906	
Over 71	.1696	(I)	.1406	(I)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Select Community Savings Plan in connection with residence individual line flat residence universal lifeline measured rate exchange service furnished the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Select Community Savings Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed and calling card calls (including calling card service charges) and California Relay Service to communities as defined in AT&T California's Guidebook, Part 9, Section 1.
- b. Minimum billing as set forth in The Local Exchange Tariff, Schedule Cal. P.U.C. No. R1.1 is applicable to the monthly rate for each Select Community Savings Plan.
- c. Each individual call is computed on the basis of whole minute, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Select Community Savings Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.
- e. For a fixed monthly rate the Select Community Savings Plan offers one-party residence exchange service customers a discount as shown in 4. following, on dial station and calling card calls (including the calling card service charges) for the community selected by the customer.

3. REGULATIONS

Limitations of Service as shown in 3.1.4.A., Automatic Savings Plan proceeding are applicable to the Select Community Savings Plan.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Select Community Savings Plan in connection with residence individual line flat residence universal lifeline measured rate exchange service furnished the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Select Community Savings Plan is furnished as an adjunct to one-party residence exchange services and provide for directly dialed calls and California Relay Service to communities as defined in AT&T California's Guidebook, Part 9, Section 1. (C)
- b. Minimum billing as set forth in The Local Exchange Tariff, Schedule Cal. P.U.C. No. R1.1 is applicable to the monthly rate for each Select Community Savings Plan.
- c. Each individual call is computed on the basis of whole minute, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as a full minute.
- d. The Select Community Savings Plan message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.
- e. For a fixed monthly rate the Select Community Savings Plan offers one-party residence exchange service customers a discount as shown in 4. following, on dial station calls for the community selected by the customer. (C)

3. REGULATIONS

Limitations of Service as shown in 3.1.4.A., Automatic Savings Plan proceeding are applicable to the Select Community Savings Plan.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES

- a. The following discount applies to directly dialed and calling card calls (including calling card service charge and pay station service charges if any):

Illustrative Only

- (1) \$100.00 = Applicable total directly dialed and calling card usage billed
(2) \$60.00 @ 40% discount = \$24.00
(3) \$40.00 @ 30% discount = \$12.00
(4) total amount discounted = \$36.00

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Service Community Savings Plan	\$5.00	\$7.00

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
13 - 16	\$.1140	\$.0700
17 - 20	.1140	.0700
21 - 25	.1360	.1140
26 - 30	.1360	.1140
31 - 40	.1360	.1140
41 - 50	.1470	.1250
51 - 70	.1470	.1250
Over 71	.1470	.1360

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
13 - 16	\$.0912	\$.0560
17 - 20	.0912	.0560
21 - 25	.1088	.0912
26 - 30	.1088	.0912
31 - 40	.1088	.0912
41 - 50	.1176	.1000
51 - 70	.1176	.1000
Over 71	.1176	.1088

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
13 - 16	\$.0684	\$.0420
17 - 20	.0684	.0420
21 - 25	.0816	.0684
26 - 30	.0816	.0684
31 - 40	.0816	.0684
41 - 50	.0882	.0750
51 - 70	.0882	.0750
Over 71	.0882	.0816

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

Rate <u>Mileage</u>	<u>DAY RATE</u>	
	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
0 - 12	\$.1556	\$.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2256	.1956

Rate <u>Mileage</u>	<u>EVENING RATE</u>	
	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
0 - 12	\$.1156	\$.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

Rate <u>Mileage</u>	<u>NIGHT/WEEKEND RATE</u>	
	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
0 - 12	\$.0656	\$.0456
13 - 16	\$.0656	\$.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 71	.1656	.1356

NOTE: For one hundred twenty (120) days from effective date of this offering, customers subscribing to the discontinued Residence Optional Calling Plans may change to the Service Area Savings Plan at no charge. After 120 days installation charges will apply.

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.4 RESIDENCE DISCOUNT CALLING PLANS (Continued)

C. SELECT COMMUNITY SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

Rate <u>Mileage</u>	<u>DAY RATE</u>		Each Additional <u>Minute</u>	(l)
	Initial <u>1-Minute</u>			
0 - 12	\$.1606	(l)	\$.0706	
13 - 16	.1606		.0706	
17 - 20	.1606		.0706	
21 - 25	.2006		.1306	
26 - 30	.2006		.1306	
31 - 40	.2006		.1306	
41 - 50	.2306		.1506	
51 - 70	.2306		.1506	
Over 71	.2306	(l)	.2006	

Rate <u>Mileage</u>	<u>EVENING RATE</u>		Each Additional <u>Minute</u>	(l)
	Initial <u>1-Minute</u>			
0 - 12	\$.1196	(l)	\$.0496	
13 - 16	.1196		.0496	
17 - 20	.1196		.0496	
21 - 25	.1696		.1096	
26 - 30	.1696		.1096	
31 - 40	.1696		.1096	
41 - 50	.1796		.1196	
51 - 70	.1796		.1196	
Over 71	.1896	(l)	.1396	

Rate <u>Mileage</u>	<u>NIGHT/WEEKEND RATE</u>		Each Additional <u>Minute</u>	(l)
	Initial <u>1-Minute</u>			
0 - 12	\$.0706	(l)	\$.0506	
13 - 16	.0706		.0506	
17 - 20	.0706		.0506	
21 - 25	.1106		.0806	
26 - 30	.1106		.0806	
31 - 40	.1106		.0806	
41 - 50	.1406		.0906	
51 - 70	.1406		.0906	
Over 71	.1696	(l)	.1406	

NOTE: For one hundred twenty (120) days from effective date of this offering, customers subscribing to the discontinued Residence Optional Calling Plans may change to the Service Area Savings Plan at no charge. After 120 days installation charges will apply.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS

A. AUTOMATIC SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Automatic Savings Plan in connection with business and foreign Exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Automatic Savings Plan is automatically furnished to business exchange services and provides for directly dialed telephone and calling card communications to toll points as specified in Section 3.a and 3.2 preceding.
- b. No monthly rate is applicable as a business exchange service customer will automatically receive a discount as shown in 4.1 following, off the total amount billed in excess of the amount shown in 4.1 following for all qualified directly dialed toll and qualified calling card calls.
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as full minute.
- d. The Automatic Savings Plan savings on message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Section 3, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS

A. AUTOMATIC SAVINGS PLAN

1. APPLICABILITY AND TERRITORY

Applicable to the Automatic Savings Plan in connection with business and foreign Exchange service furnished within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Exchange Area Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. The Automatic Savings Plan is automatically furnished to business exchange services and provides for directly dialed telephone communications to toll points as specified in Section 3.a and 3.2 preceding. (C)
- b. No monthly rate is applicable as a business exchange service customer will automatically receive a discount as shown in 4.1 following, off the total amount billed in excess of the amount shown in 4.1 following for all qualified directly dialed toll calls. (C)
- c. Each individual call is computed on the basis of whole minutes, a fraction of a minute being considered a whole minute. For all messages, a fraction of a minute is charged as full minute.
- e. The Automatic Savings Plan savings on message rates are applicable during the time of day when the conversation takes place as specified in Rates and Charges, following. This is in accordance with the time system - standard or daylight savings - legally or commonly in use, and will determine the applicable rate period treatment. In cases where the message extends beyond one rate period, the appropriate rate treatment as specified in Secion 3, IntraLATA Message Toll Telephone Service, applies to the respective portions of the message.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN

3. REGULATIONS

a. Limitations of Service

- (1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. Only California intraLATA calling card calls are included.
- (2) The Automatic Savings Plan may not be furnished to any measured business service (except Remote Call Forwarding Service as specified in Section 5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.
- (3) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.
- (4) The Automatic Savings Plan will not be furnished in connection with multi-party (operator identified) or residence service.

b. Automatic Savings Plan applies to:

- (1) Sent-Paid and calling card messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following.
- (2) Sent-Paid messages place with the assistance of a Utility operator where:
 - dial completion facilities are not available.
 - equipment or circuit conditions cause unsuccessful dial attempts.
 - the customer indicates they are handicapped and unable to dial.
 - the Utility operator must identify the calling number where automatic equipment is not available.
- (3) Sent-Paid messages reestablished after a service failure on a customer call.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN

3. REGULATIONS

a. Limitations of Service

(1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call. (C)

(2) The Automatic Savings Plan may not be furnished to any measured business service (except Remote Call Forwarding Service as specified in Section 5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location.

(4) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.

(4) The Automatic Savings Plan will not be furnished in connection with multi-party (operator identified) or residence service.

b. Automatic Savings Plan applies to:

(1) Sent-Paid messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following. (C)

(2) Sent-Paid messages place with the assistance of a Utility operator where:

- dial completion facilities are not available.

- equipment or circuit conditions cause unsuccessful dial attempts.

- the customer indicates they are handicapped and unable to dial.

- the Utility operator must identify the calling number where automatic equipment is not available.

(3) Sent-Paid messages reestablished after a service failure on a customer call.

Effective: November 15, 2015

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN

3. REGULATIONS

a. Limitations of Service

(1) Person, collect, conference, third number billed, toll stations or any other call requiring operator handling except as specified in b., following, are not included and will be billed at the regular toll or ZUM rate schedule applicable to the type of call.

(2) The Automatic Savings Plan may not be furnished to any measured business service (except Remote Call Forward Service as specified in Section 5) that is interconnected, physically, acoustically or by any other means to any other line, facility or service at the customer's premises to extend a two-point connection beyond the originating station and called station location. (T)

(5) The premises of a customer is that shown in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 General Regulations. In the event the premises is located in more than one exchange, the premises will be considered as in the exchange in which the primary service is located.

(4) The Automatic Savings Plan will not be furnished in connection with multi-party (operator identified) or residence service.

b. Automatic Savings Plan applies to:

(1) Sent-Paid messages dialed and completed by customers from one-party residence service without the assistance of a Utility operator during the rate periods as specified in Rates and Charges, following.

(2) Sent-Paid messages placed with the assistance of a Utility operator where:

- dial completion facilities are not available.

- equipment or circuit conditions cause unsuccessful dial attempts.

- the customer indicates they are handicapped and unable to dial.

- the Utility operator must identify the calling number where automatic equipment is not available.

(3) Sent-Paid messages reestablished after a service failure on a customer call.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES

The rates shown below comprehend the Automatic Savings Plan messages place on a directly dialed and calling card basis furnished in connection with measured business exchange service where offered at rates and regulations as set forth in Section 1, Access Lines.

a. Method of Applying Rates

Rate Periods and Rate Discounts

Directly dialed and calling card calls shall receive 20% discount on the total amount billed over \$15.00. The discount shall be applied to the message rates shown following.

Illustrative Only

- (1) \$60.00 = Applicable total directly dialed and calling card usage billed
- (2) \$15.00 @ 0% discount = \$0.00
- (3) \$45.00 @ 20% discount = \$9.00
- (4) total amount discounted = \$9.00

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES

The rates shown below comprehend the Automatic Savings Plan messages place on a directly dialed basis furnished in connection with measured business exchange service where offered at rates and regulations as set forth in Section 1, Access Lines. (C)

a. Method of Applying Rates

Rate Periods and Rate Discounts

Directly dialed calls shall receive 20% discount on the total amount billed over \$15.00. The discount shall be applied to the message rates shown following. (C)

Illustrative Only

(1) \$60.00 = Applicable total directly dialed usage billed (C)
(2) \$15.00 @ 0% discount = \$0.00
(3) \$45.00 @ 20% discount = \$9.00
(4) total amount discounted = \$9.00

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate <u>Mileage</u>	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
13 - 16	\$.1140	\$.0700
17 - 20	.1140	.0700
21 - 25	.1360	.1140
26 - 30	.1360	.1140
31 - 40	.1360	.1140
41 - 50	.1470	.1250
51 - 70	.1470	.1250
Over 71	.1470	.1360

EVENING RATE

Rate <u>Mileage</u>	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
13 - 16	\$.0912	\$.0560
17 - 20	.0912	.0560
21 - 25	.1088	.0912
26 - 30	.1088	.0912
31 - 40	.1088	.0912
41 - 50	.1176	.1000
51 - 70	.1176	.1000
Over 71	.1176	.1088

NIGHT/WEEKEND RATE

Rate <u>Mileage</u>	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
13 - 16	\$.0684	\$.0420
17 - 20	.0684	.0420
21 - 25	.0816	.0684
26 - 30	.0816	.0684
31 - 40	.0816	.0684
41 - 50	.0882	.0750
51 - 70	.0882	.0750
Over 71	.0882	.0816

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	\$.1190	(I)	\$.0750	(I)
17 - 20	.1190		.0750	
21 - 25	.1410		.1190	
26 - 30	.1410		.1190	
31 - 40	.1410		.1190	
41 - 50	.1520		.1300	
51 - 70	.1520		.1300	
Over 71	.1520	(I)	.1410	(I)

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	\$.0962	(I)	\$.0610	(I)
17 - 20	.0962		.0610	
21 - 25	.1138		.0962	
26 - 30	.1138		.0962	
31 - 40	.1138		.0962	
41 - 50	.1226		.1050	
51 - 70	.1226		.1050	
Over 71	.1226	(I)	.1138	(I)

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	\$.0734	(I)	\$.0470	(I)
17 - 20	.0734		.0470	
21 - 25	.0866		.0734	
26 - 30	.0866		.0734	
31 - 40	.0866		.0734	
41 - 50	.0932		.0800	
51 - 70	.0932		.0800	
Over 71	.0932	(I)	.0866	(I)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

Rate Mileage	<u>DAY RATE</u>	
	Initial 1-Minute	Each Additional Minute
0 - 8	\$.1556	\$.0656
9 - 12	.1556	.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2256	.1956

Rate Mileage	<u>EVENING RATE</u>	
	Initial 1-Minute	Each Additional Minute
0 - 8	\$.1156	\$.0456
9 - 12	.1156	.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

Rate Mileage	<u>NIGHT/WEEKEND RATE</u>	
	Initial 1-Minute	Each Additional Minute
0 - 8	\$.0656	\$.0456
9 - 12	.0656	.0456
13 - 16	.0656	.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 71	.1656	.1356

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

Rate <u>Mileage</u>	<u>DAY RATE</u>		Each Additional <u>Minute</u>	(l)
	Initial <u>1-Minute</u>			
0 - 8	\$.1606	(l)	\$.0706	
9 - 12	.1606		.0706	
13 - 16	.1606		.0706	
17 - 20	.1606		.0706	
21 - 25	.2006		.1306	
26 - 30	.2006		.1306	
31 - 40	.2006		.1306	
41 - 50	.2306		.1506	
51 - 70	.2306		.1506	
Over 71	.2306	(l)	.2006	

Rate <u>Mileage</u>	<u>EVENING RATE</u>		Each Additional <u>Minute</u>	(l)
	Initial <u>1-Minute</u>			
0 - 8	\$.1206	(l)	\$.0506	
9 - 12	.1206		.0506	
13 - 16	.1206		.0506	
17 - 20	.1206		.0506	
21 - 25	.1706		.1106	
26 - 30	.1706		.1106	
31 - 40	.1706		.1106	
41 - 50	.1806		.1206	
51 - 70	.1806		.1206	
Over 71	.1906	(l)	.1406	

Rate <u>Mileage</u>	<u>NIGHT/WEEKEND RATE</u>		Each Additional <u>Minute</u>	(l)
	Initial <u>1-Minute</u>			
0 - 8	\$.0706	(l)	\$.0506	
9 - 12	.0706		.0506	
13 - 16	.0706		.0506	
17 - 20	.0706		.0506	
21 - 25	.1106		.0806	
26 - 30	.1106		.0806	
31 - 40	.1106		.0806	
41 - 50	.1406		.0906	
51 - 70	.1406		.0906	
Over 71	.1706	(l)	.1406	

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

A. AUTOMATIC SAVINGS PLAN (Continued)

4. RATES AND CHARGES (Continued)

c. Reserved For Future Use

(T)
(D)

(D)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS

1. APPLICABILITY AND TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Savings Plans in connection with business exchange service furnished or made available by the Utility over facilities wholly within a Service Area as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. Customers may for the indicated nonrecurring and monthly rates shown in 4. following receive a discount on all qualified intraLATA directly dialed message toll charges and qualified calling card calls without operator assistance. The discount rate is dependent on the total amount of qualified monthly directly dialed and qualified calling card (including calling card service charges and pay station service charges if any) message toll usage as billed.
- b. Applicable calling card charges to toll point wholly within a Service Area will be applied under the rates specified in 4. following.
- c. Enhanced 300 allows customers to select either Option 1 and receive a percent discount on qualified Billed Usage or Option 2 and pay an hourly rate for Usage Hours on directly dialed calls and receive a percent discount on volumes of calling card calls and direct dialed usage during a billing month as shown in 4. following.
- d. Enhanced 1000 allows customers to select either Option 1 and receive a percent discount on qualified Billed Usage or Option 2 and pay an hourly rate for usage Hours on directly dialed calls and receive a percent discount on volumes of calling card calls and direct dialed usage during a billing month as shown in 4. following.

3. REGULATIONS

- a. Enhance 300 and Enhanced 1000 Savings plans contained herein, are not available on residence exchange lines
- b. The discounted rates are provided to the Utility's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale.
- c. Person, collect conference, third number billed toll station, or any other calls requiring operator handling (including operator handled calling card calls), are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS

1. APPLICABILITY AND TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Savings Plans in connection with business exchange service furnished or made available by the Utility over facilities wholly within a Service Area as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

2. DESCRIPTION OF SERVICE

- a. Customers may for the indicated nonrecurring and monthly rates shown in 4. following receive a discount on all qualified intraLATA directly dialed message toll charges without operator assistance. The discount rate is dependent on the total amount of qualified monthly directly dialed (including pay station service charges if any) message toll usage as billed. (C)
(C)

(D)

(D)

- b. Enhanced 300 allows customers to select either Option 1 and receive a percent discount on qualified Billed Usage or Option 2 and pay an hourly rate for Usage Hours on directly dialed calls and receive a percent discount on volumes of direct dialed usage during a billing month as shown in 4. following. (T)
(C)
(C)

- c. Enhanced 1000 allows customers to select either Option 1 and receive a percent discount on qualified Billed Usage or Option 2 and pay an hourly rate for usage Hours on directly dialed calls and receive a percent discount on volumes of direct dialed usage during a billing month as shown in 4. following. (T)
(C)
(C)

3. REGULATIONS

- a. Enhance 300 and Enhanced 1000 Savings plans contained herein, are not available on residence exchange lines
- b. The discounted rates are provided to the Utility's customer only and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use. Therefore, these plans are not available for resale.
- d. Person, collect conference, third number billed toll station, or any other calls requiring operator handling, are not included and will be billed at the regular message toll rates applicable. Only California intraLATA calls are included. (C)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

3. REGULATIONS (Continued)

- d. These discounts are applicable to the Enhanced 300 and Enhanced 1000 Savings Plans.
- e. A customer may only subscribe to one Enhanced Savings Plan per billing account. The discounts contained herein shall only be applied to the billed telephone number.
- f. ZUM calls to not apply to the Enhanced Savings Plans.
- g. One month minimum billing is required when subscribing to any Enhanced Savings Plan.
- h. Enhanced 300 and Enhanced 1000 Savings Plans are not available on WATS, Private Line Service or Custom 800 Services.
- i. Customers with mechanized summary billing cannot subscribe to the Enhance Savings Plans for any primary control account; however, individual billing accounts may subscribe to the Enhanced Savings Plans service offering.
- j. For Enhanced 300 Savings Plans each individual call is completed on the basis of whole minutes, a fraction of a minute is considered a whole minute. For all messages, a fraction of a minute is charged as a full minute. For Enhanced 1000 Savings Plans each individual directly dialed call is completed on the basis of six (6) second increments with a minimum billing of 18 seconds per message. For all messages, a fraction of a minute is rounded up to the next six second increment.
- k. Customers subscribing to Enhanced 1000 Savings Plans must have a minimum of \$225.00 in billed WATS, MTS, 800, FEX toll and Remote Call Forwarding toll usage in order to qualify for Enhanced 1000 Savings Plans, per location (continuous property as defined in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1.1) per month. For Centrex or PBX customers, location is defined as the first point of switching.
- l. A new customer with no billing history over the previous 12 months who wishes to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of \$675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).
- m. If a customer subscribing to Enhanced 1000 does not meet the average monthly bill of \$25.00 (see k. preceding) over a 6-month period, the customer will be changed to Enhanced 300 in the 7th month.

Effective: January 15, 2015

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

3. REGULATIONS (Continued)

- d. These discounts are applicable to the Enhanced 300 and Enhanced 1000 Savings Plans.
- e. A customer may only subscribe to one Enhanced Savings Plan per billing account. The discounts contained herein shall only be applied to the billed telephone number.
- f. ZUM calls to not apply to the Enhanced Savings Plans.
- g. One month minimum billing is required when subscribing to any Enhanced Savings Plan.
- h. Enhanced 300 and Enhanced 1000 Savings Plans are not available on WATS, Private Line Service or Custom 800 Services.
- i. Customers with mechanized summary billing cannot subscribe to the Enhance Savings Plans for any primary control account; however, individual billing accounts may subscribe to the Enhanced Savings Plans service offering.
- k. For Enhanced 300 Savings Plans each individual call is completed on the basis of whole minutes, a fraction of a minute is considered a whole minute. For all messages, a fraction of a minute is charged as a full minute. For Enhanced 1000 Savings Plans each individual directly dialed call is completed on the basis of six (6) second increments with a minimum billing of 18 seconds per message. For all messages, a fraction of a minute is rounded up to the next six second increment.
- k. Customers subscribing to Enhanced 1000 Savings Plans must have a minimum of \$225.00 in billed WATS, MTS, 800, FEX toll and Remote Call Forward toll usage in order to qualify for Enhanced 1000 Savings Plans, per location (continuous property as defined in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1.1) per month. For Centrex or PBX customers, location is defined as the first point of switching.
- l. A new customer with no billing history over the previous 12 months who wishes to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of \$675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).
- m. If a customer subscribing to Enhanced 1000 does not meet the average monthly bill of \$25.00 (see k. preceding) over a 6-month period, the customer will be changed to Enhanced 300 in the 7th month.

(T)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES

a. Enhanced 300

Option 1

<u>Billed Usage</u>	<u>Discount Rate</u>
\$0.01-\$300.00	30%
\$300.01+	35%

Option 2

<u>Hourly Rate</u>	<u>Billed Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage	\$0.01 - \$300.00	30%
	\$300.00 +	35%

When a BTN reaches the following non-discounted qualified usage levels and is not part of a Billing Account Group (BAG) then BTN becomes eligible for volume discounts.

<u>Qualifying Non Discounted Usage Level</u>	<u>Percent Volume Discount</u>
\$2,500.00	5%
\$7,500.00	10%

Illustrative Only

Option 1:

\$750.00 = Applicable total message toll and calling card usage	
\$300.00 @ 30% discount =	\$90.00
\$450.00 @ 35% discount =	\$157.50
Total amount discounted =	\$247.50

* A new customer with no billing history who wished to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of \$675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Business Enhanced 300 Savings Plan. After 150 days the installation charges will apply.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES

a. Enhanced 300

Option 1

<u>Billed Usage</u>	<u>Discount Rate</u>
\$0.01-\$300.00	30%
\$300.01+	35%

Option 2

<u>Hourly Rate</u>	<u>Billed Usage</u>	<u>Discount Rate</u>
\$5.75 per hour of usage	\$0.01 - \$300.00	30%
	\$300.00 +	35%

When a BTN reaches the following non-discounted qualified usage levels and is not part of a Billing Account Group (BAG) then BTN becomes eligible for volume discounts.

<u>Qualifying Non Discounted Usage Level</u>	<u>Percent Volume Discount</u>
\$2,500.00	5%
\$7,500.00	10%

Illustrative Only

Option 1:

\$750.00 = Applicable total message toll usage	
\$300.00 @ 30% discount =	\$90.00
\$450.00 @ 35% discount =	\$157.50
Total amount discounted =	\$247.50

(C)

* A new customer with no billing history who wished to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of \$675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Business Enhanced 300 Savings Plan. After 150 days the installation charges will apply.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

a. Enhanced 300 (Continued)

Option 2:

130.44 hours x %57.5 per hour of usage = \$750.00
applicable total Message Toll usage + \$150.00
applicable Calling Card usage = \$900.00 applicable total Message Toll and Calling
card usage.

\$300.00 @ 30% discount =	\$90.00
\$600.00 @ 35% discount =	\$210.00
Total discounted amount =	\$300.00

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Enhanced 300 Option 1	\$10.00	\$7.50
Enhanced 300 Option 2	10.00	7.50
Enhanced 300 New Customer		
Option 1 *	10.00	7.50
Option 2 *	10.00	7.50

* A new customer with no billing history who wished to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of \$675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Business Enhanced 300 Savings Plan. After 150 days the installation charges will apply.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

a. Enhanced 300 (Continued)

Option 2:

130.44 hours x %57.5 per hour of usage = \$750.00
 applicable total Message Toll usage + \$150.00

(D)

\$300.00 @ 30% discount = \$90.00
 \$600.00 @ 35% discount = \$210.00
 Total discounted amount = \$300.00

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Enhanced 300 Option 1	\$10.00	\$7.50
Enhanced 300 Option 2	10.00	7.50
Enhanced 300 New Customer		
Option 1 *	10.00	7.50
Option 2 *	10.00	7.50

* A new customer with no billing history who wished to subscribe to Enhanced 1000 must first subscribe to Enhanced 300. If during the first full three bill rounds the customer reaches a total of \$675.00, the customer will be automatically changed to Enhanced 1000 the following bill round (nonrecurring charge does not apply).

For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Business Enhanced 300 Savings Plan. After 150 days the installation charges will apply.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station Enhanced 300

DAY RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	\$.1140	\$.0700
17 - 20	.1140	.0700
21 - 25	.1360	.1140
26 - 30	.1360	.1140
31 - 40	.1360	.1140
41 - 50	.1470	.1250
51 - 70	.1470	.1250
Over 71	.1470	.1360

EVENING RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	\$.0912	\$.0560
17 - 20	.0912	.0560
21 - 25	.1088	.0912
26 - 30	.1088	.0912
31 - 40	.1088	.0912
41 - 50	.1176	.1000
51 - 70	.1176	.1000
Over 71	.1176	.1088

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute	Each Additional Minute
13 - 16	\$.0684	\$.0420
17 - 20	.0684	.0420
21 - 25	.0816	.0684
26 - 30	.0816	.0684
31 - 40	.0816	.0684
41 - 50	.0882	.0750
51 - 70	.0882	.0750
Over 71	.0882	.0816

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

b. Dial Station

DAY RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	\$.1190	(I)	\$.0750	(I)
17 - 20	.1190		.0750	
21 - 25	.1410		.1190	
26 - 30	.1410		.1190	
31 - 40	.1410		.1190	
41 - 50	.1520		.1300	
51 - 70	.1520		.1300	
Over 71	.1520	(I)	.1410	(I)

EVENING RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	\$.0962	(I)	\$.0610	(I)
17 - 20	.0962		.0610	
21 - 25	.1138		.0962	
26 - 30	.1138		.0962	
31 - 40	.1138		.0962	
41 - 50	.1226		.1050	
51 - 70	.1226		.1050	
Over 71	.1226	(I)	.1138	(I)

NIGHT/WEEKEND RATE

Rate Mileage	Initial 1-Minute		Each Additional Minute	
13 - 16	\$.0734	(I)	\$.0470	(I)
17 - 20	.0734		.0470	
21 - 25	.0866		.0734	
26 - 30	.0866		.0734	
31 - 40	.0866		.0734	
41 - 50	.0932		.0800	
51 - 70	.0932		.0800	
Over 71	.0932	(I)	.0866	(I)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card Enhanced 300

DAY RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	.1556	.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2556	.1956

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	.1156	.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 1-Minute</u>	<u>Each Additional Minute</u>
0 - 12	.0656	.0456
13 - 16	.0656	.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 71	.1656	.1356

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

c. Calling Card

	<u>DAY RATE</u>			
Rate	Initial		Each Additional	
<u>Mileage</u>	<u>1-Minute</u>		<u>Minute</u>	
0 - 12	\$.1606	(l)	\$.0706	(l)
13 - 16	.1606		.0706	
17 - 20	.1606		.0706	
21 - 25	.2006		.1306	
26 - 30	.2006		.1306	
31 - 40	.2006		.1306	
41 - 50	.2306		.1506	
51 - 70	.2306		.1506	
Over 71	.2306	(l)	.2006	(l)

	<u>EVENING RATE</u>			
Rate	Initial		Each Additional	
<u>Mileage</u>	<u>1-Minute</u>		<u>Minute</u>	
0 - 12	\$.1206	(l)	\$.0506	
13 - 16	.1206		.0506	
17 - 20	.1206		.0506	
21 - 25	.1706		.1106	
26 - 30	.1706		.1106	
31 - 40	.1706		.1106	
41 - 50	.1806		.1206	
51 - 70	.1806		.1206	
Over 71	.1906	(l)	.1406	

	<u>NIGHT/WEEKEND RATE</u>			
Rate	Initial		Each Additional	
<u>Mileage</u>	<u>1-Minute</u>		<u>Minute</u>	
0 - 12	\$.0706	(l)	\$.0506	
13 - 16	.0706		.0506	
17 - 20	.0706		.0506	
21 - 25	.1106		.0806	
26 - 30	.1106		.0806	
31 - 40	.1106		.0806	
41 - 50	.1406		.0906	
51 - 70	.1406		.0906	
Over 71	.1706	(l)	.1406	(l)

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

c. Reserved For Future Use

(T)
(D)

(D)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

d. Enhanced 1000

Option 1

<u>Billed Usage</u>	<u>Discount Rate</u>
\$0.01-\$1000.00	30%
\$1000.01 - 5000.00+	40%
\$5000.01 +	50%

Option 2

<u>Hourly Rate</u>	<u>Billed Usage</u>	<u>Discount Rate</u>
\$5.75 per	\$0.01 - \$1,000.00	30%
hour of usage	\$1,000.00 0 \$5,000.00	40%
	\$5,000.01 +	50%

Illustrative Only Option 1 and 2

\$7,500.00 or 1,304.4 hours = Applicable total message toll and calling card usage billed.

\$1,000.00 @ 30% discount =	\$300.00
\$4,000.00 @ 40% discount =	\$1,600.00
\$2,500.00 @ 50% discount =	\$1,250.00
Total discounted amount =	\$3,150.00

When a BTN reaches the following non-discounted qualified usage levels and is not part of a Billing Account Group (BAG) the BTN becomes eligible for volume discounts.

<u>Qualifying Non Discounted Usage Level</u>	<u>Percent Volume Discount</u>
\$7,500.00	5%
\$25.00	10%

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Enhanced 1000 Option 1	\$10.00	\$30.00
Enhanced 1000 Option 2	10.00	30.00

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

d. Enhanced 1000

Option 1

<u>Billed Usage</u>	<u>Discount Rate</u>
\$0.01-\$1000.00	30%
\$1000.01 - 5000.00+	40%
\$5000.01 +	50%

Option 2

<u>Hourly Rate</u>	<u>Billed Usage</u>	<u>Discount Rate</u>
\$5.75 per	\$0.01 - \$1,000.00	30%
hour of usage	\$1,000.00 0 \$5,000.00	40%
	\$5,000.01 +	50%

Illustrative Only Option 1 and 2

\$7,500.00 or 1,304.4 hours = Applicable total message toll usage billed.

(C)

\$1,000.00 @ 30% discount =	\$300.00
\$4,000.00 @ 40% discount =	\$1,600.00
\$2,500.00 @ 50% discount =	\$1,250.00
Total discounted amount =	\$3,150.00

When a BTN reaches the following non-discounted qualified usage levels and is not part of a Billing Account Group (BAG) the BTN becomes eligible for volume discounts.

<u>Qualifying Non Discounted Usage Level</u>	<u>Percent Volume Discount</u>
\$7,500.00	5%
\$25.00	10%

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Enhanced 1000 Option 1	\$10.00	\$30.00
Enhanced 1000 Option 2	10.00	30.00

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

e. Dial Station Enhanced 1000

DAY RATE

<u>Rate Mileage</u>	<u>Initial 18 Seconds</u>	<u>Each Additional 6 Seconds</u>
13 - 16	\$.0254	\$.0085
17 - 20	.0254	.0085
21 - 25	.0364	.0121
26 - 30	.0364	.0121
31 - 40	.0364	.0121
41 - 50	.0397	.0132
51 - 70	.0397	.0132
Over 71	.0419	.0140

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 18 Seconds</u>	<u>Each Additional 6 Seconds</u>
13 - 16	\$.0203	\$.0068
17 - 20	.0203	.0068
21 - 25	.0291	.0097
26 - 30	.0291	.0097
31 - 40	.0291	.0097
41 - 50	.0317	.0106
51 - 70	.0317	.0106
Over 71	.0335	.0112

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 18 Seconds</u>	<u>Each Additional 6 Seconds</u>
13 - 16	\$.0152	\$.0051
17 - 20	.0152	.0051
21 - 25	.0218	.0073
26 - 30	.0218	.0073
31 - 40	.0218	.0073
41 - 50	.0238	.0079
51 - 70	.0238	.0079
Over 71	.0251	.0084

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

e. Dial Station Enhanced 1000

DAY RATE

<u>Rate Mileage</u>	<u>Initial 18 Seconds</u>		<u>Each Additional 6 Seconds</u>	
13 - 16	\$.0304	(I)	\$.0135	(I)
17 - 20	.0304		.0135	
21 - 25	.0414		.0171	
26 - 30	.0414		.0171	
31 - 40	.0414		.0171	
41 - 50	.0447		.0182	
51 - 70	.0447		.0182	
Over 71	.0469	(I)	.0190	(I)

EVENING RATE

<u>Rate Mileage</u>	<u>Initial 18 Seconds</u>		<u>Each Additional 6 Seconds</u>	
13 - 16	\$.0253	(I)	\$.0118	(I)
17 - 20	.0253		.0118	
21 - 25	.0341		.0147	
26 - 30	.0341		.0147	
31 - 40	.0341		.0147	
41 - 50	.0367		.0156	
51 - 70	.0367		.0156	
Over 71	.0385	(I)	.0162	(I)

NIGHT/WEEKEND RATE

<u>Rate Mileage</u>	<u>Initial 18 Seconds</u>		<u>Each Additional 6 Seconds</u>	
13 - 16	\$.0202	(I)	\$.0101	(I)
17 - 20	.0202		.0101	
21 - 25	.0268		.0123	
26 - 30	.0268		.0123	
31 - 40	.0268		.0123	
41 - 50	.0288		.0129	
51 - 70	.0288		.0129	
Over 71	.0301	(I)	.0134	(I)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

f. Calling Card Enhanced 1000

Rate <u>Mileage</u>	<u>DAY RATE</u>	
	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
0 - 12	.1556	.0656
13 - 16	.1556	.0656
17 - 20	.1556	.0656
21 - 25	.1956	.1256
26 - 30	.1956	.1256
31 - 40	.1956	.1256
41 - 50	.2256	.1456
51 - 70	.2256	.1456
Over 71	.2556	.1956

Rate <u>Mileage</u>	<u>EVENING RATE</u>	
	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
0 - 12	.1156	.0456
13 - 16	.1156	.0456
17 - 20	.1156	.0456
21 - 25	.1656	.1056
26 - 30	.1656	.1056
31 - 40	.1656	.1056
41 - 50	.1756	.1156
51 - 70	.1756	.1156
Over 71	.1856	.1356

Rate <u>Mileage</u>	<u>NIGHT/WEEKEND RATE</u>	
	Initial <u>1-Minute</u>	Each Additional <u>Minute</u>
0 - 12	.0656	.0456
13 - 16	.0656	.0456
17 - 20	.0656	.0456
21 - 25	.1056	.0756
26 - 30	.1056	.0756
31 - 40	.1056	.0756
41 - 50	.1356	.0856
51 - 70	.1356	.0856
Over 71	.1656	.1356

Note: For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Enhanced 1000. After 150 days, installation charges apply.

Effective: January 1, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

f. Calling Card Enhanced 1000

<u>Rate Mileage</u>	<u>DAY RATE</u>		<u>Each Additional Minute</u>	
	<u>Initial 1-Minute</u>			
0 - 12	\$.1606	(l)	\$.0706	(l)
13 - 16	.1606		.0706	
17 - 20	.1606		.0706	
21 - 25	.2006		.1306	
26 - 30	.2006		.1306	
31 - 40	.2006		.1306	
41 - 50	.2306		.1506	
51 - 70	.2306		.1506	
Over 71	.2306	(l)	.2006	(l)

<u>Rate Mileage</u>	<u>EVENING RATE</u>		<u>Each Additional Minute</u>	
	<u>Initial 1-Minute</u>			
0 - 12	\$.1206	(l)	\$.0506	(l)
13 - 16	.1206		.0506	
17 - 20	.1206		.0506	
21 - 25	.1706		.1106	
26 - 30	.1706		.1106	
31 - 40	.1706		.1106	
41 - 50	.1806		.1206	
51 - 70	.1806		.1206	
Over 71	.1906	(l)	.1406	(l)

<u>Rate Mileage</u>	<u>NIGHT/WEEKEND RATE</u>		<u>Each Additional Minute</u>	
	<u>Initial 1-Minute</u>			
0 - 12	\$.0706	(l)	\$.0506	(l)
13 - 16	.0706		.0506	
17 - 20	.0706		.0506	
21 - 25	.1106		.0806	
26 - 30	.1106		.0806	
31 - 40	.1106		.0806	
41 - 50	.1406		.0906	
51 - 70	.1406		.0906	
Over 71	.1706	(l)	.1406	(l)

Note: For one hundred fifty (150) days from the effective date of this offering, the installation charge will not apply to customers who elect to subscribe to Enhanced 1000. After 150 days, installation charges apply.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

f. Reserved For Future Use

(T)

(D)

(D)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

g. Enhanced 1000 Savings Plan Term Discount

Term Discounts allow Enhanced 1000 customers to subscribe to a discount plan, which includes:

- a discount on direct dialed toll charges and qualified calling card call charges for a fixed term in 12 month, 24 month or 36 month increments.

- (1) The customer must sign a Term Discount Agreement. The monthly discounts will be in effect the following bill round after the agreement is executed, signed and received.
- (2) Customers subscribing to multiple Term Discounts must sign an agreement for each plan.
- (3) Each customer location must qualify for and subscribe to Enhanced 1000 to qualify for Term Discount.
- (4) Customers must commit to one of the three monthly usage commitment options listed in (11) following.
- (5) Selection of one of the net monthly usage commitment options creates a corresponding minimum monthly-billed usage commitment.
- (6) Customer must average monthly usage requirement over a 12-month period.
- (7) Changes to the length of the Term Discount prior to the expiration of the customer's initial agreement are permitted. The following apply:
 - the customer's initial term agreement must be terminated and a new agreement entered into.
 - the new term agreement must be for a greater period than initially selected.
- (8) If a customer terminates an agreement prior to its expiration or failed to meet the monthly usage requirement over a 12-month period, they will be billed the amount of the term discount received up to the last 12-month period plus a penalty equal to 10% of that amount.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

g. Enhanced 1000 Savings Plan Term Discount

Term Discounts allow Enhanced 1000 customers to subscribe to a discount plan, which includes:

- a discount on direct dialed toll charges for a fixed term in 12 month, 24 month or 36 month increments. (C)
- (1) The customer must sign a Term Discount Agreement. The monthly discounts will be in effect the following bill round after the agreement is executed, signed and received.
- (2) Customers subscribing to multiple Term Discounts must sign an agreement for each plan.
- (3) Each customer location must qualify for and subscribe to Enhanced 1000 to qualify for Term Discount.
- (4) Customers must commit to one of the three monthly usage commitment options listed in (11) following.
- (5) Selection of one of the net monthly usage commitment options creates a corresponding minimum monthly-billed usage commitment.
- (6) Customer must average monthly usage requirement over a 12-month period.
- (8) Changes to the length of the Term Discount prior to the expiration of the customer's initial agreement are permitted. The following apply:
 - the customer's initial term agreement must be terminated and a new agreement entered into.
 - the new term agreement must be for a greater period than initially selected.
- (8) If a customer terminates an agreement prior to its expiration or failed to meet the monthly usage requirement over a 12-month period, they will be billed the amount of the term discount received up to the last 12-month period plus a penalty equal to 10% of that amount.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.1 INTRALATA MESSAGE TOLL TELEPHONE SERVICE (Continued)

3.1.5 BUSINESS DISCOUNT CALLING PLANS (Continued)

B. ENHANCED 300 AND ENHANCED 1000 SAVINGS PLANS (Continued)

4. RATES AND CHARGES (Continued)

g. Enhanced 1000 Savings Plan Term Discount (continued)

(9) Minimum usage is determined by the amount of Enhanced 1000 qualified non-discounted usage for a BTN.

(10) Term discounts apply after Option 1 and Option 2 discounts of Enhanced 1000 have been applied.

(11) Term Discounts apply at the BTN level.

<u>Monthly Usage Commitment</u>	<u>Monthly Minimum Usage Billed</u>	<u>12 mo.</u>	<u>24 mo.</u>	<u>36 mo.</u>
\$ 2,500	\$1,875	3%	4%	5%
\$ 5,000	\$3,750	3.5%	4.5%	5.5%
\$10,000	\$7,500	4%	5%	6%

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800)

3.2.1 APPLICABILITY

Applicable to Intrastate IntraLATA Wide Area Telephone Service (WATS/800), furnished or made available by this Utility between its points and between its points and between its points and points reached over facilities of connecting companies. WATS and 800 Service are furnished only if the necessary service components are available.

3.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing IntraLata Wide Area Telephone Service (WATS/800) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.2.3 GENERAL

- A. The WATS Service customer is furnished a WATS access line arranged for outward calling only. WATS provides for directly dialed telephone calling from a WATS termination by way of the WATS access line and the public switched network to other locations in the same subscription area as that in which the access line terminates.
- B. The 800 Service customer is furnished an 800 number that when dialed from within the subscribed area(s), calls are routed via the public switched network to the terminating access lines(s) associated with the 800 number at no charge to the calling party.
- C. A WATS/800 Service Message must originate and terminate in the Service Subscription Area for which the WATS/800 Service access line is arranged.
 - 1. CTCC has the following WATS/800 Service Subscription areas:
 - a. California No. Half State: 209-408-415-707-916
 - b. California Full State: 209-408-415-707-916-213-619-714-805-818
 - c. Custom 800 Service(1)

(1) Service Offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

Effective: September 22, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800)

3.2.1 APPLICABILITY

Applicable to Intrastate IntraLATA Wide Area Telephone Service (WATS/800), furnished or made available by this Utility between its points and between its points and points reached over facilities of connecting companies. WATS and 800 Service are furnished only if the necessary service components are available. (T)

3.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing IntraLata Wide Area Telephone Service (WATS/800) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.2.3 GENERAL

- A. The WATS Service customer is furnished a WATS access line arranged for outward calling only. WATS provides for directly dialed telephone calling from a WATS termination by way of the WATS access line and the public switched network to other locations in the same subscription area as that in which the access line terminates.
- B. The 800 Service customer is furnished an 800 number that when dialed from within the subscribed area(s), calls are routed via the public switched network to the terminating access lines(s) associated with the 800 number at no charge to the calling party.
- C. A WATS/800 Service Message must originate and terminate in the Service Subscription Area for which the WATS/800 Service access line is arranged.
 - 1. CTCC has the following WATS/800 Service Subscription areas:
 - a. California No. Half State: 209-408-415-707-916
 - b. California Full State: 209-408-415-707-916-213-619-714-805-818

(D)

(D)
(D)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800)

3.2.1 APPLICABILITY

Applicable to Intrastate IntraLATA Wide Area Telephone Service (WATS/800), furnished or made available by this Utility between its points and between its points and points reached over facilities of connecting companies. WATS and 800 Service are furnished only if the necessary service components are available.

3.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing IntraLata Wide Area Telephone Service (WATS/800) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.2.3 GENERAL

- A. The WATS Service customer is furnished a WATS access line arranged for outward calling only. WATS provides for directly dialed telephone calling from a WATS termination by way of the WATS access line and the public switched network to other locations in the same subscription area as that in which the access line terminates.
- B. The 800 Service customer is furnished an 800 number that when dialed from within the subscribed area(s), calls are routed via the public switched network to the terminating access lines(s) associated with the 800 number at no charge to the calling party.
- C. A WATS/800 Service Message must originate and terminate in the Service Subscription Area for which the WATS/800 Service access line is arranged.
 - 1. CTCC has the following WATS/800 Service Subscription areas:
 - a. California No. Half State: 209-408-415-707-916
 - b. California Full State: 209-408-415-707-916-213-619-714-805-818
- D. Advance Payments – West Coast Market
 - 1. Applicants for service may be required to make an advance payment at the time of application, equal to the installation charges, if applicable, and the rate for one month for the service desired.
 - 2. The amount of the advance payment is credited to the customer's account as applying to any indebtedness for the service furnished.
- E. Rate Structure – West Coast Market
 - 1. Monthly usage charges for a service group are computed on an average usage per line basis according to a tapered schedule. There is no minimum monthly usage requirement. Hourly rates for each hour of use decrease at defined levels of use called taper points.
 - 2. This schedule requires a separate monthly charge for each access line in a service group independent of usage.
 - 3. In addition to the charges described elsewhere, a Set-Up charge applies to each message, whether dialed by the customer or Utility operator as provided in Rates A.2., Limitations of Service, following.

(N)

(N)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.4 RATES AND CHARGES

A. WATS Access Line

1. Access Line Each	Monthly <u>Rate</u>
Northern Cal. Half State	\$25.00
California Full State	25.00
2. Usage Charges	

Usage charges apply to intraService area outward calls placed over any access lines described above.

- a. The hourly rates apply to the average use of access lines within a service group rounded to the nearest tenth of an hour.

<u>Average Hours of Use</u>	<u>Rate Group</u>
0 - 5	1
5.1 - 15	2
15.1 - 30	3
Over 30	4

- b. Custom Calling Services - Three-Way Calling, Speed Calling (Eight-Code or Thirty-Code List) or a Two-Feature Package of Three-Way Calling and Speed Calling Eight-Code capacity may be arranged to work with WATS. For rates see Section 5.

c. Rate Group _____ (N)

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
\$7.23	\$6.88	\$6.38	\$5.73

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.4 RATES AND CHARGES

A. WATS Access Line

1. Access Line Each	<u>Monthly Rate</u>	
Northern Cal. Half State	\$25.00	
California Full State	25.00	
West Coast Market ^{1,2,3}	35.00	(N)

2. Usage Charges

Usage charges apply to intraService area outward calls placed over any access lines described above.

- a. The hourly rates apply to the average use of access lines within a service group rounded to the nearest tenth of an hour.

<u>Average Hours of Use</u>	<u>Rate Group</u>	<u>West Coast Market Rate</u>	
0 - 5	1	\$5.30	(N)
5.1 - 15	2	4.95	
15.1 - 30	3	4.60	
Over 30	4	4.20	

- d. Custom Calling Services - Three-Way Calling, Speed Calling (Eight-Code or Thirty-Code List) or a Two-Feature Package of Three-Way Calling and Speed Calling Eight-Code capacity may be arranged to work with WATS. For rates see Section 5.

e. Rate Group (N)

<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
\$7.23	\$6.88	\$6.38	\$5.73

- d. West Coast Market - Usage Charges apply to intraLATA outward calls placed over a WATS access line. (N)

	<u>Charge</u>
Set-up Charge - Per Message	\$.05

¹ Service Order Charges as shown in Section 2 are applicable for installation of a Dedicated 800/888 Service Access Line.

² For four wire terminating arrangement option see Special Conditions D. and E. preceding.

³ For Dedicated 800/888 access line service provided in conjunction with an interexchange carrier, see the Access Service Tariff.

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.4 RATES AND CHARGES

A. WATS Access Line

1. Access Line Each	<u>Monthly Rate</u>
Northern Cal. Half State	\$25.00
California Full State	25.00
West Coast Market ^{1,2,3}	35.00

2. Usage Charges

Usage charges apply to intraService area outward calls placed over any access lines described above.

- a. The hourly rates apply to the average use of access lines within a service group rounded to the nearest tenth of an hour.

<u>Average Hours of Use</u>	<u>Rate Group</u>	<u>West Coast Market Rate</u>
0 - 5	1	\$5.30
5.1 - 15	2	4.95
15.1 - 30	3	4.60
Over 30	4	4.20

- f. Custom Calling Services – 3 Way Calling, Speed Call (8⁴ or 30) or a Two-Feature Package of 3 Way Calling and Speed Call 8⁴ capacity may be arranged to work with WATS. For rates see Section 5. (T)(C)
(T)(C)

g. Rate Group (N)

1	2	3	4
\$7.23	\$6.88	\$6.38	\$5.73

- d. West Coast Market - Usage Charges apply to intraLATA outward calls placed over a WATS access line.

	<u>Charge</u>
Set-up Charge - Per Message	\$.05

¹ Service Order Charges as shown in Section 2 are applicable for installation of a Dedicated 800/888 Service Access Line.

² For four wire terminating arrangement option see Special Conditions D. and E. preceding.

³ For Dedicated 800/888 access line service provided in conjunction with an interexchange carrier, see the Access Service Tariff.

⁴ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.4 RATES AND CHARGES (Continued)

B. Dedicated 800 Service Access Line

	<u>Monthly Rate</u>
1. Access Line Each	
Northern Cal. Half State	\$20.00
California Full State	20.00
2. Usage Charges	

Usage charges apply to intraService area inward calls placed over specified lines described above.

- a. The hourly rates apply to the actual use of the access lines within a service group rounded to the nearest tenth of an hour.

Messages placed on any of the following holidays are rated in the discount period following.

New Years Day (January 1)
Washington's Birthday (3rd Monday in February)
Independence Day (July 4)
Labor Day
Thanksgiving Day
Christmas Day (December 25)

<u>Rate Group</u>	<u>Rate Period</u>
Monday thru Friday, 9:00am to 9:00pm	1
Discount Period, All Other Hours	2

<u>Subscription Area</u>	<u>Rate Group</u>	
	1	2
Northern Cal. Half State		
Bills with less than 100 hours, per hour	\$10.17	\$5.17
Bills with a minimum of 100 hours, per hour	8.17	5.17

<u>California Full State</u>		
Bills with less than 100 hours, per hour	10.17	5.17
Billes with a minimum of 100 hours, per hour	8.17	5.17

- b. Charges for messages beginning in one time period and competing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.

- C. Installation charges for WATS and 800 Service Access Lines: See Section 2.

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.4 RATES AND CHARGES (Continued)

B. Dedicated 800 Service Access Line

1. Access Line Each	<u>Monthly Rate</u>
Northern Cal. Half State	\$20.00
California Full State	20.00
West Coast Market ^{1,2,3}	30.00

(N)

2. Usage Charges

Usage charges apply to intraService area inward calls placed over specified lines described above.

- a. The hourly rates apply to the actual use of the access lines within a service group rounded to the nearest tenth of an hour.

Messages placed on any of the following holidays are rated in the discount period following.

- New Years Day (January 1)
- Washington's Birthday (3rd Monday in February)
- Independence Day (July 4)
- Labor Day
- Thanksgiving Day
- Christmas Day (December 25)

<u>Rate Group</u>	<u>Rate Period</u>
Monday thru Friday, 9:00am to 9:00pm	1
Discount Period, All Other Hours	2

<u>Subscription Area</u>	<u>Rate Group</u>	
	1	2
<u>Northern Cal. Half State</u>		
Bills with less than 100 hours, per hour	\$10.17	\$5.17
Bills with a minimum of 100 hours, per hour	8.17	5.17
<u>California Full State</u>		
Bills with less than 100 hours, per hour	10.17	5.17
Billes with a minimum of 100 hours, per hour	8.17	5.17

¹ Service Order Charges as shown in Section 2 are applicable for installation of a Dedicated 800/888 Service Access Line.

² For four wire terminating arrangement option see Special Conditions D. and E. preceding.

³ For Dedicated 800/888 access line service provided in conjunction with an interexchange carrier, see the Access Service Tariff.

(N)

(N)

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.4 RATES AND CHARGES (Continued)

B. Dedicated 800 Service Access Line (Continued)

2. Usage Charges (Continued)

- b. Charges for messages beginning in one time period and competing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.
- c. Installation charges for WATS and 800 Service Access Lines: See Section 2.
- d. West Coast Market - Usage Charges apply to intraLATA inward calls placed over a Dedicated 800/888 access line.

(N)

Charge

- Per completed message on 100 hours of usage in a monthly billing period \$.08
- Per completed message on Dedicated 800/888 Service bills with a minimum of 100 hours of usage in a monthly billing period None

e. West Coast Market - Hours of Usage¹

The hourly rate applies to the actual use of the access lines within a service group rounded to the nearest tenth of an hour²

Messages placed on any of the holidays listed in Frontier Communications Online and Long Distance Tariff are rated in the discount period following.

Rate Period

- Monday thru Friday, 9:00 a.m. to 9:00 p.m.³ 1
- Discount Period, All Other Hours 2

Subscription Area

Rate Period

- | | | |
|---|----------|----------|
| | <u>1</u> | <u>2</u> |
| - bills with less than 100 hours, Per hour | \$ 6.74 | \$ 5.09 |
| - bills with a minimum of 100 hours, Per hour | 5.24 | 3.94 |

¹ Charges for messages beginning in one time period and completing in the other time period are determined by applying the appropriate rate for the portion of the message occurring in each period.

² See Special Conditions 3.2.4.2.a. preceding.

³ To, but not including.

(N)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.5 SPECIAL CONDITIONS

- A. An allowance for interruptions applies to each WATS or 800 Service access line when a line is interrupted for a period of 2 to 24 hours, and for each additional 24-hour period, a credit of one day, per 24-hour period applies.
- B. No credit allowance will be made for the following conditions:
 - 1. When a line is interrupted for a period of less than 2 hours.
 - 2. Non-completion of messages due to busy network conditions.
 - 3. Interruption of service due to customer-provided equipment or systems.
 - 4. Interruption of service during any period in which the Utility is not afforded access to the premises at which the access line is terminated.
 - 5. Interruption of service during any period when the customer has released the access line to the Utility for maintenance purposes, or implementation of a customer order for a change in service arrangement.
- C. Chargeable Time (Timing of Messages)
 - 1. Chargeable time begins when connection is established between a telephone station associated with the access line and the calling or called station.
 - 2. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
 - 3. Charges for messages beginning in one time period and completing in another time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.
 - 4. Elapsed time is measured separately for each message and accumulated in increments of one-tenth minute with fractions of a tenth-minute rounded to the next higher tenth minute. Minutes and tenths of a minute are summed by rate period and chargeable hours determined rounded to the nearest tenth of hour.
- D. Customer-provided equipment or protective circuitry may be connected to WATS and 800 Service in accordance with provisions of the California Public Utilities Commission's Certification Program or of the Federal Communications Commission's Registration Program as are now in effect or may become effective.

Effective: September 22, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.5 SPECIAL CONDITIONS

- A. An allowance for interruptions applies to each WATS or 800 Service access line when a line is interrupted for a period of 2 to 24 hours, and for each additional 24-hour period, a credit of one day, per 24-hour period applies.
- B. No credit allowance will be made for the following conditions:
 - 2. When a line is interrupted for a period of less than 2 hours.
 - 2. Non-completion of messages due to busy network conditions.
 - 3. Interruption of service due to customer-provided equipment or systems.
 - 4. Interruption of service during any period in which the Utility is not afforded access to the premises at which the access line is terminated.
 - 5. Interruption of service during any period when the customer has released the access line to the Utility for maintenance purposes, or implementation of a customer order for a change in service arrangement.
- C. Chargeable Time (Timing of Messages)
 - 1. Chargeable time begins when connection is established between a telephone station associated with the access line and the calling or called station.
 - 2. Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
 - 3. Charges for messages beginning in one time period and completing in another time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.
 - 5. Elapsed time is measured separately for each message and accumulated in increments of one-tenth minute with fractions of a tenth-minute rounded to the next higher tenth minute. Minutes and tenths of a minute are summed by rate period and chargeable hours determined rounded to the nearest tenth of hour.
- D. Customer-provided equipment or protective circuitry may be connected to WATS and 800 Service in accordance with provisions of the California Public Utilities Commission's Certification Program or of the Federal Communications Commission's Registration Program as are now in effect or may become effective.

(T)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.5 SPECIAL CONDITIONS (Continued)

- E. Denial and Discontinuance of Service - Service to applicants may be denied and service of customers may be discontinued in accordance with the provisions of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule 3 and Rule 12.
- F. Deposits - An applicant for service may be required to make a deposit in accordance with requirements of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule 6 and Rule 7, as shown for business service.
- G. Fractional Periods (Other than Usage) - The charge for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided.

For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have 30 days.
- H. Fraudulent Use - A WATS Service call may not be made in response to an incomplete long distance call placed to send information and to avoid the Message Telecommunications Service (MTS) Charges.
- I. Limitations of Service
 - 1. Dial-Type Service - WATS and 800 Service calls must be dialed and completed without the assistance of a Utility operator except when facilities or conditions do not allow customer dial completion.
 - 2. Local Directory Assistance Service (WATS) - Calls to Directory Assistance (normally accessed by dialing 411) is denied.
 - 3. Calls on WATS to California 900, California 976 and 900 IEC Programs are denied except in those central offices where blocking is not technically feasible.
- J. Maintenance and Repairs - All ordinary expense of maintenance and repair of facilities provided by the Utility is borne by the Utility. In case of damage to or destruction of facilities of the Utility due to the negligence of the customer and not to ordinary wear and tear, or in the case of theft of such facilities, the customer is responsible for the cost of replacing the facilities destroyed or stolen or for the cost of restoring the facility to its original condition. Customers may not rearrange, disconnect, remove or attempt to repair any facilities installed by the Utility or permit others to do so, except upon the written consent of the Utility.
- K. The minimum service period for WATS and 800 Service is one day.
- L. The customer is required to pay all rates and charges for service in accordance with the Utility's regular billing and collection practices.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.2 INTRALATA WIDE AREA TELEPHONE SERVICE (WATS/800) (Continued)

3.2.5 SPECIAL CONDITIONS (Continued)

- M. When Utility equipment installed on the premises of a customer requires power for it operation, the customer is required to provide such power.
- N. Subscription Area
 - 1. Each WATS and 800 Service access line for Half State and Full State is arranged for one subscription area, as requested by the customer.
 - 2. Rate centers and central office codes for each Service Area must be found in Pac Bell Schedule Cal. P.U.C. No. A6.2.7.B. Message Toll Telephone Service - Toll Rate Guide for the State of California.
- O. Transmission Quality - Satisfactory transmission cannot be assured when the dedicated access line is connected to other Utility services or to customer-provided equipment or services.
- P. Use of The Service By The Customer - The service is provided only for communications in which the customer has direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by them from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others, including personal communications of employees of the customer, except when WATS is used:
 - 1. For public telegram message service or for overseas data message service.
 - 2. By a message-forwarding service in receiving and forwarding messages for its transient clients. However, WATS cannot be used to establish a connection between two parties, neither of who is the WATS customer.
 - 3. By composite data service vendor for sending data (non-voice) communications for its customers.
- Q. Impairment of Service
 - 1. An 800 Service customer must subscribe to and make use of a sufficient number of access lines so that use of the service does not interfere with another customer's service or proper operation of the public switched network.
 - 2. Any arrangement permitting customer control of the number of messages completed to an 800 Service access line is not permitted.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE
MARKETS

3.5.1 APPLICABILITY

Applicable to Custom 800 Service, furnished or made available by the Utility between its points and between its points and points reached over facilities of connecting companies. Custom 800 Service is furnished only if the necessary service components are available.

3.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom 800 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.5.3 GENERAL

- A. The Utility will provide Custom 800 Service in conjunction with an Interexchange Carrier using a business line, a dedicated access line or a residence line. The Utility will provide the intraService area portion and the Interexchange carrier will provide the interService area portion. The access line will be owned by the Company.
- B. Custom 800 Service can be provisioned on any business line, PBX trunk, and business answering line, secretarial line, answering service line or any residential line. Custom 800 service and usage charges will be in addition to the applicable charges for the line and trunk service.
- C. The Utility's Local Exchange Tariff contains general regulations related to Custom 800. These general regulations are in addition to specific conditions and regulations contained in this Service Catalog for, Usage and Toll Charges, IntraLATA Wide Area Telephone Service (WATS/800).
- D. Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Custom 800 is residential.

3.5.4 RATES AND CHARGES

A. Custom 900	Monthly Rate
1. Custom on Regular Business Line Custom 800, per 800 number	\$15.00
2. Dedicated Access Line Custom 800, per 800 number	\$20.00
3. Custom on a Residential Line Custom 800, per 800 number	\$5.00

Effective: September 22, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

3.5.1 APPLICABILITY

Applicable to Custom 800 Service, furnished or made available by the Utility between its points and between its points and points reached over facilities of connecting companies. Custom 800 Service is furnished only if the necessary service components are available.

3.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom 800 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

3.5.3 GENERAL

- A. The Utility will provide Custom 800 Service in conjunction with an Interexchange Carrier using a business line, a dedicated access line or a residence line. The Utility will provide the intraService area portion and the Interexchange carrier will provide the interService area portion. The access line will be owned by the Company.
- B. Custom 800 Service can be provisioned on any business line, PBX trunk, and business answering line, secretarial line, answering service line or any residential line. Custom 800 service and usage charges will be in addition to the applicable charges for the line and trunk service.
- C. The Utility's Local Exchange Tariff contains general regulations related to Custom 800. These general regulations are in addition to specific conditions and regulations contained in this Service Catalog for, Usage and Toll Charges, IntraLATA Wide Area Telephone Service (WATS/800).
- D. Calls to Directory Assistance (normally accessed by dialing 411) are denied except where Custom 800 is residential.

3.5.4 RATES AND CHARGES

A. Custom 800	Monthly Rate
1. Custom on Regular Business Line Custom 800, per 800 number	\$15.00
2. Dedicated Access Line Custom 800, per 800 number	\$20.00
3. Custom on a Residential Line Custom 800, per 800 number	\$5.00

(T)

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE
MARKETS (Continued)

3.5.4 RATES AND CHARGES (Continued)

B. Rate Period

Rates applicable to Custom 800 are based on the time of day or day of week as follows:

1. Business Day Period - 8:00am to 5:00pm (1)
Monday through Friday.
2. Evening Period - 5:00pm to 11:00pm (1)
Monday through Friday.
3. Night/Weekend Period - 11:00pm to 8:00am (1)
Monday through Friday, weekends and calls completed on any holiday listed in AT&T
California Network and Exchange Services Tariff, Schedule Cal. P.U.C. A6.2.1.

C. Method of determining Usage Charges for Custom 800:

1. Determine the total actual hours to be billed for each rate period for each rate group.
2. Determine the chargeable hours rounded to the nearest thousandth (three decimal places).
3. The sum of the total hours in each rate period will determine the appropriate rate band to be applied.

Note 1: To, but not including.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.5.4 RATES AND CHARGES (Continued)

D. Hours of Usage (1)

Usage charges are based on time of day, day of week and total hours used in the billing period. The sum of hours in all three-rate periods determines the applicable usage threshold level. The applicable rate apply to all Custom 800 service associated with a specific telephone number, rounded to the nearest one-tenth of an hour.

<u>Rate Group</u>	<u>Rate Period</u>
Monday thru Friday, 8:00am to 5:00pm (2)	1
Monday thru Friday, 5:00pm to 11:00pm (2)	2
Monday thru Friday, Weekends and Holidays listed in Schedule Cal. P.U.C. A6.2.1 11:00pm to 8:00am (2)	3

<u>Usage Thresholds per hour</u>	<u>Rate Group B ***</u>		
	1	2	3
Less than 10 hours	\$11.00	\$7.50	\$6.00
Minimum 10 hours	10.00	7.50	6.00
Minimum 25 hours	9.00	7.50	6.00
Minimum 50 hours	8.00	7.50	6.00
Minimum 150 hours	7.00	6.00	6.00
Minimum 1,000 hours	6.00	6.00	6.00
Minimum 2,500 hours	5.50	5.50	5.50
Minimum 5,000 hours	4.50	4.50	4.50

Note 1: Charges for messages beginning in one time period and completing in the other time period, are determined by applying the appropriate hourly rate for the portion of the message occurring in each period.

Note 2: To, but not including.

Note 3: The sum of the total hours in each rate period will determine the appropriate rate group to be applied

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.5.4 RATES AND CHARGES (Continued)

E. Optional features on Custom 800

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. Call Handling and Destination Feature Initial establishment of routing arrangement per 800 number	\$150.00	\$50.00
Change requested in routing arrangement per 800 number (1)	50.00	No
Alternative Routing arrangement/ update per 800 number	150.00	No
2. Call Data Sample Initial establishment of sample - per order	No	No
subsequent copies, per order	150.00	No
3. Call Data Summer reports		
Copies of report - per order	50.00	No
4. Raw Data Call Sample report per copy		
paper copies	50.00	No
magnetic tape	150.00	No
5. Custom 800 Directory Assistance Listing per 800 Number	No	No
6. Billing Account Group (BAG) per BAG control account	No	No
per individual Custom 800 account in BAG	10.00	7.50

Note 1: Changes maybe made as normal service updates (same as change charge) on a regular business basis.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE
MARKETS (Continued)

3.5.5 SPECIAL CONDITIONS

- A. Custom 800 is an 800 service that provides three line termination options: a regular business line, a dedicated access line, and a residential line. Custom 800 permits the business or residential subscriber to terminate their 800 service on a business or residential line, eliminating the need for a dedicated line. This service provides for directly dialed telephone calling via the public switched network from other locations in the same subscription area as that in which the business line, dedicated access line, or residence line terminates. Service from other service areas must be provided by a participating long distance carrier. Custom 800 is offered in LATAs 707 and 916 within the State of California.
- B. Where another 800 Service Provider arranges for the service, the non-recurring charges of the 800 Service Provider apply and not the non-recurring charges of the Utility. In addition to usage charges, other rates and charges of the 800 Service Provider may apply regardless of whether the Utility or the 800 Service Provider arranges the service as provided for in the Service Catalog.
- C. Optional features available on Custom 800 Service:
1. Call Handling and Destination Features allow the subscriber to select routing options as to how their 800 calls are routed based on where the 800 call originates. It requires a subscriber to have a minimum of two terminating locations. Following are the parameters a subscriber can select to determine how calls will be routed.
 - by time of day
 - by day of week
 - originating area code, area code and prefix or Service area
 - specific date (within the next 12 months)
 - allocation to terminating location by percentage of calls
 - multiple carriers
 - a. Primary Routing Arrangement - Call Handling and Destination provides the subscriber with one primary routing arrangement designated by the subscriber as the way in which his 800 calls should be routed under normal business conditions. The subscriber may request the Utility make changes in the primary routing arrangement as normal service updates on a regular business basis.
 - b. Alternate Routing Arrangement - Call Handling and Destination provides the subscriber with the ability to have an alternative routing arrangement. The subscriber can activate, through the Utility, the alternate routing arrangement in the normal due date interval or in a customer defined emergency interval.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.5 CUSTOM 800 SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.5.5 SPECIAL CONDITIONS (Continued)

C. Optional features available on Custom 800 Service:

2. Call Data Sample allows the subscriber to obtain sample information about the calls originated and/or terminated to the subscriber's 800 number. (1)

The Subscriber can select the basis for the Call Data Sample from the parameters identified below:

- sample size 1% - 100%
 - Specific 800 number dialed
 - geographic locations of where calls originate NPA/Area Code/Area Code and prefix
 - time of day calls were made
 - date of calls
 - number of calls within subscription area
 - number of call attempts from outside your subscription area
 - percentage of calls completed
 - duration of calls
 - identification of carrier used to route a call
 - duration of sample period: 1 day minimum, 30 days maximum
3. Call Data Summary Reports - Summaries of the data collected in the Call Data Sample will be summarized and available in paper copy.
 4. Raw Data Call Sample Reports - Raw data collected in the Call Data Sample is available on magnetic tape or paper.
 5. 800 Directory Assistance Listing - Custom 800 subscribers may list their 800 numbers in the AT&T 800 Directory Assistance service (1-800-515-1212) through the Utility at no charge. The AT&T 800 Directory Assistance operator will provide the Custom 800 number listing when the calling party's NPA corresponds to the NPA(s) in the Custom 800 customer's subscription area.
 6. Billing Account Group (BAG) - This feature provides the Custom 800 subscriber with multiple Custom 800 accounts, the ability to aggregate their 800 usage across designated accounts in order to attain a lower hourly billing rate, yet still receive individual bills at the original account levels. The subscriber can combine Custom 800 usage amounts for up to 250 individual billing accounts. The total usage across all accounts in the Billing Account Group will determine the appropriate Custom 800 hourly rate. This rate will be applied against the usage associated with each individual billing account. The subscriber may establish a control account as the single point of contact for the authorization of billing telephone number changes, additions and deletions.

D. No Set-Up charge will apply to Custom 800.

Note 1: Call data may not be available when calls originate from some Local Exchange (LEC's) territory.

Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.6.5 SPECIAL CONDITIONS

4. The Unlimited Residential Local Toll Service does not apply to the following types of calls or services:
 - Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit/Calling Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900/976 Service
 - Private Line Services
 - Wide Area Telecommunications and 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
 - Remote Call Forwarding
 - Foreign Exchange Service
 - Toll Station Service
 - Multi-party Service
5. The Unlimited Residential Local Toll Service is only available to Residential customers who subscribe to the Utility as their carrier for all local, Zone Usage Measurement and IntraLATA calls.
6. The Unlimited Residential Local Toll Service is available to new and existing Residential Customers that subscribe to the Utility's Single-Party Line Residence Service and use the Utility's switched network to access the IntraLATA toll network.
7. The Unlimited Residential Local Toll Service is designed for Residential Customers with a single billed telephone number. Multiple billed telephone number aggregation is not available with the Unlimited Residential Local Toll Service.
8. Customers who cancel or discontinue the Unlimited Residential Local Toll Service or the Single Party Residence access line, or whose service is refused, cancelled or discontinued by the Utility will be moved to the Utility's Automatic Savings Plan as defined in Section 3.1.4 unless the Customer selects an alternative optional calling plan for which the customer is eligible.

Effective: November 3, 2011

SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.6.5 SPECIAL CONDITIONS

4. The Unlimited Residential Local Toll Service does not apply to the following types of calls or services:
 - Operator Handled Station-to-Station Service
 - Operator Handled Person-to-Person Service
 - Operator Handled Credit Card Calls
 - Directory Assistance Service
 - Verification/Interrupt Service
 - 900/976 Service
 - Private Line Services
 - Wide Area Telecommunications and 800 Service
 - Extended Area Service (EAS)
 - Three Way Calling (per activation)
 - *69 (per activation)
 - Remote Call Forwarding
 - Foreign Exchange Service
 - Toll Station Service
 - Multi-party Service
5. The Unlimited Residential Local Toll Service is only available to Residential customers who subscribe to the Utility as their carrier for all local, Zone Usage Measurement and IntraLATA calls.
6. The Unlimited Residential Local Toll Service is available to new and existing Residential Customers that subscribe to the Utility's Single-Party Line Residence Service and use the Utility's switched network to access the IntraLATA toll network.
7. The Unlimited Residential Local Toll Service is designed for Residential Customers with a single billed telephone number. Multiple billed telephone number aggregation is not available with the Unlimited Residential Local Toll Service.
8. Customers who cancel or discontinue the Unlimited Residential Local Toll Service or the Single Party Residence access line, or whose service is refused, cancelled or discontinued by the Utility will be moved to the Utility's Automatic Savings Plan as defined in Section 3.1.4 unless the Customer selects an alternative optional calling plan for which the customer is eligible.

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SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.6.5 SPECIAL CONDITIONS

3. The Unlimited Residential Local Toll Service does not apply to the following types of calls or services:

- Operator Handled Station-to-Station Service
- Operator Handled Person-to-Person Service
- Operator Handled Credit Card Calls
- Directory Assistance Service
- Verification/Interrupt Service
- 900/976 Service
- Private Line Services
- Wide Area Telecommunications and 800 Service
- Extended Area Service (EAS)
- 3 Way Calling (per activation)
- Call Return *69 (per activation)
- Remote Call Forward
- Foreign Exchange Service
- Toll Station Service
- Multi-party Service

4. The Unlimited Residential Local Toll Service is only available to Residential customers who subscribe to the Utility as their carrier for all local, Zone Usage Measurement and IntraLATA calls.

5. The Unlimited Residential Local Toll Service is available to new and existing Residential Customers that subscribe to the Utility's Single-Party Line Residence Service and use the Utility's switched network to access the IntraLATA toll network.

6. The Unlimited Residential Local Toll Service is designed for Residential Customers with a single billed telephone number. Multiple billed telephone number aggregation is not available with the Unlimited Residential Local Toll Service.

7. Customers who cancel or discontinue the Unlimited Residential Local Toll Service or the Single Party Residence access line, or whose service is refused, cancelled or discontinued by the Utility will be moved to the Utility's Automatic Savings Plan as defined in Section 3.1.4 unless the Customer selects an alternative optional calling plan for which the customer is eligible.

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Effective: January 15, 2010

SECTION 3 - USAGE AND TOLL CHARGES

3.6 UNLIMITED RESIDENTIAL LOCAL TOLL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

3.6.5 SPECIAL CONDITIONS (Continued)

9. The Unlimited Residential Local Toll Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the Unlimited Residential Local Toll Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Unlimited Residential Local Toll Service or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this Service Catalog, the Utility may immediately suspend, restrict or cancel the service without advance notice.
10. Call detail for IntraLATA Message Toll usage will not be displayed on the customer's bill.
11. Service Connection Charges listed in Section 2 and the Non-recurring Installation Charge listed in Section 2 are not applicable if the customer agrees to purchase the Unlimited Residential Local Toll Service for a 12-month period. In the event the customer cancels the service after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Connection and Non-Recurring Installation charges will apply.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

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Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

	<u>Monthly Rate</u>		
A. Primary service listing in directories of the serving exchange (See Special Condition A)	No Charge		
B. Dual name listings as primary listings (See Special Condition F)	No Charge		
	California Embedded Market	Golden State Market	Tuolumne Market
Business and Residential*			
Additional Listings, each	\$1.00	\$1.00	\$1.00
Guest of Hotel Listings, each	1.00		
Reference Listings, each	1.00	1.00	1.00
Line of Information, each	1.00	1.00	1.00
Non-Published Listing Service (See Special Condition M)	1.99	0.00	0.00
Non-Listed Listing	1.00		
Primary service listings for customers who do not have telephone service in an exchange served by the directory		1.00	1.00

Note: Global Valley Market rates on following sheet.

Effective: July 12, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

	<u>Monthly Rate</u>		
A. Primary service listing in directories of the serving exchange (See Special Condition A)	No Charge		
B. Dual name listings as primary listings (See Special Condition F)	No Charge		
	<u>California Embedded Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
<u>Business and Residential</u>			
Additional Listings, each	\$1.00	\$1.00	\$1.00
Guest of Hotel Listings, each	1.00		
Reference Listings, each	1.00	1.00	1.00
Line of Information, each	1.00	1.00	1.00
Non-Published Listing Service (See Special Condition M)	1.99	0.00	0.00
Non-Listed Listing	1.00		
Primary service listings for customers who do not have telephone service in an exchange served by the directory		1.00	1.00
Foreign Listings	1.00	1.00	1.00
		<u>Annual Rate</u>	
Foreign Listings	12.00	12.00	12.00

Note: Global Valley Market rates on following sheet.

Effective: June 1, 2012

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

	<u>Monthly Rate</u>		
A. Primary service listing in directories of the serving exchange (See Special Condition A)	No Charge		
B. Dual name listings as primary listings (See Special Condition F)	No Charge		
	<u>California Embedded Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
<u>Business and Residential</u>			
Additional Listings, each	\$1.00	\$1.00	\$1.00
Guest of Hotel Listings, each	1.00		
Reference Listings, each	1.00	1.00	1.00
Line of Information, each	1.00	1.00	1.00
Non-Published Listing Service (See Special Condition M)	1.99	0.00	0.00
Non-Listed Listing	1.00		
Primary service listings for customers who do not have telephone service in an exchange served by the directory		1.00	1.00
Foreign Listings	3.00	3.00	3.00

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Note: Global Valley Market rates on following sheet.

Effective: July 1, 2013

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

	<u>Monthly Rate</u>					
A. Primary service listing in directories of the serving exchange (See Special Condition A)	No Charge					
B. Dual name listings as primary listings (See Special Condition F)	No Charge					
	<u>California Embedded Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>		(N)
<u>Business and Residential</u>						
Additional Listings, each Business	\$1.00	\$1.00	\$1.00	\$0.60 1.00		(N)
Guest of Hotel Listings, each	1.00					
Reference Listings, each	1.00	1.00	1.00			
Line of Information, each	1.00	1.00	1.00			
Non-Published Listing Service (See Special Condition M)	1.99	0.00	0.00	0.00		(N)
Non-Listed Listing	1.00			0.00		(N)
Primary service listings for customers who do not have telephone service in an exchange served by the directory		1.00	1.00			
Foreign Listings	3.00	3.00	3.00	1.00		(N)

Note: Global Valley Market rates on following sheet.

Effective: April 13, 2014

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>			
	<u>All Markets (excluding West Coast)</u>		<u>West Coast Market</u>	
A. Primary Listing	No Charge	(T)	No Charge	(T)
B. Additional Listing				
Business	\$2.00	(I)	\$1.00	
Residential	1.60		.60	
C. Foreign Exchange Listing	4.00		1.00	(T)
D. Extra Lines of Information	1.60			(N)
Business			1.00	
Residential			.60	
E. Non-Listing	2.00		2.00	(N)
F. Non-Publish	1.90	(T)(I)	0.00	(T)

Effective: December 14, 2014

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>		
	<u>All Markets (excluding West Coast)</u>	<u>West Coast Market</u>	
A. Primary Listing	No Charge	No Charge	
B. Additional Listing			(l) (l)
Business	\$3.00	\$2.00	
Residential	2.60	1.60	
C. Foreign Exchange Listing			
Business	5.00	2.00	
Residential	4.50	3.75	
D. Extra Lines of Information			
Business	2.60	2.00	
Residential	2.60	1.60	
E. Non-Listing	3.00	3.00	
F. Non-Publish	2.90	1.50	

Effective: March 19, 2017

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>			
	<u>All Markets (excluding West Coast)</u>	<u>West Coast Market</u>		
A. Primary Listing	No Charge	No Charge		
B. Additional Listing			(I)	
Business	\$3.75	\$3.00		
Residential	3.25	2.25		
C. Foreign Exchange Listing				
Business	5.50	3.00		
Residential	5.00	4.75		
D. Extra Lines of Information				
Business	3.25	3.00		
Residential	3.25	2.60		
E. Non-Listing	3.75	3.75		
F. Non-Publish	3.50	2.50		(I)

Effective: February 18, 2018

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>		
	<u>All Markets (excluding West Coast)</u>	<u>West Coast Market</u>	
A. Primary Listing	No Charge	No Charge	
B. Additional Listing			
Business	\$4.50	\$3.75	(I)
Residential	\$4.00	\$3.00	
C. Foreign Exchange Listing			
Business	\$6.00	\$3.75	
Residential	\$5.00	\$5.00	
D. Extra Lines of Information			
Business	\$4.00	\$3.75	
Residential	\$4.00	\$3.35	
E. Non-Listing	\$4.50	\$4.50	
F. Non-Publish	\$4.25	\$3.25	(I)

Effective: November 18, 2018

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>		
	<u>All Markets (excluding West Coast)</u>	<u>West Coast Market</u>	
A. Primary Listing	No Charge	No Charge	
B. Additional Listing			(I)
Business	\$5.00	\$4.50	
Residential	\$4.50	\$3.75	
C. Foreign Exchange Listing			
Business	\$6.50	\$4.50	
Residential	\$5.50	\$5.50	
D. Extra Lines of Information			
Business	\$4.50	\$4.50	
Residential	\$4.75	\$4.00	
E. Non-Listing	\$5.25	\$5.25	
F. Non-Publish	\$4.75	\$4.00	

Effective: October 20, 2019

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>			
	<u>All Markets (excluding West Coast)</u>		<u>West Coast Market</u>	
A. Primary Listing	No Charge		No Charge	
B. Additional Listing				
Business	\$5.50	(I)	\$5.25	(I)
Residential	\$5.00	(I)	\$4.50	
C. Foreign Exchange Listing				
Business	\$6.50		\$5.25	
Residential	\$6.00	(I)	\$6.00	
D. Extra Lines of Information				
Business	\$5.25		\$5.25	
Residential	\$5.50		\$4.75	
E. Non-Listing	\$6.00		\$6.00	
F. Non-Publish	\$5.25	(I)	\$4.75	(I)

Effective: July 15, 2022

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>			
	<u>All Markets (excluding West Coast)</u>		<u>West Coast Market</u>	
A. Primary Listing	No Charge		No Charge	
B. Additional Listing				
Business	\$9.50	(I)	\$9.25	(I)
Residential	\$5.00		\$4.50	
C. Foreign Exchange Listing				
Business	\$6.50		\$5.25	
Residential	\$6.00		\$6.00	
D. Extra Lines of Information				
Business	\$9.25	(I)	\$9.25	(I)
Residential	\$5.50		\$4.75	
E. Non-Listing	\$6.00		\$6.00	
F. Non-Publish	\$5.25		\$4.75	

Effective: January 3, 2023

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>			
	<u>All Markets (excluding West Coast)</u>		<u>West Coast Market</u>	
A. Primary Listing	No Charge		No Charge	
B. Additional Listing				
Business	\$9.50		\$9.25	
Residential	\$5.50	(I)	\$5.00	(I)
C. Foreign Exchange Listing				
Business	\$6.50		\$5.25	
Residential	\$6.00		\$6.00	
D. Extra Lines of Information				
Business	\$9.25		\$9.25	
Residential	\$5.50		\$4.75	
E. Non-Listing	\$6.50	(I)	\$6.50	(I)
F. Non-Publish	\$5.75	(I)	\$5.25	(I)

Effective: April 22, 2023

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS

4.1.1 APPLICABILITY

Applicable to listings in the alphabetical (white) section of the telephone directory.

4.1.2 TERRITORY

Directory Listings are provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB

4.1.3 RATES AND CHARGES

<u>Business and Residential</u>	<u>Monthly Rate</u>	
	<u>All Markets (excluding West Coast)</u>	<u>West Coast Market</u>
A. Primary Listing	No Charge	No Charge
B. Additional Listing		
Business	\$13.50 (l)	\$13.25 (l)
Residential	\$5.50	\$5.00
C. Foreign Exchange Listing		
Business	\$6.50	\$5.25
Residential	\$6.00	\$6.00
D. Extra Lines of Information		
Business	\$13.25 (l)	\$13.25 (l)
Residential	\$5.50	\$4.75
E. Non-Listing	\$6.50	\$6.50
F. Non-Publish	\$5.75	\$5.25

Effective: July 12, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.3 RATES AND CHARGES (Continued)

<u>Global Valley Market</u>	<u>Monthly Rate</u>	
	<u>Business</u>	<u>Residential</u>
Additional Listings, each		
1. Livingston, Patterson, San Antonio, Westley	\$1.30	\$0.60
2. Guinda	1.00	0.50
Any information in addition to a listing, each line		0.60
Reference to service of same customer, or that of another customer, each listing		0.60
Non-Published Listing Service (See Special Condition M)	No Charge	No Charge
For Space in Information Section of the White Pages		
1. Each one-half page or fraction thereof	65.80	65.80
2. Each quarter-page or fraction thereof	35.00	35.00
3. Each full-page	131.70	131.70
Each line in the alphabetical section of the service exchange directory	1.70	1.70
Foreign Listings	1.00	1.00
		<u>Annual Rate</u>
Foreign Listings	12.00	12.00

4.1.4 SPECIAL CONDITIONS

A. Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying the customer's telephone numbers as an aid to the use of the telephone service. Telephone directories are furnished to customers to facilitate the use of the service and remains the property of the Utility. Outdated directories may be collected upon issuance of the new directories.

1. One listing will be provided without charge for each individual or party line primary service, each Centrex line, each farmer line station, each joint user service, each private branch exchange, each telephone answering service, each C.O. trunk access line, each payphone access line, each call receiving service, or each group of numbers in a rotary hunt group.
2. The rate for foreign exchange service includes primary listings, without additional charge, in the directories serving the foreign and local exchanges.
3. The rate for Interexchange receiving service includes, without additional charge, primary listings in the directories serving the foreign and local exchanges.

Effective: June 1, 2012

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.3 RATES AND CHARGES (Continued)

<u>Global Valley Market</u>	<u>Monthly Rate</u>		
	<u>Business</u>	<u>Residential</u>	
Additional Listings, each			(T) (T)(I) (D) (D)
3. Livingston, Patterson, San Antonio, Westley	\$1.30	\$0.60	
4. Guinda	1.00	0.50	
Any information in addition to a listing, each line		0.60	
Reference to service of same customer, or that of another customer, each listing		0.60	
Non-Published Listing Service (See Special Condition M)	No Charge	No Charge	
For Space in Information Section of the White Pages			
1. Each one-half page or fraction thereof	65.80	65.80	
2. Each quarter-page or fraction thereof	35.00	35.00	
3. Each full-page	131.70	131.70	
Each line in the alphabetical section of the service exchange directory	1.70	1.70	
Foreign Listings	3.00	3.00	

4.1.4 SPECIAL CONDITIONS

A. Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying the customer's telephone numbers as an aid to the use of the telephone service. Telephone directories are furnished to customers to facilitate the use of the service and remains the property of the Utility. Outdated directories may be collected upon issuance of the new directories.

1. One listing will be provided without charge for each individual or party line primary service, each Centrex line, each farmer line station, each joint user service, each private branch exchange, each telephone answering service, each C.O. trunk access line, each payphone access line, each call receiving service, or each group of numbers in a rotary hunt group.
2. The rate for foreign exchange service includes primary listings, without additional charge, in the directories serving the foreign and local exchanges.
3. The rate for Interexchange receiving service includes, without additional charge, primary listings in the directories serving the foreign and local exchanges.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.4 SPECIAL CONDITIONS (Continued)

- B. Business listings consist of a name, the address of the premises on which the primary station or private branch exchange point of demarcation is located, and the telephone number. A designation descriptive of the business or profession may be included, if the name does not indicate the nature of the business.
- C. A customer to business service, at his option and without additional charge, may receive a regular type listing in the classified section of the directory, corresponding to each primary business listing furnished him in the alphabetical section without additional charge.
- D. Business Listing may be that of an individual engaged in a business or profession, names of firms or members thereof, the names of corporations or the officers thereof, the names of employees or departments and branches of the business. When an additional listing involves the name of a member of the firm or an officer of a corporation, or a name of an employee, or department or branch of the same business, or a trade name, the listing shall include a reference to the name of the firm, company or corporation subscribing to the telephone service and may include the same business designation as the primary service listing. A trade name may be used as a listing when the business is conducted under the name, as may be evidenced by the fact that the telephone service is so subscribed for, or in the case of an extra listing, is authorized in writing by the proper authority.
- E. Joint User Listing Service must bear the same address and telephone number as the primary listing.
- F. Additional listings in connection with a customer's service must bear the same address and telephone number as the primary listing. The following exceptions apply:
 - 1. Additional listings do not apply to night service.
 - 2. Private Branch Exchange (PBX) stations and extensions not located at the primary premises may show the address where the station is located.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.4 SPECIAL CONDITIONS (Continued)

G. Residence primary listings or additional listings shall consist of name(s), address and telephone number in accordance with the following:

1. That of an individual
2. A combination of names and/or initials of two persons with the same surname.
3. Another given name and/or initials for a person known by more than one name
4. Professional Titles

Residence listings of professional customers may include the designation of professional title indicated by the designation of the profession in their business service listing. When professional customers are not subscribers to business service, and are not practicing a profession on the premises where residence service is installed, the residence listing may include the designation or professional title. Names of clergymen, professors, military or naval officers, and nurses may, for the purposes of identification, include their designation or professional title.

5. Upon the customer's request, the address may be substituted with one of the following:
 - a. Off premises extension
 - b. The address may be omitted from the directory.

H. Hotel Guest Listings may be those of individuals occupying rooms let for living quarters on the premises at which the customer is furnished hotel private branch exchange service. Such name(s) may be:

1. That of an individual
2. A combination of names and/or initials of two persons with the same surname
3. Another given name and/or initials for a person known by more than one name.
4. Professional Titles

Hotel guest listings of professional customers may include the designation of professional title indicated by the designation of the profession in their business service listing. When professional customers are not subscribers to business service, and are not practicing a profession on the hotel premises, the hotel guest listing may include the designation or professional title. Names of clergymen, professors, military or naval officers, and nurses may, for the purposes of identification, include their designation or professional title.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.4 SPECIAL CONDITIONS (Continued)

- I. The charges for additional listings begin with the day they are entered in the Utility's records. When such listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes to service of the same class as furnished the customer or unless the customer's service is discontinued, or in the case of a guest listing, the listed party becomes a customer to residence service in his own name in the same exchange.
- J. All applications for additional listings shall be made by the customer or authorized agent.
- K. Telephone numbers of public telephones will not be listed in the telephone directory.
- L. The liability of the Utility for errors or omissions in the listings of its customers is set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 31, Limitation of Liability.
- M. Non-published telephone number service

A customer may request that the telephone number of his service not be published in the Utility's directories. The Utility may require such a request to be in writing. If the customer makes such a request, the Utility will take the following reasonable precautions:

- 1. Not to publish the number in any of its publicly distributed directories.
- 2. Except when required by law, not to disclose the number to any person other than representatives of law enforcement agencies, 9-1-1 Emergency Service Agencies, its own employees for use in compiling service records and billing information, or other telephone companies, or other telephone customers who are billed for calls placed from the non-published number during fraud investigation.
- 3. The customer releases, indemnifies and holds harmless the Utility from any and all loss, claims, demands, suits or other action of any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other person caused or claimed to have caused directly or indirectly by the publication of such number or the disclosure of said number to any person.
- 4. Non-Published Service rates and charges are not applicable to telephone numbers associated with a primary telephone number in an Access Line Hunting group.
- 5. Customers with non-published numbers that reside in areas offering Caller ID will have their line defaulted to line blocking with per call enabling unless they choose another blocking option.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.1 DIRECTORY LISTINGS (Continued)

4.1.4 SPECIAL CONDITIONS (Continued)

- N. Non-Listed Service provides the customer with the opportunity to have any of their directory listings omitted from the alphabetical directory but listed in the information records available to the general public.
1. Non-Published Service rates and charges are not applicable to telephone numbers associated with a non-listed primary telephone number in an Access Line Hunting group
 2. The customer releases, indemnifies and holds harmless the Utility from any and all loss, claims, demands, suits or other action of any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other person caused or claimed to have caused directly or indirectly by the publication of such number or the disclosure of said number to any person.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE

4.3.1 APPLICABILITY

Local Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from the Directory Assistance records for information within the calling party's Area Code.

National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's Area Code.

4.3.2 TERRITORY

Local Directory Assistance service is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB. Customers may also request National Directory Assistance for telephone numbers outside their area code.

4.3.3 GENERAL

- A. Local Directory Assistance Service provides the calling party with the following types of information from the Directory Assistance records.
 - 1. The requested telephone number or information that the requested telephone number cannot be found.
 - 2. Residence Service has an allowance of 5 direct dialed calls per month.
 - 3. Global Valley Business Service has an allowance of 2 direct dialed calls per month
- B. National Directory Assistance Service provides the calling party with the following types of information from the National Directory Assistance records.
 - 1. The requested telephone number or information that the requested telephone number cannot be found.
 - 2. Monthly call allowances do not apply to National Directory Assistance Calls.
- C. The Directory Assistance operator will furnish up to a maximum of three listings of the type of information described in A. above, per call. A maximum of two national directory assistance listings will be furnished per call.

Effective: January 1, 2013

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE

4.3.1 APPLICABILITY

Local Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from the Directory Assistance records for information within the calling party's Area Code.

National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's Area Code.

(N)
|
(N)

4.3.2 TERRITORY

Local Directory Assistance service is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB. Customers may also request National Directory Assistance for telephone numbers outside their area code.

4.3.3 GENERAL

- A. Local Directory Assistance Service provides the calling party with the following types of information from the Directory Assistance records.
 - 1. The requested telephone number or information that the requested telephone number cannot be found.
 - 2. Residence Service has an allowance of 5 direct dialed calls per month.
 - 3. Global Valley Business Service has an allowance of 2 direct dialed calls per month
- B. National Directory Assistance Service provides the calling party with the following types of information from the National Directory Assistance records.
 - 1. The requested telephone number or information that the requested telephone number cannot be found.
 - 2. Monthly call allowances do not apply to National Directory Assistance Calls.
- C. The Directory Assistance operator will furnish up to a maximum of three listings of the type of information described in A. above, per call. A maximum of two national directory assistance listings will be furnished per call.

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE

4.3.1 APPLICABILITY

Local Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from the Directory Assistance records for information within the calling party's Area Code.

National Directory Assistance is applicable to furnishing a calling party with telephone numbers or other information available from a National Directory Assistance database for information outside the calling party's Area Code.

4.3.2 TERRITORY

Local Directory Assistance service is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB. Customers may also request National Directory Assistance for telephone numbers outside their area code.

4.3.3 GENERAL

A. Local Directory Assistance Service provides the calling party with the following types of information from the Directory Assistance records.

1. The requested telephone number or information that the requested telephone number cannot be found.
2. Residence Service has an allowance of 5 direct dialed calls per month.
3. Global Valley Business Service has an allowance of 2 direct dialed calls per month.
4. West Coast Market – Residence Service has an allowance of 5 direct dialed calls per month and Business Service has an allowance of 2 direct dialed calls per month. (N)

B. National Directory Assistance Service provides the calling party with the following types of information from the National Directory Assistance records.

1. The requested telephone number or information that the requested telephone number cannot be found.
2. Monthly call allowances do not apply to National Directory Assistance Calls.

C. The Directory Assistance operator will furnish up to a maximum of three listings of the type of information described in A. above, per call. A maximum of two national directory assistance listings will be furnished per call.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
Local Direct dialed calls to directory assistance				
1. Residence Service Each call beyond the call allowance, per month	\$0.99	\$0.25	\$0.35	\$0.35
2. Business Service Each call, per month	0.99	0.25	0.35	0.35
1. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge		
National Directory Assistance, per call No monthly call allowances applied	1.50	1.50	0.85	0.85

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: September 22, 2011

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	
Local Direct dialed calls to directory assistance					
1. Residence Service Each call beyond the call allowance, per month	\$0.99	\$0.25	\$0.35	\$0.35	
2. Business Service Each call, per month	0.99		0.35	0.35	(T)
Each call beyond the call allowance, per month		0.25			(N) (N)
1. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge			
National Directory Assistance, per call No monthly call allowances applied	1.50	1.50	0.85	0.85	

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: February 1, 2012

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
Local Direct dialed calls to directory assistance				
1. Residence Service Each call beyond the call allowance, per month	\$1.50	(l) .25	\$0.35	\$0.35
2. Business Service Each call, per month Each call beyond the call allowance, per month	1.50	(l) 25	0.35	0.35
3. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge		
National Directory Assistance, per call No monthly call allowances applied	1.50	1.50	0.85	0.85

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: January 1, 2013

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	
Local Direct dialed calls to directory assistance					
1. Residence Service Each call beyond the call allowance, per month	\$1.50	\$0.25	\$0.35	\$0.35	
2. Business Service Each call, per month	1.50		0.35	0.35	
Each call beyond the call allowance, per month		0.25			
3. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge			
National Directory Assistance, per call No monthly call allowances applied	1.50	1.50	0.85	0.85	
Directory Assistance Call Completion (DACC)	0.45	0.45	0.45	0.45	(N) (N)

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	<u>(N) (N)</u>
Local Direct dialed calls to directory assistance						
1. Residence Service Each call beyond the call allowance, per month	\$1.50	\$0.25	\$0.35	\$0.35	\$0.25	(N)
2. Business Service Each call, per month	1.50		0.35	0.35		
Each call beyond the call allowance, per month		0.25			\$0.25	(N)
3. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge				
National Directory Assistance, per call No monthly call allowances applied	1.50	1.50	0.85	0.85	1.25	(N)
Directory Assistance Call Completion (DACC)	0.45	0.45	0.45	0.45		

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: September 18, 2013

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
Local Direct dialed calls to directory assistance						
1. Residence Service Each call	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	(I)(C)
2. Business Service Each call	1.50	1.50	1.50	1.50	1.50	(C)
3. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge				
National Directory Assistance, per call	1.50	1.50	1.50	1.50	1.50	(C)
Directory Assistance Call Completion (DACC)	1.00	1.00	1.00	1.00	1.00	(I)(N)

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: October 30, 2013

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>	
Local Direct dialed calls to directory assistance		
1. Residence Service Each call	\$1.50	
2. Business Service Each call	1.50	
3. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	
National Directory Assistance, per call	1.50	
C. Directory Assistance Call Completion (DACC)	1.00	
Usage Charge (see Special Condition 4.3.5.D)	.10	(N)

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: October 31, 2013

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.4 RATES AND CHARGES

	<u>Charge</u>					
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	<u>West Coast Market</u>	
A. Local Direct dialed calls to directory assistance						
1. Residence Service Each call	\$1.50	\$1.50	\$1.50	\$1.50	\$0.25	(C)
2. Business Service Each call	1.50	1.50	1.50	1.50	0.25	
3. For operator assisted calls to Local Directory Assistance add to the above rates	No Charge	No Charge				
B. National Directory Assistance, per call	1.50	1.50	1.50	1.50	1.25	(C)
C. Directory Assistance Call Completion (DACC) Usage Charge (see Special Condition 4.3.5.D)	1.00 .10	1.00 .10	1.00 .10	1.00 .10	1.00	

4.3.5 SPECIAL CONDITIONS

A. Exemptions

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item:
 - a. A person with a physical disability which limits use of a telephone directory may be granted an exemption by the Utility upon completing a Utility-provided exemption form, and attaching a certificate of disability from a licensed physician, speech pathologist, audiologist, optometrist or chiropractor acting within the scope of their licenses.
 - b. A residence service is exempt if the service is used by anyone who is certified in accordance with 4.3.5.A.1.a above.
 - c. A business service is exempt if the proprietor of the business and all regular employees of the business have been certified in accordance with 4.3.5.A.1.a above, or if the service is provided to an organization established specifically for the purpose of assisting the visually impaired. Such an organization may employ the services of both certified and non-certified individuals.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.5 SPECIAL CONDITIONS (Continued)

A. Exemptions (Continued)

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item: (Continued)
 - d. Certified individuals who make Local Directory Assistance calls from any telephone and charge the calls to an exempt telephone number of calling card.
 - e. Callers who place directly dialed Local Directory Assistance calls from the Utility's Public coin telephones.
 2. Direct dialed Local Directory Assistance placed from Public and Semi-public telephones are exempt from the charge shown in 4.3.4 above. However, the charge shown in 4.3.4.B above will apply to operator-assisted calls placed to Local or National Directory Assistance from Public telephones.
 3. Calls from toll stations will be treated as direct dialed calls, the call allowance applies as shown in 4.3.4.A.1 and 4.3.4.A.2 preceding, no operator-assisted service charge applies.
 4. If Direct Outward Dialing (DOD) or Direct Inward Dialing (DID) are provided with a trunk-line service, the call allowance applies to each trunk furnished.
 5. The rates and allowances for Directory Assistance Service apply to FEX customers who are provided dial tone by this Utility.
 6. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the rate for an operator assisted station message as shown in 4.3.4.B preceding.
- B. InterLATA and interstate calls placed to Directory Assistance over an Interexchange carrier's network are covered by the Service Catalog sections of the Interexchange carrier providing the service.
- C. Provisions concerning limitations of liability are set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 31. Except as otherwise provided in such Rule, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of these services.

Effective: November 3, 2011

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.5 SPECIAL CONDITIONS (Continued)

A. Exemptions (Continued)

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item: (Continued)

(D)
(D)

- d. Callers who place directly dialed Local Directory Assistance calls from the Utility's Public coin telephones. (T)

2. Direct dialed Local Directory Assistance placed from Public and Semi-public telephones are exempt from the charge shown in 4.3.4 preceding. However, the charge shown in 4.3.4.B above will apply to operator-assisted calls placed to Local or National Directory Assistance from Public telephones.
3. Calls from toll stations will be treated as direct dialed calls. No operator-assisted service charge applies.
4. The rates and allowances for Directory Assistance Service apply to FEX customers who are provided dial tone by this Utility.
5. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the rate for an operator assisted station message as shown in 4.3.4.B preceding.

- B. InterLATA and interstate calls placed to Directory Assistance over an Interexchange carrier's network are covered by the Service Catalog sections of the Interexchange carrier providing the service.

- C. Provisions concerning limitations of liability are set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 31. Except as otherwise provided in such Rule, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of these services.

Effective: October 30, 2013

SECTION 4 – DIRECTORY SERVICES

4.3 DIRECTORY ASSISTANCE SERVICE (Continued)

4.3.5 SPECIAL CONDITIONS (Continued)

A. Exemptions (Continued)

1. The following are exempt from the charges for Local Directory Assistance Service, subject to any conditions specified with each item: (Continued)
 - d. Callers who place directly dialed Local Directory Assistance calls from the Utility's Public coin telephones.
2. Direct dialed Local Directory Assistance placed from Public and Semi-public telephones are exempt from the charge shown in 4.3.4 preceding. However, the charge shown in 4.3.4.B above will apply to operator-assisted calls placed to Local or National Directory Assistance from Public telephones.
3. Calls from toll stations will be treated as direct dialed calls. No operator-assisted service charge applies.
4. The rates and allowances for Directory Assistance Service apply to FEX customers who are provided dial tone by this Utility.
5. Customers who make operator assisted calls to Directory Assistance will be charged the applicable rate for Directory Assistance plus the rate for an operator assisted station message as shown in 4.3.4.B preceding.

B. InterLATA and interstate calls placed to Directory Assistance over an Interexchange carrier's network are covered by the Service Catalog sections of the Interexchange carrier providing the service.

C. Provisions concerning limitations of liability are set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 31. Except as otherwise provided in such Rule, the Utility shall be indemnified and held free and harmless of and from any and all claims, demands or damages that shall or may arise from the use of these services.

D. Directory Assistance Call Completion (DACC) – Excludes West Coast Market

The calling party will incur a \$.10 usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC.

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the customer.

(N)

(N)

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.4 TELEPHONE DIRECTORY REPRODUCTION RIGHTS – GLOBAL VALLEY MARKET

4.4.1 APPLICABILITY

Applicable to reproduction rights to the Utility's customers listed in the most recently published alphabetical sections of the Utility's Telephone Directories.

4.4.2 TERRITORY

Telephone Directory Reproduction Rights is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB.

4.4.3 RATES AND CHARGES

	<u>Rate (1)</u>
Each listing	\$0.04

4.4.3 SPECIAL CONDITIONS

1. This offering authorizes a publisher, as described herein, to reproduce names, addresses, and telephone numbers of this Utility's customers contained in Utility's telephone directories. Such reproduction rights do not include names, addresses, telephone numbers, artwork, headings, and other materials contained in this Utility's classified "yellow page" directories and directory sections or other utilities customers listed in this Utility's directories. No other rights are granted to the publisher.
2. This offering is limited to publishers engaged in the business of publishing a general directory for general public use and distribution and may not be used by such publishers for any other purpose.

A general directory is defined as a publication printed on paper and distributed periodically to the public, which contains a classified compilation of a number of individuals or concerns together with their respective telephone numbers and advertisements regarding their products or services. These directories may also contain an associated compilation of telephone customers' names, addresses, and telephone numbers.

3. The publisher shall not permit anyone but his employees or authorized representatives to inspect, use, or reproduce any information furnished hereunder. Reproduction rights under this offering are non-assignable and nontransferable.

Note 1: The new service order charge in Section 2, Multi-Element Service Charges, applies.

Effective: January 15, 2010

SECTION 4 – DIRECTORY SERVICES

4.5 DIRECTORY ASSISTANCE LISTING INFORMATION SERVICE (DALIS) – GLOBAL VALLEY MARKET

4.5.1 APPLICABILITY

Applicable to DALIS, which grants a license to third parties such as Competitive Local Carriers, Local Exchange Carriers, Interexchange Carriers, and other parties to utilize the listed names, addresses, and telephone numbers that appear in the Utility’s telephone directory assistance data base for the purpose of providing directory assistance service.

4.5.2 TERRITORY

Directory Assistance Listing Information Service (DALIS) is provided within the exchange areas of all exchanges as defined on the maps contained in its Local Exchange Tariff, Schedule AB.

4.5.3 RATES AND CHARGES

	<u>Rate</u> (1)
Basefile, per listing	\$.04

4.5.4 SPECIAL CONDITIONS

1. The listing information will be provided in data files comprised of an initial file (the “basefile”) via a transfer protocol agreed to by the Utility. DALIS providers must supply the required data network.
2. A standard format of the listing information will be established by the Utility and provided to the DALIS provider. The Utility reserves the right to modify this format.
3. The Utility will not provide any listing information that its customer(s) has requested to be nonpublished, nonlisted, and/or not released.
4. Rights in this offering are nonassignable and nontransferable by the DALIS providers other than through the provisioning of directory assistance.
5. Publisher shall not make any representation to the public, prospective advertisers, or others, expressed or implied, written or oral, to the effect that Publisher (and its publications) is the same as, a part of or associated with the Utility or Utility’s Directory Company.
6. The listed information provided by this offering may only be used for the purpose of providing directory assistance to the DALIS customers.

Note 1: The new service order charge in Section 2, Multi-Element Service Charges, applies.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

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(N)
|
(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET

5.1.1 APPLICABILITY

Applicable to Centrex Services, an optional telephone service arrangement for business customers, in exchanges where facilities are furnished for such services.

5.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Centrex Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.1.3 GENERAL

- A. Centrex Services are available for business customers with two or more access lines.
- B. Centrex Services are furnished where there is available central office equipment with proper program updates as determined by the Utility.
- C. Centrex Services are provided using single-party business access lines in conjunction with service lines for additional stations in the Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all access lines in a Centrex group are busy, the service lines may be used for calling station to station or to activate enhanced features within the group.
- D. Premises equipment must be supplied by the customer and must be compatible with the services and equipment offered by the Utility.
- E. The Centrex Features Package will include, but not be limited to, the following features:
 - 1. Intercom
 - 2. Call Hold
 - 3. Call Pickup
 - 4. Call Transfer
 - 5. Call Forward/Consultation Hold/Conference Calling
 - 6. Speed Calling 8
 - 7. Ring Again
 - 8. Distinctive Ringing
 - 9. Last Number Redial
 - 10. Make Set Busy
 - 11. Toll Restriction (Class of Service)
 - 12. Hunt Group
 - 13. Station Call Park

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET

5.1.1 APPLICABILITY

Applicable to Centrex Services, an optional telephone service arrangement for business customers, in exchanges where facilities are furnished for such services.

5.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Centrex Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.1.3 GENERAL

- A. Centrex Services are available for business customers with two or more access lines.
- B. Centrex Services are furnished where there is available central office equipment with proper program updates as determined by the Utility.
- C. Centrex Services are provided using single-party business access lines in conjunction with service lines for additional stations in the Centrex group. The number of access lines in a group determines the maximum number of connections at a given time to the exchange network. If all access lines in a Centrex group are busy, the service lines may be used for calling station to station or to activate enhanced features within the group.
- D. Premises equipment must be supplied by the customer and must be compatible with the services and equipment offered by the Utility.
- E. The Centrex Features Package will include, but not be limited to, the following features:
 - 1. Intercom
 - 2. Call Hold
 - 3. Call Pickup
 - 4. Call Transfer
 - 5. Call Forward/Consultation Hold/Conference Calling
 - 6. Speed Call 8 ⁽¹⁾
 - 7. Busy Number Redial *66 (C)
 - 8. Distinctive Ring (T)
 - 9. Call Return *69 | (T)
 - 10. Make Set Busy
 - 11. Toll Restriction (Class of Service)
 - 12. Hunt Group
 - 13. Station Call Park

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.3 GENERAL (Continued)

F. Basic Centrex Services for the Courtland, Isleton, Meadowview and Walnut Grove Exchanges will include, but not be limited to the following features:

1. Call Forward
2. Call Hold
3. Call Pickup
4. Call Transfer
5. Call Waiting
6. Conferencing (Three Way Calling)
7. Speed Calling (6 or 8 numbers)
8. Station Hunting
9. Station-to-Station Dialing

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	<u>Monthly Rate</u>
A. Centrex Service Lines	\$15.90
B. Distance Sensitive Pricing Plan for Centrex Service Lines	
1. Distance From Central Office	
Up to 2000 feet	8.95
2,001 - 4,000	11.65
4,001 - 6,000	14.85
2. Central Office Based Access Lines for C.O. Features only	9.95
C. Basic Centrex Services:	
1. Basic Centrex Service (1) (per Centrex access line or service line)	2.65

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

Note: Multi-element charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.3 GENERAL (Continued)

F. Basic Centrex Services for the Courtland, Isleton, Meadowview and Walnut Grove Exchanges will include, but not be limited to the following features:

- | | |
|---|--------|
| 1. Basic Call Forward | (T) |
| 2. Call Hold | |
| 3. Call Pickup | |
| 4. Call Transfer | |
| 5. Call Waiting | |
| 6. Conferencing (3 Way Calling) | (T) |
| 7. Speed Call (6 or 8 ⁽²⁾ numbers) | (T)(C) |
| 8. Station Hunting | |
| 9. Station-to-Station Dialing | |

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	<u>Monthly Rate</u>
A. Centrex Service Lines	\$15.90
B. Distance Sensitive Pricing Plan for Centrex Service Lines	
1. Distance From Central Office	
Up to 2000 feet	8.95
2,001 - 4,000	11.65
4,001 - 6,000	14.85
2. Central Office Based Access Lines for C.O. Features only	9.95
C. Basic Centrex Services:	
1. Basic Centrex Service (1) (per Centrex access line or service line)	2.65

Note: Multi-element charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines.

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

(2) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET (Continued)

	<u>Monthly Rate</u>
D. Optional Line Features (per line)	
1. Automatic Line	\$3.02
2. Call Waiting - includes Call Waiting Originating and Dial Call Waiting	1.00
3. Night Answer	2.00
4. Paging Access	1.25
5. Code Call Access	1.25
6. Music on Hold	.55
7. Executive Busy Override	2.00
8. Data Call Protection	1.00
9. Uniform Call Distribution	1.00
10. Speed Calling 30	1.50
11. Speed Calling 50	1.50
12. Line Arranged for Electronic Business Set	1.50
E. Optional Group Features	
1. NTI Attendant Console Service - per Console	78.45
2. Six Port Conferencing	5.00
3. Thirty Port Conferencing	25.00
4. Automatic Route Selection	6.00
5. Station Message Detail Recording	43.00
6. Simplified Dialing	3.00
7. WATS Service Arrangement	35.00
F. CLASS on Centrex (per line)	
a. Caller ID	5.95
b. Caller ID w/Name*	6.95
c. Call Return (*69)	5.00
G. Uniform Call Distribution	7.00
	<u>Non-Recurring Charge</u>
H. Central Office charge to convert existing lines to Centrex service	\$20.00
I. Non-Recurring order charge for feature program changes	10.00

Note: Multi-element charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET (Continued)

	<u>Monthly Rate</u>	
D. Optional Line Features (per line)		
1. Automatic Line	\$3.02	
2. Call Waiting - includes Call Waiting Originating and Dial Call Waiting	1.00	
3. Night Answer	2.00	
4. Paging Access	1.25	
5. Code Call Access	1.25	
6. Music on Hold	.55	
7. Executive Busy Override	2.00	
8. Data Call Protection	1.00	
9. Uniform Call Distribution	1.00	
10. Speed Call 30	1.50	(T)
11. Speed Call 50	1.50	(T)
12. Line Arranged for Electronic Business Set	1.50	
E. Optional Group Features		
1. NTI Attendant Console Service - per Console	78.45	
2. Six Port Conferencing	5.00	
3. Thirty Port Conferencing	25.00	
4. Automatic Route Selection	6.00	
5. Station Message Detail Recording	43.00	
6. Simplified Dialing	3.00	
7. WATS Service Arrangement	35.00	
F. CLASS on Centrex (per line) ⁽¹⁾		(T)
a. Caller ID ⁽²⁾		(C)
b. Caller ID with Name*		(T)
c. Call Return *69		(T)
G. Uniform Call Distribution	7.00	
	<u>Non-Recurring Charge</u>	
H. Central Office charge to convert existing lines to Centrex service	\$20.00	
I. Non-Recurring order charge for feature program changes	10.00	

Note: Multi-element charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines.

⁽¹⁾ Refer to Section 5 for rates. (N)

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: October 16, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.4 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET (Continued)

	<u>Monthly Rate</u>
D. Optional Line Features (per line)	
1. Automatic Line	\$3.02
2. Call Waiting - includes Call Waiting Originating and Dial Call Waiting	1.00
3. Night Answer	2.00
4. Paging Access	1.25
5. Code Call Access	1.25
6. Music on Hold	.55
7. Executive Busy Override	2.00
8. Data Call Protection	1.00
9. Uniform Call Distribution	1.00
10. Speed Call 30	1.50
11. Speed Call 50	1.50
12. Line Arranged for Electronic Business Set	1.50
E. Optional Group Features	
1. NTI Attendant Console Service - per Console	78.45
2. Six Port Conferencing	5.00
3. Thirty Port Conferencing	25.00
4. Automatic Route Selection	6.00
5. Station Message Detail Recording	43.00
6. Simplified Dialing	3.00
7. WATS Service Arrangement	35.00
F. CLASS on Centrex (per line) ⁽¹⁾	
a. Caller ID ⁽²⁾	
b. Caller ID with Name*	
c. Call Return *69	
G. Uniform Call Distribution	7.00
	<u>Non-Recurring Charge</u>
H. Central Office charge to convert existing lines to Centrex service	\$20.00
I. Non-Recurring order charge for feature program changes	10.00

Note: Service Charges as listed in Section 2 are applicable to the above services. A central office connection charge will be applied to the installation of new Centrex access and service lines. (T)

⁽¹⁾ Refer to Section 5 for rates.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.5 SPECIAL CONDITIONS (Continued)

D. Three different hunt groups are available with Centrex Services, Directory Number Hunting (DNH), Multiline Hunting (MLH) and Distributed Line Hunting (DLH). For MLH and DLH groups, only a pilot directory number is used and all lines in the hunt group must be equipped with the same Centrex features. Individual directory numbers are furnished with each line in a DNH group and separate features can be provided.

E. Each Centrex line is entitled to one free directory listing.

F. Description of Optional Features (Per Line)

Automatic Line - Provides an automatic connection between a calling station that goes off hook and a predetermined location. The calling station does not receive a dial tone. The automatic connection is made to a stored number consisting of 1 through 11 digits.

Call Return (*69) - Allows the subscriber to return the call most recently received, by dialing *69, which will direct central office equipment to automatically re-dial the number.

Call Waiting, Call Waiting Originating, Dial Call Waiting - With the Call Waiting feature, an incoming call encountering a busy station receives audible ringing, while the called, busy station receives a call waiting tone. The called party can then put the existing call on hold and answer the waiting call, alternate between the two calls or can abandon one of the calls.

Call Waiting Originating will automatically apply a call waiting tone to a busy station. There's no need to dial an access code or to press a feature key.

Dial Call Waiting can be used to alert the busy called party of your call, even if the phone does not have call waiting.

Caller ID - Provides the called party, by means of a display device, with the identified number of the calling party.

Caller ID w/Name & Number - Provides the called party, by means of a display device, with the identified name and number of the calling party, where technically available.

Centrex line arranged - for the use of customer provided Electronic Business Sets.

Code Call Access - Allows stations to gain access to customer-provided code call equipment by dialing an access code and a called party code.

Data Call Protection - Provides security for phone lines being used as data lines.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.1 CENTREX SERVICES – CALIFORNIA EMBEDDED MARKET (Continued)

5.1.5 SPECIAL CONDITIONS (Continued)

G. Description of Optional Group Features (Continued)

6. Simplified Dialing - Allows a customer to adopt a destination code-based dialing plan for a private network. The customer assigns a destination-code to each point in the private network that can be reached by the customer's tandem tie-trunk network.
7. WATS Service Arrangement - Allows the attendant to control access of all stations and trunks to Vertical Facility Group by a single key. Customer does not have to purchase a dedicated access line for WATS/800 Service.
8. Uniform Call Distribution - Queues calls and evenly distributes them among stations in the group.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET

5.2.1 APPLICABILITY

Applicable to Centrex Services, an optional telephone service arrangement for business customers, in exchanges where facilities are furnished for such services.

5.2.2 TERRITORY

Applicable to the Guinda, Livingston, Patterson, and Westley exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Centrex Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.2.3 RATES AND CHARGES

Rate Per Month

A. Primary Access Line (unrestricted, outside) 2-100 lines*, each line	Rate applicable to business service, as listed in the Local Exchange Tariff, Schedule A1
B. Intragroup Calling Service 2-100 lines(1), each line (See Special Conditions Nos. 6 and 8):	
1. Zone 1	\$ 8.95
2. Zone 2	10.95
3. Zone 3	14.95
C Features:	
1. Basic Features, as listed in Special Condition No. K. 2-100 lines*, each line	
a. Call Waiting Feature Package: Call Waiting-All Calls Cancel Call Waiting Distinctive Ringing	1.45
b. Call Forward Feature Package: Call Forward-All Calls Call Forward-Busy Call Forward-No Answer	1.45
c. Call Pickup and Transfer Package: Call Pickup Call Hold Call Transfer	1.45
d. For each additional basic feature and service	0.65

Note 1: For more than 100 lines, see Special Conditions No. I.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

- G. Multi-Element Service Charges, as set forth in Section 2, will apply to this service.
- H. Intragroup Calling Service rates apply to all lines. Intragroup Calling Service rates differ by zone and reflect the same incremental differences that prevail between business one-party access line zone rates in the Local Exchange Tariff, Schedule No. A1.
- I. Rates for Digital Centrex Service, over 100 lines, will be provided under specific special assembly contract agreements, subject to General Order No. 96-A, Section X.
- J. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Rule No. 24 shall apply to this service.
- K. Basic Features List includes:
 - 1. Call Forward - All Calls
 - 2. Call Forward - Busy, Incoming
 - 3. Call Forward - No Answer
 - 4. Call Hold
 - 5. Call Pick-Up
 - 6. Call Waiting - All Calls
 - 7. Call Waiting - Cancel Call Waiting
 - 8. Class of Service - Deny Originating
 - 9. Class of Service - Deny Terminating
 - 10. Class of Service - Local Only
 - 11. Class of Service - Toll Restricted
 - 12. Directory Number Hunt
 - 13. Distinctive Ringing/Call Waiting Tones
 - 14. Speed Calling - Group
 - 15. Speed Calling - Individual Short List
 - 16. Three-Way Conference
 - 17. Three-Way Conference/Call Transfer
- L. Enhanced Features List includes:
 - 1. Call Forward - Remote Access
 - 2. Call Pick-Up Groups
 - 3. Call Transfer Outside
 - 4. Ring Again
 - 5. Speed Calling - Individual Long List
 - 6. Virtual Facilities Group Access
 - 7. User Programmable Call Forward, Busy-No Answer

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

- G. Multi-Element Service Charges, as set forth in Section 2, will apply to this service.
- H. Intragroup Calling Service rates apply to all lines. Intragroup Calling Service rates differ by zone and reflect the same incremental differences that prevail between business one-party access line zone rates in the Local Exchange Tariff, Schedule No. A1.
- I. Rates for Digital Centrex Service, over 100 lines, will be provided under specific special assembly contract agreements, subject to General Order No. 96-A, Section X.
- J. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Rule No. 24 shall apply to this service.

K. Basic Features List includes:

- 18. Basic Call Forward (T)
- 19. Call Forward Busy (T)
- 20. Call Forward No Answer (T)
- 21. Call Hold
- 22. Call Pick-Up
- 23. Call Waiting (T)
- 24. Cancel Call Waiting (T)
- 25. Class of Service - Deny Originating
- 26. Class of Service - Deny Terminating
- 27. Class of Service - Local Only
- 28. Class of Service - Toll Restricted
- 29. Directory Number Hunt
- 30. Distinctive Ring/Call Waiting Tones (T)
- 31. Speed Call Group
- 32. Speed Call 8⁽¹⁾ (C)
- 33. 3 Way Calling
- 34. 3 Way Calling/Call Transfer (T)

L. Enhanced Features List includes:

- 8. Remote Call Forward (T)
- 9. Call Pick-Up Groups
- 10. Call Transfer Outside
- 11. Ring Again (T)
- 12. Speed Call 30 (T)
- 13. Virtual Facilities Group Access (T)
- 14. User Programmable Call Forward, Busy No Answer

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

M. Special Features List includes:

1. Access - Special Service Facilities Access
2. Code Restrictions
3. Directory Number Hunt -Line Hunting, Stop Hunt
4. Directory Number Hunt - Random Make Busy
5. MDC Operational Measurements
6. Loudspeaker/Paging Access

N. Basic Features Descriptions includes:

Call Forward - All Calls - Forwards all calls to a predetermined station either within or outside the customer group.

Call Forward - Busy, Incoming - Forwards only calls from outside the customer group that reach a busy station to a predetermined station within the customer group.

Call Forward - No Answer - Forwards all calls that are not answered within a preselected number of rings to a predetermined station within the customer group.

Call Hold - Allows a call to be permanently placed on hold until returned to, freeing the station to perform other functions.

Call Pick-Up - Allows a call to be answered by another station within the same pick-up group.

Call Waiting - All Calls - Provides a "call waiting tone" that informs a customer who is on an established call that a third call from within or outside the customer group is calling.

Cancel Call Waiting - On a per call basis, allows the customer to inhibit "call waiting tone" from being placed on the station.

Three-Way Conference/Call Transfer - Allows a customer to form a three-way conference with two other parties and transfer a call, either within or outside the customer group. The final connection must include a member of the customer group. (See Call Transfer Outside, Special Condition No. 15.c.)

Call Forward - Remote Access - Allows customer to activate and deactivate Call Forward from any digitone phone.

Call Pick-Up Groups - Provides for multiple call pickup groups within the same customer group.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

O. Enhanced Features Descriptions includes:

Call Transfer Outside - Along with the Three-Way Conference/call Transfer Feature, allows a call to be transferred outside the customer group without a member of the customer group necessary in the final connection. (See Three-Way Conference/Call Transfer, Special Condition No. N.)

Ring Again - Allows an originating customer who reaches a busy station when dialing a station served by the same switching office to activate a code and be placed in ring again mode. When both stations become idle, the originating customer will be alerted with special ringing. When the originating customer answers, the call will be automatically placed to the station that was busy.

Speed Calling - Individual Long List: Provides 30 speed dialing numbers to a station.

User Programmable Call Forward, Busy-No Answer - The forwarded to directory number is programmed by the customer by dialing an access code followed by the number. The customer programs the number of rings before transfer to designate a no-answer state. This service can be used in conjunction with Call Forwarding, Remote Access.

Class of Service - Deny Originating: Restricts a station from originating any calls. Calls terminating to this station will be handled in a normal manner.

Class of Service - Deny Terminating: Restricts a station from receiving any calls. Calls originating from this station will be handled in a normal manner.

Class of Service - Local Only: Only allows a station to receive terminating calls from within the customer group. Calls originating from this station will be handled in a normal manner.

Class of Service - Toll Restricted: Restricts a station from originating any toll calls.

Directory Number Hunt - Provides for a call terminating on a busy line to search for an idle line within the customer group on which to complete the call.

Distinctive Ringing and Call Waiting Tones - Provides a different ringing pattern and "call waiting tones" to distinguish calls within the customer group from calls outside the customer group.

Loudspeaker/Paging Access - Allows stations within a customer group to access customer provided loudspeaker or paging equipment. (See Special Condition No. A.)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

O. Enhanced Features Descriptions includes: (Continued)

Speed Calling Group - Provides 30 speed dialing numbers to be shared by two or more customers within the customer group.

Speed Calling - Individual Short List: Provides eight speed dialing numbers to a station.

Three-Way Conference - Allows a customer to form a three-way conference with two other parties, either within or outside the customer group.

P. Special Features Descriptions includes:

Access - Special Service Facilities Access: Provides for access to a customer's special facilities via hardware arrangement.

Code Restrictions - Allows a customer to define specific restrictions for stations within a customer group.

Directory Number Hunt - Stop Hunt/Random Make Busy: Allows a customer to tailor its "hunt" arrangement by selectively stopping the "hunt" process at a specific line or busying specific lines via hardware arrangement.

MDC Operational Measurements - Provides a report on Digital Centrex Feature usage information for the customer group.

Effective: August 21, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.2 CENTREX SERVICES – GLOBAL VALLEY MARKET (Continued)

5.2.4 SPECIAL CONDITIONS (Continued)

O. Enhanced Features Descriptions includes: (Continued)

Speed Calling Group - Provides 30 speed dialing numbers to be shared by two or more customers within the customer group.

Speed Calling - Individual Short List: Provides eight speed dialing numbers to a station.

Three-Way Conference - Allows a customer to form a three-way conference with two other parties, either within or outside the customer group.

P. Special Features Descriptions includes:

Access - Special Service Facilities Access: Provides for access to a customer's special facilities via hardware arrangement.

Code Restrictions - Allows a customer to define specific restrictions for stations within a customer group.

Directory Number Hunt - Stop Hunt/Random Make Busy: Allows a customer to tailor its "hunt" arrangement by selectively stopping the "hunt" process at a specific line or busying specific lines via hardware arrangement.

MDC Operational Measurements - Provides a report on Digital Centrex Feature usage information for the customer group.

Q. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems:

It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

(N)

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.4 RATES AND CHARGES (Continued)

C. Features (Continued)

3. <u>Optional Features</u> , as listed in Special Condition 12, 2-100 lines ⁽¹⁾ , each line	<u>Monthly Rate</u>
a. Alternate Routing	\$1.50
b. Message Detail Recording	Negotiated
c. Virtual Facilities Group (VFG)	\$1.50
d. MDC Operational Measurements	Negotiated
e. Line Hunting, Stop Hunt (SHU)	Negotiated
f. Random Make Busy	Negotiated
g. Loudspeaker and Radio Paging Access	Negotiated
h. CLASS on Centrex (per line)	
1. Caller ID	\$5.95
2. Caller ID w/Name	\$6.95
3. Call Return (*69)	\$5.00

Feature rates are applicable for both Digital Centrex Service Access Lines and Intra-group Calling Service Lines, except the VFG rate, which applies only to those lines designated as Access Lines. The VFG rate does not apply if the customer requests the same number of Access Lines as stations.

5.3.5 SPECIAL CONDITIONS

- A. Digital Centrex Service requires special central office equipment and will be provided only where there is available central office equipment with proper program updates as determined by the Utility.

Digital Centrex Service is limited to the availability of the Utility's facilities and construction requirements.

Note 1: For more than 100 lines see Special Condition No. H.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

E. Remote Switching

1. If remote units are required to provide switch capabilities for Intra-group Calling Service Line Purposes, they may be located on the customer's premises and will require suitable space, which may include provisions for atmospheric control. Atmospheric control encompasses the following environmental requirements: (1) dust free, (2) controlled temperatures ranging from 65 to 85 degrees Fahrenheit, and (3) relative humidity of 20% minimum and 55% maximum.
2. Commercial power necessary to operate the remote units, if required, located on the customer's premises shall be provided by the customer.
3. Any remote units and all system cabling used in association with Digital Centrex Service are provided by and remain the property of the Utility.
4. In addition to the Access Line and Intra-group Calling Service Line rates, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the Utility's central office will be established on an individual basis.

F. Service Connection Charges, as set forth in Section 2 will apply to this service.

G. Intra-group Calling Service rates apply to all lines not designated as outside Access Lines and restricted by the Virtual Facility Group feature to intra-group calls.

H. Rates for this service, over 100 lines, will be provided under specific special assembly contract agreements, subject to General Order No. 96-A, Section X.

I. Limitations of Liability

Provisions covering limitation of liability and allowance for interruption in service set forth in Rule No. 24 shall apply to this service.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

J. Station Features

Station features are those, which are assigned to each station causing only assigned stations to have the characteristic of the feature. Station features are divided into three groups; basic, enhanced, and optional.

Basic Station Features List

- | | |
|---|---|
| 1. Automatic Identification of Outward Dialing (AIOD) | 20. First Hunt (FRST) |
| 2. Automatic Line | 21. Flexible Intercept |
| 3. Call Forward - All Calls | 22. Group Speed Calling (GSC) |
| 4. Call Forward - Busy | 23. Individual Speed Calling - Long List |
| 5. Call Forward - No Answer | 24. Individual Speed Calling - Short List |
| 6. Call Hold | 25. Local Only (LOCO) |
| 7. Call Pick-up | 26. Manual Line |
| 8. Call Waiting - All Calls | 27. Multi-Customer Operation |
| 9. Cancel Call Waiting | 28. Off-Premise Stations |
| 10. Call Pick-up Groups | 29. Overlap Outpulsing |
| 11. Common Control Switching Arrangement (CCSA) | 30. Restrict Outgoing (RES1 and RES2) |
| 12. Consultation Hold | 31. Sequential Hunt (SEQ) |
| 13. Denied Originating (DOR) | 32. Special Services Facilities Access (SSFA) |
| 14. Denied Terminating (DTM) | 33. Station-to-Station Calling |
| 15. Direct Inward Dialing (DID) | 34. Straightforward Outward Completion |
| 16. Direct Outward Dialing (DOD) | 35. Three-Way Conference |
| 17. Distinctive Ringing | 36. Three-Way Conference/Call Transfer |
| 18. Distributed Hunt (RR) | 37. Toll Restricted Services |
| 19. End-To-End Signaling | 38. Unrestricted Services |
| | 39. 911 Emergency Service |

Enhanced Features List

- | | |
|--|--|
| 1. Call Forward Busy - All | 11. Dictation Access and Control (DTMF only) |
| 2. Call Forward Busy - Intra-group | 12. Directed Call Pick-up -Any Station |
| 3. Call Forward - Remote Access | 13. Directed Call Pick-up -Barge-In |
| 4. Call Park | 14. Directed Call Pick-up -Non Barge-In (DCPU) |
| 5. Call Waiting - Incoming | 15. Inhibit Call Waiting |
| 6. Call Waiting -Intra-group | 16. Meet-Me Conference |
| 7. Call Waiting -Originating | 17. Ring Again |
| 8. Circular Hunt (CIRC) | 18. Virtual Facilities Group WATS Access |
| 9. Customer Assignable Options (OPT1 through OPT4) | |
| 10. Dial Call Waiting | |

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

J. Station Features (Continued)

Optional Features List

Alternate Routing
CLASS on Centrex
a. Caller ID
b. Caller ID w/Name
c. Call Return (*69)
Line Hunting, Stop Hunt (SHU)
Loudspeaker and Radio Paging Access
MDC Operational Measurements
Message Detail Recording
Random Make Busy (RMB)
Virtual Facilities Group Control (VFGC)

K. Station Feature Definitions

Basic Features

Automatic Identification of Outward Dialing (AIOD) - AIOD allows a business to track calls for cost allocation by creating a record of billable calls placed and the line(s) originating the call(s).

Automatic Line - This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned Directory Number (DN).

Call Forward - All Calls - Allows a subscriber to have all incoming (intra-group and DID) calls automatically forwarded to a pre-assigned DN.

Call Forward – Busy - Provides the capability to automatically forward incoming calls (originating from an outside group) destined to a busy subscriber to a predetermined subscriber within the same customer group.

Call Forward - No Answer - Call Forward No Answer is a station option that allows a terminating call to an idle subscriber to be forwarded automatically to a Pre-assigned DN within the group, if the call is not answered within a pre-selected number of ringing cycles.

Call Hold - The Call Hold feature allows a subscriber to place one call on hold for any length of time, provided neither party goes on hook.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Basic Features: (Continued)

Directory Number Hunt (DNH) - DNH is a call completion feature that increases the likelihood of an incoming call being completed within a custom-defined group of lines.

Distinctive Ringing - A subscriber may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on his/her line. Distinctive Ringing produces a different ringing cadence for intra-group and DID calls that terminate to a line within a customer group.

Distributed Hunt (RR) - Hunting starts at the line in the group which follows the last line to which a call was completed and continues over all lines in a hunt group until all the lines are covered once or the call is completed to an idle line, whichever occurs first. Distributed Hunt is normally used when an equal call distribution is required.

End To End Signaling - End-to-End Signaling enables a station user, while in the talking state, to send DTMF digits to the other end by using the dial pad of a 2500-type telephone set. End-to-End Signaling is used for services such as dictation control.

First Hunt (FRST) - Hunting starts with the first line in the hunt group regardless of the DN dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever comes first.

Flexible Intercept - This service allows for the automatic rerouting of calls that cannot be completed because of equipment, imposed restrictions on the line, or dialing irregularities.

Group Speed Calling - The Group Speed Calling (GSC) feature two or more subscribers within a customer group to have access to the same Speed Calling list.

Individual Speed Calling – Long List - The Individual Long List feature allows a subscriber to store up to 30 frequently dialed numbers so that they can be dialed automatically by using a two-digit code (normally *20 through *49)

Individual Speed Calling – Short List - This feature allows a subscriber to store up to eight frequently dialed numbers so that they can be dialed automatically by using a single digit code (normally *2 through *9).

Local Only (LOCO) - Lines assigned the LOCO feature can only receive calls from members of the same IBS group. All other incoming (DID) calls are routed to a generic route as defined in office data (announcement and/or reorder). Originating calls from a subscriber's line with the LOCO option assigned will be processed in a normal manner.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Basic Features: (Continued)

Three Way Conference - The Three-Way Conference feature allows a member of a group to form a three-way conference with two other parties, either within or outside the customer group. This feature allows the subscriber to perform switch hook flash during a normal talking connection, receive a special dial tone, and dial a third party.

Three Way Conference/Call Transfer - The Call Transfer feature allows a subscriber to transfer an established call to another line, within or outside the customer group. In addition, a subscriber assigned Call Transfer automatically receives the privilege of forming a Three-Way conference, even if his/her line is not assigned the Three-Way Conference feature.

Toll Restricted Services - The Toll Restricted (TDN) feature restricts a line from originating dialed toll calls. Any attempted toll call originations are intercepted by the DMS-10 and routed to an announcement or tone (as defined in office data).

Unrestricted Services - Unrestricted lines are allowed to access the exchange network, the toll network, or any service access by just dialing the appropriate digits.

911 Emergency Service - This service allows a subscriber to report an emergency by dialing "911", "9911", or any three- or seven-digit number, as set up in translations, to reach the Emergency Service Bureau (ESB).

Enhanced Features

Call Forward Busy – Intra-Group - Provides the capability to automatically forward intra-group calls (those which originate and terminate within the group) destined to a busy subscriber, to another predetermined subscriber within the same customer group.

Call Forward – Remote Access - A station option that enables subscribers to activate and deactivate Call Forward - All Calls from any phone that allows them to dial into their "home" DMS-10 central office.

Call Park - Allows an attendant and/or subscriber to "park" calls against a specific subscriber's DN.

Call Return (*69) - Allows the subscriber to return the call most recently received, by dialing *69, which will direct central office equipment to automatically re-dial the number.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Enhanced Features

Call Waiting – Incoming - This feature informs a subscriber who is on an existing call that a third party from outside the customer group is trying to reach him/her.

Call Waiting – Intra-Group - The Call Waiting, Intra-group option informs a subscriber who is on an existing call that a third party from within the customer group is trying to reach him/her.

Call Waiting – Originating - A station option that will allow Call Waiting tones to be imposed automatically by the originating station.

Caller ID - Provides the called party, by means of a display device, with the identified number of the calling party.

Caller ID w/Name & Number - Provides the called party, by means of a display device, with the identified name and number of the calling party, where technically available.

Circular Hunt (CIRC) - Hunting starts with the line associated with the dialed DN of the hunt group and continues over all the lines until the lines of the hunt group are searched once or the call is completed to an idle line, whichever occurs first.

Customer Assignable Options (OPT1 THROUGH OPT4) - The purpose of customer Assignable Options, OPT1 through OPT4, is to allow the design of selective screening of outgoing calls for certain stations.

Dial Call Waiting - This is an option that allows the subscriber to originate a call to a busy station within the same group and impose Call Waiting on that station when the subscriber does not have any of the Call Waiting options on his/her line.

Dictation Access and Control (DTMF only) - This feature provides station access to customer-provided dictation-recording equipment by dialing an access code (i.e., 1XX).

Directed Call Pick-up – Any Station - DCPU Any Station (DPUA) is a terminating line option. A call to a station assigned the DPUA option can be picked up by any other member of a group. DPUA can be performed from any station, regardless of whether the station has DCBI or DCPU assigned.

Directed Call Pick-up – Barge In - DCPU Barge-In (DCBI) is similar to the DCPU option in that it also allows a subscriber to answer a call that is ringing any other line within the same customer group.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Enhanced Features

Directed Call Pick-up – Non Barge-In (DCPU) - The DCPU feature permits a subscriber to answer a call that is ringing any other line within the same customer group.

Inhibit Call Waiting - This is a station option that will allow the subscriber to inhibit Dial Call Waiting and Call Waiting, Originating from imposing Call Waiting tones on the station's line.

Meet-Me-Conference - The Meet-Me Conference feature allows subscribers to hold a conference on, and up to, a ten-party conference bridge by dialing a DN at a specified time.

Virtual Facilities Group WATS Access - Provides multiple IWTS VFG's giving the customer better control of the number of INWATS calls to the group. Any station of the group can be restricted from using the OUTWATS facilities, but the default is that all stations of the group will have access to the facilities.

Optional Features:

Alternate Routing - Alternate Routing specifies a secondary treatment for a call in case the call is blocked while attempting the primary completion treatment.

Line Hunting Stop Hunt(SHU) - Stop Hunt (SHU) can be assigned to one or more lines in a hunt group. When this key-operated feature is activated, hunting stops at the line that is assigned the SHU feature option.

Loudspeaker and Radio Paging Access - This service allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer's premises.

MDC Operational Measurements -

Message Detail Recording - Message Detail Recording (MDR) provides call detail information for calls that have originated from stations configured in a group.

Random Make Busy - A search encountering a line associated with an activated RMB key will not terminate on that line. All lines associated with the key appear busy during termination attempts. Originating service is not affected feature will provide logical facilities to bridge a group to the public network in a manner similar to that of physical trunks bridging a PBX or key system to a CO.

Effective: August 21, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.3 CENTREX SERVICES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.3.5 SPECIAL CONDITIONS (Continued)

K. Station Feature Definitions (Continued)

Enhanced Features

Directed Call Pick-up – Non Barge-In (DCPU) - The DCPU feature permits a subscriber to answer a call that is ringing any other line within the same customer group.

Inhibit Call Waiting - This is a station option that will allow the subscriber to inhibit Dial Call Waiting and Call Waiting, Originating from imposing Call Waiting tones on the station's line.

Meet-Me-Conference - The Meet-Me Conference feature allows subscribers to hold a conference on, and up to, a ten-party conference bridge by dialing a DN at a specified time.

Virtual Facilities Group WATS Access - Provides multiple IWTS VFG's giving the customer better control of the number of INWATS calls to the group. Any station of the group can be restricted from using the OUTWATS facilities, but the default is that all stations of the group will have access to the facilities.

Optional Features:

Alternate Routing - Alternate Routing specifies a secondary treatment for a call in case the call is blocked while attempting the primary completion treatment.

Line Hunting Stop Hunt(SHU) - Stop Hunt (SHU) can be assigned to one or more lines in a hunt group. When this key-operated feature is activated, hunting stops at the line that is assigned the SHU feature option.

Loudspeaker and Radio Paging Access - This service allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer's premises.

Message Detail Recording - Message Detail Recording (MDR) provides call detail information for calls that have originated from stations configured in a group.

Random Make Busy - A search encountering a line associated with an activated RMB key will not terminate on that line. All lines associated with the key appear busy during termination attempts. Originating service is not affected feature will provide logical facilities to bridge a group to the public network in a manner similar to that of physical trunks bridging a PBX or key system to a CO.

- L. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

(N)

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate	
	<u>Business</u>	<u>Residential</u>
A. <u>Individual Features</u> , (each line, includes all stations)		
1. Call Forwarding		
a. Variable or Fixed	\$3.75	\$5.99
b. Call Forward Busy	3.50	5.99
c. Call Forward No Answer	3.50	5.99
2. Call Waiting, Cancel Call Waiting	6.25	5.99
3. Three-Way Calling	6.25	5.99
4. Custom Speed Calling		
a. Eight-Code Capacity	4.40	5.99
b. Thirty-Code Capacity	6.25	5.99
5. Busy Number Redial	4.00	4.00
6. Remote Call Forwarding Service (See Special Condition 5.4.5.H.1)	16.00	17.99
B. <u>Four Feature Packages, Each Line</u> (includes all stations)		
1. Call Forwarding, Call Waiting, Three-Way, Calling & Custom Speed Calling		
a. Eight-Code Capacity	6.95	4.95
b. Thirty-Code Capacity	8.95	6.95
2. Busy Number Redial, Last Number Redial, Saved Number Redial, Cancel, Call Waiting, & Custom Speed Calling		
a. Eight-Code Capacity (1)	15.65	10.00
b. Thirty-Code Capacity (1)	17.50	11.90

Note 1: Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)			
1. Call Forward			(T)
a. Basic Call Forward	\$4.00	\$6.50	(I)
b. Call Forward Busy	4.00	6.50	
c. Call Forward No Answer	4.00	6.50	(T) (I)
d. Call Forward Busy/No Answer	4.50	6.50	(N)
2. Call Waiting/Call Waiting ID/Cancel Call Waiting	6.99	6.50	(T)(I)
3. 3 Way Calling	6.99	6.50	
4. Speed Call 8 ⁽³⁾	4.40	6.50	
5. Speed Call 30	6.99	6.50	
6. Remote Call Forward (See Special Condition 5.4.5.H.1)	18.00	19.99	(T)(I)
B. <u>Four Feature Packages, Each Line</u> (includes all stations)			
1. Basic Call Forward, Call Waiting, 3 Way, Calling & Speed Call			(T)
a. 8 ⁽²⁾	6.95	4.95	(C)
b. 30	8.95	6.95	
2. Busy Number Redial *66, Call Waiting & & Speed Call			(C)
a. Eight-Code Capacity (1, 3)	15.65	10.00	(C)
b. Thirty-Code Capacity (1)	17.50	11.90	(T)

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

(2) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)
|
(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)					
1. Call Forward					
a. Basic Call Forward	\$4.00	\$6.50			
b. Call Forward Busy	4.00	6.50			
c. Call Forward No Answer	4.00	6.50			
d. Call Forward Busy/No Answer	4.50	6.50			
2. Call Waiting/Cancel Call Waiting	6.99	6.50			
3. 3 Way Calling	6.99	6.50	\$1.50 ⁽²⁾	\$1.50 ⁽²⁾	(N)
4. Speed Call 8 ⁽³⁾	4.40	6.50			
5. Speed Call 30	6.99	6.50			
B. <u>Four Feature Packages, Each Line</u> (includes all stations) ⁽⁴⁾					(C)
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call					
a. Speed Call 8 ⁽³⁾	6.95	4.95			(T)
b. Speed Call 30	8.95	6.95			(T)
2. *66 Busy Number Redial, Call Waiting & Speed Call					
a. Speed Call 8 ^(1, 3)	15.65	10.00			(T)
b. Speed Call 30 ⁽¹⁾	17.50	11.90			(T)

⁽¹⁾ Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁴⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)					
1. Call Forward					
a. Basic Call Forward	\$5.00	\$7.00			(1)
b. Call Forward Busy	4.50	7.00			
c. Call Forward No Answer	4.50	7.00			
d. Call Forward Busy/No Answer	5.00	7.00			
2. Call Waiting/Cancel Call Waiting	7.50	7.00			
3. 3 Way Calling	7.50	7.25	\$2.50 ⁽²⁾	\$2.50 ⁽²⁾	(1)
4. Speed Call 8 ⁽³⁾	4.40	6.50			
5. Speed Call 30	6.99	6.50			
B. <u>Four Feature Packages, Each Line</u> (includes all stations) ⁽⁴⁾					
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call					
a. Speed Call 8 ⁽³⁾	6.95	4.95			
b. Speed Call 30	8.95	6.95			
2. *66 Busy Number Redial, Call Waiting & Speed Call					
a. Speed Call 8 ^(1, 3)	15.65	10.00			
b. Speed Call 30 ⁽¹⁾	17.50	11.90			

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

(2) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)					
1. Call Forward					
a. Basic Call Forward	\$6.00	\$7.50			(I)
b. Call Forward Busy	5.75	7.75			
c. Call Forward No Answer	5.75	7.75			
d. Call Forward Busy/No Answer	6.00	7.75			
2. Call Waiting/Cancel Call Waiting	8.25	7.75			
3. 3 Way Calling	8.25	8.00	\$3.00 ⁽²⁾	\$3.00 ⁽²⁾	(I)
4. Speed Call 8 ⁽³⁾	4.40	6.50			
5. Speed Call 30	6.99	6.50			
B. <u>Four Feature Packages, Each Line</u> (includes all stations) ⁽⁴⁾					
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call					
a. Speed Call 8 ⁽³⁾	6.95	4.95			
b. Speed Call 30	8.95	6.95			
2. *66 Busy Number Redial, Call Waiting & Speed Call					
a. Speed Call 8 ^(1, 3)	15.65	10.00			
b. Speed Call 30 ⁽¹⁾	17.50	11.90			

⁽¹⁾ Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

⁽²⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁴⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)					
1. Call Forward					
a. Basic Call Forward	\$6.75	\$8.00			(I)
b. Call Forward Busy	6.75	8.00			
c. Call Forward No Answer	6.75	8.00			
d. Call Forward Busy/No Answer	6.75	8.00			
2. Call Waiting/Cancel Call Waiting	8.75	8.25			
3. 3 Way Calling	8.50	8.50	\$3.00 ⁽²⁾	\$3.00 ⁽²⁾	(I)
4. Speed Call 8 ⁽³⁾	4.40	6.50			
5. Speed Call 30	6.99	6.50			
B. <u>Four Feature Packages, Each Line</u> (includes all stations) ⁽⁴⁾					
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call					
a. Speed Call 8 ⁽³⁾	6.95	4.95			
b. Speed Call 30	8.95	6.95			
2. *66 Busy Number Redial, Call Waiting & Speed Call					
a. Speed Call 8 ^(1, 3)	15.65	10.00			
b. Speed Call 30 ⁽¹⁾	17.50	11.90			

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

(2) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: August 25, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)					
1. Call Forward					
a. Basic Call Forward	\$7.75	\$8.50			(I)
b. Call Forward Busy	7.75	8.50			
c. Call Forward No Answer	7.75	8.50			
d. Call Forward Busy/No Answer	7.75	8.50			
2. Call Waiting/Cancel Call Waiting	9.25	9.00			
3. 3 Way Calling	9.00	9.25	\$3.00 ⁽²⁾	\$3.00 ⁽²⁾	(I)
4. Speed Call 8 ⁽³⁾	4.40	6.50			
5. Speed Call 30	6.99	6.50			
B. <u>Four Feature Packages, Each Line</u> (includes all stations) ⁽⁴⁾					
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call					
a. Speed Call 8 ⁽³⁾	6.95	4.95			
b. Speed Call 30	8.95	6.95			
2. *66 Busy Number Redial, Call Waiting & Speed Call					
a. Speed Call 8 ^(1, 3)	15.65	10.00			
b. Speed Call 30 ⁽¹⁾	17.50	11.90			

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.
 (2) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.
 (3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
 (4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: March 1, 2023

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE

5.4.1 APPLICABILITY

Applicable to Custom Calling Service furnished in connection with single line Business and Residence service.

5.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Custom Calling Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.4.3 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u> , (each line, includes all stations)					
1. Call Forward					
a. Basic Call Forward	\$7.75	\$9.00			(I)
b. Call Forward Busy	7.75	9.00			
c. Call Forward No Answer	7.75	9.00			
d. Call Forward Busy/No Answer	7.75	9.00			
2. Call Waiting/Cancel Call Waiting	9.25	9.50			
3. 3 Way Calling	9.00	9.75	\$3.00 ⁽²⁾	\$3.00 ⁽²⁾	(I)
4. Speed Call 8 ⁽³⁾	4.40	6.50			
5. Speed Call 30	6.99	6.50			
B. <u>Four Feature Packages, Each Line</u> (includes all stations) ⁽⁴⁾					
1. Basic Call Forward, Call Waiting, 3 Way Calling & Speed Call					
a. Speed Call 8 ⁽³⁾	6.95	4.95			
b. Speed Call 30	8.95	6.95			
2. *66 Busy Number Redial, Call Waiting & Speed Call					
a. Speed Call 8 ^(1, 3)	15.65	10.00			
b. Speed Call 30 ⁽¹⁾	17.50	11.90			

(1) Service offering is applicable only to the Courtland, Isleton, Meadowview and Walnut Grove Exchanges.

(2) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		Pay Per Use	
	<u>Bus</u>	<u>Res</u>	<u>NRC</u>	<u>Bus</u> <u>Res</u>
C. <u>Toll Restriction Per Access Line</u>				
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50		
Programming Fee	10.00	10.00		
2. Customer Programmed Toll Restriction	2.50	2.50		
3. Operator Interactive OSPS Screening & Billed Number Screening (1)	3.50	3.50	\$23.00	
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00		
D. <u>Distinctive Ringing</u>				
Programming Fee	5.25	5.25	7.00	
E. <u>Advanced Calling Features</u> (2)				
1. Call Return	5.00	5.99		
2. Priority Ringing	4.25	5.99		
3. Repeat Dialing	4.25	5.99		
4. Selective Call Forwarding	5.00	3.50		
5. Selective Call Rejection	5.00	5.99		
6. Selective Call Acceptance	4.50	5.99		
7. Call Trace (Per Activation)			\$4.00	\$2.99
8. Caller ID	5.95	9.99		
9. Caller ID W/ Name	6.95	9.99		
10. Caller ID Blocking (3)				
a. Initial Selection	No Charge	No Charge		
b. First Selection Change (4)	No Charge	No Charge		
c. Additional Selection Changes			14.00	
11. Anonymous Call Rejection	4.00	3.50	14.00	
12. Call Waiting/Caller ID	0.50	0.00	14.00	
13. Automatic Busy Redial				0.75 0.99
14. Automatic Call Return				0.75 0.99

(1) Applicable charges for Section 2 apply.

(2) The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

(3) Refer to Special Condition 5.4.5.O for blocking options.

(4) No time limit associated with the first free selection change.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		Pay Per Use			
	<u>Business</u>	<u>Residence</u>	<u>NRC</u>	<u>Bus</u>		<u>Res</u>
<u>C. Toll Restriction Per Access Line</u>						
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50				
Programming Fee	10.00	10.00				
2. Customer Programmed Toll Restriction	2.50	2.50				
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00			
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00				
<u>D. Distinctive Ring</u>	6.25	6.25			(T)(I)	
Programming Fee			7.00			
<u>E. Advanced Calling Features</u> ⁽²⁾						
1. Call Return *69 ⁽⁵⁾	6.00	6.50	\$1.00	\$1.50	(T)(I)	
2. Priority Call	4.45	6.50				
3. Busy Number Redial *66 ⁽⁵⁾	5.50	6.50	1.50	1.50		
4. Selective Call Forward	6.00	3.95				
5. Selective Call Rejection	5.50	6.50				
6. Selective Call Acceptance	4.50	6.50				
7. Call Trace (Per Activation) ⁽⁶⁾			4.00	4.00		
8. Caller ID ⁽⁷⁾	5.95	9.99				(T)(I)
9. Caller ID with Name	7.95	9.99				
10. Caller ID Blocking ⁽³⁾						
a. Initial Selection	No Charge	No Charge				
b. First Selection Change ⁽⁴⁾	No Charge	No Charge				
d. Additional Selection Changes			14.00			
11. Anonymous Call Rejection	4.45	3.95	14.00		(T)(I)	
13. Remote Activated Call Forward	4.00	6.50			(N)	
14. Multiple Simultaneous Call Forward	11.00				(N)	

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use		
	Business	Residence		Business	Residence	
<u>C. Toll Restriction Per Access Line</u>						
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50				
Programming Fee	10.00	10.00				
2. Customer Programmed Toll Restriction	2.50	2.50				
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00			
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00				
<u>D. Advanced Calling Features ⁽²⁾</u>						
1. *69 Call Return	6.00	6.50		\$1.00 ⁽⁵⁾	\$1.50 ⁽⁵⁾	(T)
2. *66 Busy Number Redial	5.50	6.50		1.50 ⁽⁵⁾	1.50 ⁽⁵⁾	
3. Priority Call	4.45	6.50				
4. Distinctive Ring Programming Fee	6.25	6.25	7.00			
5. Selective Call Forward	6.00	3.95				
6. Selective Call Rejection	5.50	6.50				
7. Selective Call Acceptance	4.50	6.50				
8. Call Trace				4.00 ⁽⁶⁾	4.00 ⁽⁶⁾	
9. Caller ID with Name	7.95	9.99				
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99				
11. Caller ID Blocking ⁽³⁾						
a. Initial Selection	No Charge	No Charge				
b. First Selection Change ⁽⁴⁾	No Charge	No Charge				
e. Additional Selection Changes		14.00				
12. Anonymous Call Block/Rejection	4.45	3.95	14.00			
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	18.00	19.99				
14. Remote Activated Call Forward	4.00	6.50				
15. Multiple Simultaneous Call Forward	11.00					(T)

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use		
	Business	Residence		Business	Residence	
<u>C. Toll Restriction Per Access Line</u>						
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50				
Programming Fee	10.00	10.00				
2. Customer Programmed Toll Restriction	2.50	2.50				
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00			
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00				
<u>D. Advanced Calling Features</u> ⁽²⁾						
1. *69 Call Return	6.00	6.50		\$2.00 ⁽⁵⁾	\$2.50 ⁽⁵⁾	(I)
2. *66 Busy Number Redial	5.50	6.50		2.50 ⁽⁵⁾	2.50 ⁽⁵⁾	(I)
3. Priority Call	4.45	6.50				
4. Distinctive Ring Programming Fee	6.25	6.25	7.00			
5. Selective Call Forward	6.00	3.95				
6. Selective Call Rejection	5.50	6.50				
7. Selective Call Acceptance	4.50	6.50				
8. Call Trace				5.50 ⁽⁶⁾	5.00 ⁽⁶⁾	(I)
9. Caller ID with Name	9.00	10.50				(I)
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99				
11. Caller ID Blocking ⁽³⁾						
a. Initial Selection	No Charge	No Charge				
b. First Selection Change ⁽⁴⁾	No Charge	No Charge				
f. Additional Selection Changes		14.00				
12. Anonymous Call Block/Rejection	5.50	4.50	14.00			(I)
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	20.00	21.50				(I)
14. Remote Activated Call Forward	4.00	6.50				
15. Enhanced Call Forward	11.00					(T)

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: August 11, 2017

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use	
	Business	Residence		Business	Residence
<u>C. Toll Restriction Per Access Line</u>					
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50			
Programming Fee	10.00	10.00			
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00		
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00			
<u>D. Advanced Calling Features ⁽²⁾</u>					
1. *69 Call Return	6.00	6.50		\$2.00 ⁽⁵⁾	\$2.50 ⁽⁵⁾
2. *66 Busy Number Redial	5.50	6.50		2.50 ⁽⁵⁾	2.50 ⁽⁵⁾
3. Priority Call	4.45	6.50			
4. Distinctive Ring Programming Fee	6.25	6.25	7.00		
5. Selective Call Forward	6.00	3.95			
6. Selective Call Rejection	5.50	6.50			
7. Selective Call Acceptance	4.50	6.50			
8. Call Trace				5.50 ⁽⁶⁾	5.00 ⁽⁶⁾
9. Caller ID with Name	9.00	10.50			
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99			
11. Caller ID Blocking ⁽³⁾					
a. Initial Selection	No Charge	No Charge			
b. First Selection Change ⁽⁴⁾	No Charge	No Charge			
g. Additional Selection Changes		14.00			
12. Anonymous Call Block/Rejection	5.50	4.50	14.00		
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	20.00	21.50			
14. Remote Activated Call Forward	4.00	6.50			

(D)

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use		
	Business	Residence		Business	Residence	
<u>C. Toll Restriction Per Access Line</u>						
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50				
Programming Fee	10.00	10.00				
2. Customer Programmed Toll Restriction	2.50	2.50				
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00			
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00				
<u>D. Advanced Calling Features ⁽²⁾</u>						
1. *69 Call Return	6.00	6.50		\$3.00 ⁽⁵⁾	\$3.00 ⁽⁵⁾	(I)
2. *66 Busy Number Redial	5.50	6.50		3.00 ⁽⁵⁾	3.00 ⁽⁵⁾	(I)
3. Priority Call	4.45	6.50				
4. Distinctive Ring Programming Fee	6.25	6.25	7.00			
5. Selective Call Forward	6.00	3.95				
6. Selective Call Rejection	5.50	6.50				
7. Selective Call Acceptance	4.50	6.50				
8. Call Trace				6.25 ⁽⁶⁾	6.00 ⁽⁶⁾	(I)
9. Caller ID with Name	10.00	11.00				(I)
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99				
11. Caller ID Blocking ⁽³⁾						
a. Initial Selection	No Charge	No Charge				
b. First Selection Change ⁽⁴⁾	No Charge	No Charge				
h. Additional Selection Changes		14.00				
12. Anonymous Call Block/Rejection	6.50	5.00	14.00			(I)
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	22.00	22.00				(I)
14. Remote Activated Call Forward	4.00	6.50				

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use	
	Business	Residence		Business	Residence
<u>C. Toll Restriction Per Access Line</u>					
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50			
Programming Fee	10.00	10.00			
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00		
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00			
<u>D. Advanced Calling Features ⁽²⁾</u>					
1. *69 Call Return	6.00	6.50		\$3.00 ⁽⁵⁾	\$3.00 ⁽⁵⁾
2. *66 Busy Number Redial	5.50	6.50		3.00 ⁽⁵⁾	3.00 ⁽⁵⁾
3. Priority Call	4.45	6.50			
4. Distinctive Ring Programming Fee	6.25	6.25	7.00		
5. Selective Call Forward	6.00	3.95			
6. Selective Call Rejection	5.50	6.50			
7. Selective Call Acceptance	4.50	6.50			
8. Call Trace				6.50 ⁽⁶⁾	6.50 ⁽⁶⁾ (I)
9. Caller ID with Name	11.00	11.25			(I)
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99			
11. Caller ID Blocking ⁽³⁾					
a. Initial Selection	No Charge	No Charge			
b. First Selection Change ⁽⁴⁾	No Charge	No Charge			
i. Additional Selection Changes		14.00			
12. Anonymous Call Block/Rejection	6.50	5.50	14.00		(I)
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	24.00	23.50			(I)
14. Remote Activated Call Forward	4.00	6.50			

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: August 25, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use	
	Business	Residence		Business	Residence
<u>C. Toll Restriction Per Access Line</u>					
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50			
Programming Fee	10.00	10.00			
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00		
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00			
<u>D. Advanced Calling Features ⁽²⁾</u>					
1. *69 Call Return	6.00	6.50		\$3.00 ⁽⁵⁾	\$3.00 ⁽⁵⁾
2. *66 Busy Number Redial	5.50	6.50		3.00 ⁽⁵⁾	3.00 ⁽⁵⁾
3. Priority Call	4.45	6.50			
4. Distinctive Ring Programming Fee	6.25	6.25	7.00		
5. Selective Call Forward	6.00	3.95			
6. Selective Call Rejection	5.50	6.50			
7. Selective Call Acceptance	4.50	6.50			
8. Call Trace				7.25 ⁽⁶⁾	7.25 ⁽⁶⁾ (I)
9. Caller ID with Name	12.00	11.75			(I)
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99			
11. Caller ID Blocking ⁽³⁾					
a. Initial Selection	No Charge	No Charge			
b. First Selection Change ⁽⁴⁾	No Charge	No Charge			
j. Additional Selection Changes		14.00			
12. Anonymous Call Block/Rejection	6.50	5.50	14.00		(I)
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	26.00	25.00			(I)
14. Remote Activated Call Forward	4.00	6.50			

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: March 1, 2023

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		NRC	Pay Per Use	
	Business	Residence		Business	Residence
<u>C. Toll Restriction Per Access Line</u>					
1. C.O. Programmed Toll Restriction	\$3.00	\$2.50			
Programming Fee	10.00	10.00			
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening ⁽¹⁾	3.50	3.50	\$23.00		
4. Option I: Allows sent-paid calling to local calling area and EAS only, allows 0+ and 0- access*	3.00	3.00			
<u>D. Advanced Calling Features ⁽²⁾</u>					
1. *69 Call Return	6.00	6.50		\$3.00 ⁽⁵⁾	\$3.00 ⁽⁵⁾
2. *66 Busy Number Redial	5.50	6.50		3.00 ⁽⁵⁾	3.00 ⁽⁵⁾
3. Priority Call	4.45	6.50			
4. Distinctive Ring Programming Fee	6.25	6.25	7.00		
5. Selective Call Forward	6.00	3.95			
6. Selective Call Rejection	5.50	6.50			
7. Selective Call Acceptance	4.50	6.50			
8. Call Trace				7.25 ⁽⁶⁾	7.25 ⁽⁶⁾
9. Caller ID with Name	12.00	12.25			(I)
10. Caller ID Number Only ⁽⁷⁾	5.95	9.99			
11. Caller ID Blocking ⁽³⁾					
a. Initial Selection	No Charge	No Charge			
b. First Selection Change ⁽⁴⁾	No Charge	No Charge			
c. Additional Selection Changes		14.00			
12. Anonymous Call Block/Rejection	6.50	6.00	14.00		(I)
13. Remote Call Forward (See Special Condition 5.4.5.H.1)	26.00	25.00			
14. Remote Activated Call Forward	4.00	7.00			(I)

⁽¹⁾ Applicable charges for Section 2 apply.

⁽²⁾ The service order charge will be waived for a period of 120 days after network and central office conversion to program updates capable of offering the services specified.

⁽³⁾ Refer to Special Condition 5.4.5.O for blocking options.

⁽⁴⁾ No time limit associated with the first free selection change.

⁽⁵⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁶⁾ 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.

⁽⁷⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3.1 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residential</u>	<u>NRC</u>
F. <u>Advanced Calling Feature Discounts</u> (1)			
1. Two Features	\$(2.50)	\$(1.25)	
2. Three Features	(3.75)	(1.85)	
3. Four Features	(5.25)	(2.50)	
4. Five Features	(6.50)	(3.20)	
G. <u>Access Line Hunting</u>		1.00	
Multi-line Hunting (2)		1.00	
Directory Number Hunting (2)		1.00	
Circle Hunting (2)		1.00	
Trunk Hunting - PBX		1.00	
Programming Fee (3)			\$7.00
H. <u>Home Intercom</u>		1.00	
Programming Fee			7.00

(1) Excludes Caller ID Blocking.
 (2) Rates Applicable to Business and Residence Lines.
 (3) Programming Fee Applicable to all Hunting Services.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.3.2 RATES AND CHARGES - CALIFORNIA EMBEDDED MARKET (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	<u>NRC</u>
F. <u>Advanced Calling Feature Discounts</u> (1)			
1. Two Features	\$(2.50)	\$(1.25)	
2. Three Features	(3.75)	(1.85)	
3. Four Features	(5.25)	(2.50)	
4. Five Features	(6.50)	(3.20)	
G. <u>Access Line Hunting</u>		1.00	
Multi-line Hunting (2)		1.00	
Directory Number Hunting (2)		1.00	
Circle Hunting (2)		1.00	
Trunk Hunting - PBX		1.00	
Programming Fee (3)			\$7.00

(D)
 (D)

(1) Excludes Caller ID Blocking.
 (2) Rates Applicable to Business and Residence Lines.
 (3) Programming Fee Applicable to all Hunting Services.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Monthly Rate (1)		Pay Per Use
	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u>			
1. Call Forward, All	\$ 2.00	\$ 5.99	
2. Call Forward, Busy, Fixed	2.00	5.99	
3. Call Forward, Busy-No Answer User Programmable (2)	4.50	5.99	
4. Call Forward, Remote Access (2)	3.00	2.50	
5. Select Call Forwarding (3)	3.45	2.95	
6. Call Waiting	3.50	2.00	
7. Cancel Call Waiting	3.00	1.50	
8. Three-Way Calling	3.50	5.99	
9. Speed Calling			
(1) 8 Code	2.50	5.99	
(2) 30 Code	3.50	5.99	
10. Priority Ringing (3)	3.45	5.99	
11. Repeat Dialing (3)	3.45	5.99	\$0.99
12. Reverted Ring	1.50	1.50	
13. Call Screen (3)	3.45	2.95	
14. Call Return (3)	3.45	5.99	
15. Selective Call Acceptance (3)	3.45	5.99	
16. Personalized Telephone Number Service	3.50	1.50	
17. Caller ID			
(1) Number Service	5.95	4.95	
(2) Name and Number Service	6.95	5.95	
18. Selective Blocking, per call (4)	.00	.00	
19. Selective Blocking		5.99	
20. Complete Blocking, per call (4)	.00	.00	
21. Caller ID Call Waiting (5)	.95	.00	

(1) See Special Conditions No. C and Rates in Section 2.

(2) Only available in selected exchanges with Digital Centrex Service.

(3) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(4) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(5) In addition to the Call Waiting and Caller ID monthly rate.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u>					
1. Basic Call Forward	\$3.50	\$6.50			(T)(I)
2. Call Forward Busy	3.00	6.50			(T)(I)
3. Call Forward No Answer	2.50	6.50			(N)
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	4.50	6.50			(T)(I)
5. Call Waiting/Call Waiting ID/Cancel Call Waiting	4.50	3.00			
6. 3 Way Calling ⁽⁶⁾	4.50	6.50	\$1.50	\$1.50	(T)(I)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			(C)
8. Speed Call 30 ⁽²⁾	4.50	6.50			(T)
9. Priority Call ⁽³⁾	4.45	6.50			(T)(I)
10. Distinctive Ring	6.25	6.25			(N)
11. Busy Number Redial *66 ^(3, 6)	5.00	6.50	1.50	1.50	(T)(I)
12. Call Return *69 ^(3, 6)	4.50	6.50	1.00	1.50	
13. Selective Call Rejection ⁽³⁾	4.95	6.50			
14. Selective Call Acceptance ⁽³⁾	3.45	5.99			
15. Selective Call Forward	4.45	3.95			
16. Personalized Telephone Number	3.50	1.50			(T)(I)
17. Anonymous Call Rejection	4.45	3.95			
18. Caller ID					(N)
(1) Number Only ⁽⁵⁾	5.95	4.95			(C)
(2) with Name	7.95	6.95			(T)(I)
19. Caller ID Call Waiting ⁽⁴⁾	.95	.00			(T)
20. Remote Activated Call Forward	3.50	6.50			(N)
21. Multiple Simultaneous Call Forward	11.00				(N)

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(N)
|
(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. <u>Individual Features</u>	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Basic Call Forward	\$3.50	\$6.50			
2. Call Forward Busy	3.00	6.50			
3. Call Forward No Answer	2.50	6.50			
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	4.50	6.50			
5. Call Waiting/Cancel Call Waiting	4.50	3.00			(T)
6. 3 Way Calling	4.50	6.50	\$1.50 ⁽⁶⁾	\$1.50 ⁽⁶⁾	(T)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			
8. Speed Call 30 ⁽²⁾	4.50	6.50			
9. Priority Call ⁽³⁾	4.45	6.50			
10. Distinctive Ring	6.25	6.25			
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	1.50 ⁽⁶⁾	1.50 ⁽⁶⁾	(T)
12. *69 Call Return *69 ⁽³⁾	4.50	6.50	1.00 ⁽⁶⁾	1.50 ⁽⁶⁾	(T)
13. Call Trace			4.00 ⁽⁷⁾	5.00 ⁽⁷⁾	(T)
14. Selective Call Rejection ⁽³⁾	4.95	6.50			
15. Selective Call Acceptance ⁽³⁾	3.45	5.99			
16. Selective Call Forward	4.45	3.95			
17. Personalized Telephone Number	3.50	1.50			
18. Anonymous Call Block/Rejection	4.45	3.95			
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95			
20. Caller ID with Name	7.95	6.95			
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00			
22. Remote Activated Call Forward	3.50	6.50			
23. Multiple Simultaneous Call Forward	11.00				(T)

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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. (T)

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. <u>Individual Features</u>	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Basic Call Forward	\$5.00	\$7.00			(I)
2. Call Forward Busy	4.50	7.00			
3. Call Forward No Answer	4.00	7.00			
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	5.00	7.00			
5. Call Waiting/Cancel Call Waiting	6.00	4.50			
6. 3 Way Calling	6.00	7.25	\$2.50 ⁽⁶⁾	\$2.50 ⁽⁶⁾	(I)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			
8. Speed Call 30 ⁽²⁾	4.50	6.50			
9. Priority Call ⁽³⁾	4.45	6.50			
10. Distinctive Ring	6.25	6.25			
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	2.50 ⁽⁶⁾	2.50 ⁽⁶⁾	(I)
12. *69 Call Return ⁽³⁾	4.50	6.50	2.00 ⁽⁶⁾	2.50 ⁽⁶⁾	
13. Call Trace			5.50 ⁽⁷⁾	5.50 ⁽⁷⁾	(I)
14. Selective Call Rejection ⁽³⁾	4.95	6.50			
15. Selective Call Acceptance ⁽³⁾	3.45	5.99			
16. Selective Call Forward	4.45	3.95			
17. Personalized Telephone Number	3.50	1.50			
18. Anonymous Call Block/Rejection	5.50	4.50			(I)
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95			
20. Caller ID with Name	9.00	7.95			(I)
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00			
22. Remote Activated Call Forward	3.50	6.50			
23. Enhanced Call Forward	11.00				(T)

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: August 11, 2017

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. <u>Individual Features</u>	Monthly Rate ⁽¹⁾		Pay Per Use	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Basic Call Forward	\$5.00	\$7.00		
2. Call Forward Busy	4.50	7.00		
3. Call Forward No Answer	4.00	7.00		
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	5.00	7.00		
5. Call Waiting/Cancel Call Waiting	6.00	4.50		
6. 3 Way Calling	6.00	7.25	\$2.50 ⁽⁶⁾	\$2.50 ⁽⁶⁾
7. Speed Call 8 ⁽⁵⁾	3.50	6.50		
8. Speed Call 30 ⁽²⁾	4.50	6.50		
9. Priority Call ⁽³⁾	4.45	6.50		
10. Distinctive Ring	6.25	6.25		
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	2.50 ⁽⁶⁾	2.50 ⁽⁶⁾
12. *69 Call Return ⁽³⁾	4.50	6.50	2.00 ⁽⁶⁾	2.50 ⁽⁶⁾
13. Call Trace			5.50 ⁽⁷⁾	5.50 ⁽⁷⁾
14. Selective Call Rejection ⁽³⁾	4.95	6.50		
15. Selective Call Acceptance ⁽³⁾	3.45	5.99		
16. Selective Call Forward	4.45	3.95		
17. Personalized Telephone Number	3.50	1.50		
18. Anonymous Call Block/Rejection	5.50	4.50		
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95		
20. Caller ID with Name	9.00	7.95		
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00		
22. Remote Activated Call Forward	3.50	6.50		

(D)

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
A. <u>Individual Features</u>					
1. Basic Call Forward	\$6.00	\$7.50			(1)
2. Call Forward Busy	5.75	7.75			
3. Call Forward No Answer	5.50	7.75			
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	6.00	7.75			
5. Call Waiting/Cancel Call Waiting	7.25	5.75			
6. 3 Way Calling	7.25	8.00	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾	(1)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			
8. Speed Call 30 ⁽²⁾	4.50	6.50			
9. Priority Call ⁽³⁾	4.45	6.50			
10. Distinctive Ring	6.25	6.25			
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	(1)
12. *69 Call Return ⁽³⁾	4.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	(1)
13. Call Trace			6.25 ⁽⁷⁾	6.50 ⁽⁷⁾	(1)
14. Selective Call Rejection ⁽³⁾	4.95	6.50			
15. Selective Call Acceptance ⁽³⁾	3.45	5.99			
16. Selective Call Forward	4.45	3.95			
17. Personalized Telephone Number	3.50	1.50			
18. Anonymous Call Block/Rejection	6.50	5.00			(1)
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95			
20. Caller ID with Name	10.00	8.95			(1)
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00			
22. Remote Activated Call Forward	3.50	6.50			

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: February 18, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

	Monthly Rate ⁽¹⁾		Pay Per Use	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
A. <u>Individual Features</u>				
1. Basic Call Forward	\$6.00	\$7.50		
2. Call Forward Busy	5.75	7.75		
3. Call Forward No Answer	5.50	7.75		
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	6.00	7.75		
5. Call Waiting/Cancel Call Waiting	7.25	5.75		
6. 3 Way Calling	7.25	8.00	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾
7. Speed Call 8 ⁽⁵⁾	3.50	6.50		
8. Speed Call 30 ⁽²⁾	4.50	6.50		
9. Priority Call ⁽³⁾	4.45	6.50		
10. Distinctive Ring	6.25	6.25		
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾
12. *69 Call Return ⁽³⁾	4.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾
13. Call Trace			6.25 ⁽⁷⁾	6.50 ⁽⁷⁾
14. Selective Call Rejection ⁽³⁾	4.95	6.50		
15. Selective Call Acceptance ⁽³⁾	3.45	5.99		
16. Selective Call Forward	4.45	3.95		
17. Personalized Telephone Number	3.50	1.50		
18. Anonymous Call Block/Rejection	6.50	5.00		
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95		
20. Caller ID with Name	10.00	8.95		
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00		
22. Remote Activated Call Forward	3.50	6.50		

(I)

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. <u>Individual Features</u>	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Basic Call Forward	\$6.75	\$8.00			(l)
2. Call Forward Busy	6.75	8.00			
3. Call Forward No Answer	6.75	8.00			
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	6.75	8.00			
5. Call Waiting/Cancel Call Waiting	8.25	7.00			
6. 3 Way Calling	8.25	8.50	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾	(l)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			
8. Speed Call 30 ⁽²⁾	4.50	6.50			
9. Priority Call ⁽³⁾	4.45	6.50			
10. Distinctive Ring	6.25	6.25			
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
12. *69 Call Return ⁽³⁾	4.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
13. Call Trace			6.50 ⁽⁷⁾	6.50 ⁽⁷⁾	(l)
14. Selective Call Rejection ⁽³⁾	4.95	6.50			
15. Selective Call Acceptance ⁽³⁾	3.45	5.99			
16. Selective Call Forward	4.45	3.95			
17. Personalized Telephone Number	3.50	1.50			
18. Anonymous Call Block/Rejection	6.50	5.50			(l)
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95			
20. Caller ID with Name	11.00	10.00			(l)
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00			
22. Remote Activated Call Forward	3.50	6.50			

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: August 25, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. <u>Individual Features</u>	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Basic Call Forward	\$7.75	\$8.50			(I)
2. Call Forward Busy	7.75	8.50			
3. Call Forward No Answer	7.75	8.50			
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	7.75	8.50			
5. Call Waiting/Cancel Call Waiting	9.25	8.00			
6. 3 Way Calling	9.00	9.25	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾	(I)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			
8. Speed Call 30 ⁽²⁾	4.50	6.50			
9. Priority Call ⁽³⁾	4.45	6.50			
10. Distinctive Ring	6.25	6.25			
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
12. *69 Call Return ⁽³⁾	4.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
13. Call Trace			7.25 ⁽⁷⁾	7.25 ⁽⁷⁾	(I)
14. Selective Call Rejection ⁽³⁾	4.95	6.50			
15. Selective Call Acceptance ⁽³⁾	3.45	5.99			
16. Selective Call Forward	4.45	3.95			
17. Personalized Telephone Number	3.50	1.50			
18. Anonymous Call Block/Rejection	6.50	5.50			
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95			
20. Caller ID with Name	12.00	11.00			(I)
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00			
22. Remote Activated Call Forward	3.50	6.50			

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: March 1, 2023

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET

A. <u>Individual Features</u>	Monthly Rate ⁽¹⁾		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Basic Call Forward	\$7.75	\$9.00			(l)
2. Call Forward Busy	7.75	9.00			
3. Call Forward No Answer	7.75	9.00			
4. Call Forward Busy/No Answer User Programmable ⁽²⁾	7.75	9.00			
5. Call Waiting/Cancel Call Waiting	9.25	8.50			
6. 3 Way Calling	9.00	9.75	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾	(l)
7. Speed Call 8 ⁽⁵⁾	3.50	6.50			
8. Speed Call 30 ⁽²⁾	4.50	6.50			
9. Priority Call ⁽³⁾	4.45	6.50			
10. Distinctive Ring	6.25	6.25			
11. *66 Busy Number Redial ⁽³⁾	5.00	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
12. *69 Call Return ⁽³⁾	4.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
13. Call Trace			7.25 ⁽⁷⁾	7.25 ⁽⁷⁾	
14. Selective Call Rejection ⁽³⁾	4.95	6.50			
15. Selective Call Acceptance ⁽³⁾	3.45	5.99			
16. Selective Call Forward	4.45	3.95			
17. Personalized Telephone Number	3.50	1.50			
18. Anonymous Call Block/Rejection	6.50	6.00			(l)
19. Caller ID Number Only ⁽⁵⁾	5.95	4.95			
20. Caller ID with Name	12.00	11.50			(l)
21. Caller ID Call Waiting ⁽⁴⁾	.95	.00			
22. Remote Activated Call Forward	3.50	7.00			(l)

⁽¹⁾ See Special Conditions No. C and Rates in Section 2.

⁽²⁾ Only available in selected exchanges with Digital Centrex Service.

⁽³⁾ These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

⁽⁴⁾ In addition to the Call Waiting and Caller ID monthly rate.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾ 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.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1)		
	<u>Business</u>	<u>Residence</u>	
B. <u>Packaged Feature Discounts</u>			
(For Rates and Charges A.1. through A.15 and A.21 preceding)			
1. Any two features	15%	15%	
2. Any three features	25%	25%	
3. Any four features	35%	35%	
4. Any five or more features	45%	45%	
C. <u>Toll Restriction Per Access Line</u>			
	\$3.00	\$3.00	
D. <u>Per Activation Feature</u>			
	<u>Non Recurring Charge</u>		
Call Trace (1)	\$5.00 (2)		
E. <u>Hunting Service</u>			
	Rate per Month		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	\$1.00	\$1.00	\$1.00
Guinda	0.65	0.65	0.65
F. <u>Remote Call Forwarding</u> (3)			
Additional voice paths, each path arranged on a business one-party access line	18.00	18.00	18.00
G. <u>Remote Call Forwarding</u> (3)			
Additional voice paths, each path arranged on a residential one-party access line	17.99	17.99	17.99

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(2) In addition to the Call Waiting and Caller ID monthly rate.

(3) Maximum 14 voice paths arranged for forwarding multiple calls.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1)		
	<u>Business</u>	<u>Residence</u>	
B. <u>Packaged Feature Discounts</u> (For Rates and Charges A.1. through A.15 and A.21 preceding)			
1. Any two features	15%	15%	
2. Any three features	25%	25%	
3. Any four features	35%	35%	
4. Any five or more features	45%	45%	
C. <u>Toll Restriction Per Access Line</u>	\$3.00	\$3.00	
D. <u>Per Activation Feature</u>	Pay Per Use		(T)
	<u>Business</u>	<u>Residence</u>	(N)
Call Trace ⁽⁴⁾	\$4.00	\$5.00	(I)
E. <u>Hunting Service</u>	Rate per Month		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	\$1.00	\$1.00	\$1.00
Guinda	0.65	0.65	0.65
F. <u>Remote Call Forward</u> ⁽³⁾			(T)
Additional voice paths, each path arranged on a business one-party access line	20.00	20.00	20.00 (I)
G. <u>Remote Call Forward</u> ⁽³⁾			(T)
Additional voice paths, each path arranged on a residential one-party access line	19.99	19.99	19.99 (I)

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(2) In addition to the Call Waiting and Caller ID monthly rate.

(3) Maximum 14 voice paths arranged for forwarding multiple calls.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(N)
(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1)		
	<u>Business</u>	<u>Residence</u>	
B. <u>Packaged Feature Discounts</u> ⁽⁴⁾			(C)
(For Rates and Charges A.1. through A.15 and A.21 preceding)			
1. Any two features	15%	15%	
2. Any three features	25%	25%	
3. Any four features	35%	35%	
4. Any five or more features	45%	45%	
C. <u>Toll Restriction Per Access Line</u>	\$3.00	\$3.00	
D. <u>Hunting Service</u>	Rate per Month		(T)
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	\$1.00	\$1.00	\$1.00
Guinda	0.65	0.65	0.65
E. <u>Remote Call Forward</u> ⁽³⁾			(T)
Each voice paths, each path arranged on a business or residence one-party access line	20.00	19.99	(T)

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(2) In addition to the Call Waiting and Caller ID monthly rate.

(3) Maximum 14 voice paths arranged for forwarding multiple calls.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1)		
	<u>Business</u>	<u>Residence</u>	
B. <u>Packaged Feature Discounts</u> (4) (For Rates and Charges A.1. through A.15 and A.21 preceding)			
1. Any two features	15%	15%	
2. Any three features	25%	25%	
3. Any four features	35%	35%	
4. Any five or more features	45%	45%	
C. <u>Toll Restriction Per Access Line</u>	\$3.00	\$3.00	
D. <u>Hunting Service</u>	Rate per Month		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	\$1.00	\$1.00	\$1.00
Guinda	0.65	0.65	0.65
	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
E. <u>Remote Call Forward</u> (3)			
Each voice paths, each path arranged on a business or residence one-party access line	21.00	21.50	(l)

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(2) In addition to the Call Waiting and Caller ID monthly rate.

(3) Maximum 14 voice paths arranged for forwarding multiple calls.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1)		
	<u>Business</u>	<u>Residence</u>	
B. <u>Packaged Feature Discounts</u> (4) (For Rates and Charges A.1. through A.15 and A.21 preceding)			
1. Any two features	15%	15%	
2. Any three features	25%	25%	
3. Any four features	35%	35%	
4. Any five or more features	45%	45%	
C. <u>Toll Restriction Per Access Line</u>	\$3.00	\$3.00	
D. <u>Hunting Service</u>	Rate per Month		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	\$1.00	\$1.00	\$1.00
Guinda	0.65	0.65	0.65
	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
E. <u>Remote Call Forward</u> (3)			
Each voice paths, each path arranged on a business or residence one-party access line	24.00	23.50	(l)

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(2) In addition to the Call Waiting and Caller ID monthly rate.

(3) Maximum 14 voice paths arranged for forwarding multiple calls.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.4 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued)

	Monthly Rate (1)		
	<u>Business</u>	<u>Residence</u>	
B. <u>Packaged Feature Discounts</u> (4) (For Rates and Charges A.1. through A.15 and A.21 preceding)			
1. Any two features	15%	15%	
2. Any three features	25%	25%	
3. Any four features	35%	35%	
4. Any five or more features	45%	45%	
C. <u>Toll Restriction Per Access Line</u>	\$3.00	\$3.00	
D. <u>Hunting Service</u>	Rate per Month		
	<u>Zone 1</u>	<u>Zone 2</u>	<u>Zone 3</u>
Each one-party or C.O. trunk access line arranged For hunting:			
Livingston, Patterson, Westley, San Antonio	\$1.00	\$1.00	\$1.00
Guinda	0.65	0.65	0.65
	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
E. <u>Remote Call Forward</u> (3)			
Each voice paths, each path arranged on a business or residence one-party access line	22.00	22.00	(l)

(1) These features only operate when both the caller and the call recipient are served from capable switches and adequate terminal equipment.

(2) In addition to the Call Waiting and Caller ID monthly rate.

(3) Maximum 14 voice paths arranged for forwarding multiple calls.

(4) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. Toll Restriction Features, per line

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50
(a) Programming Fee	10.00	10.00
2. Customer Programmed Toll Restriction	2.50	2.50
3. Operator Interactive OSPS Screening & BNS	3.50 (1)	3.50 (1)
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00

B. Single or First Service Features, per line (2)(3)(4)

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Automatic Call Return	\$5.00	\$5.99	\$0.75	\$0.99
2. Repeat Dialing	4.25	5.99	0.75	0.99
3. Priority Ringing	4.25	5.99		
4. Selective Call Forwarding	5.00	3.50		
5. Selective Call Rejection	5.00	4.00		
6. Selective Call Acceptance	4.50	5.99		
7. Call Trace (Per Activation)			4.00	2.99
8. Call Forwarding	3.75	5.99		
(a) Call Forward Busy	3.50	5.99		
(b) Call Forward No Answer	3.50	5.99		
9. Call Waiting	6.25	5.99		
10. Three-Way Calling	6.25	3.75		
11. Speed Calling 8	4.40	5.99		
12. Speed Calling 30	6.25	5.99		
13. Ring Plus	5.25	5.25		
14. Caller ID Blocking (4)				
(a) Initial Selection	No Charge	No Charge		
(b) First Selection Change (5)	No Charge	No Charge		
(c) Additional Selection Changes (6)	N/A	N/A		

- (1) Golden State Market only.
- (2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.
- (3) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (5) Refer to the Definition of Feature Offering in this section for blocking options.
- (6) No time limit associated with the first free selection change.
- (7) A \$5.00 non-recurring charge will apply.

Effective: September 22, 2011

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. Toll Restriction Features, per line

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50
(a) Programming Fee	10.00	10.00
2. Customer Programmed Toll Restriction	2.50	2.50
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 (1)	3.50 (1)
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00

B. Single or First Service Features, per line (2)(3)(4)

	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. Automatic Call Return	\$5.00	\$5.99	\$0.75	\$0.99
2. Repeat Dialing	4.25	5.99	0.75	0.99
3. Priority Ringing	4.25	5.99		
4. Selective Call Forwarding	5.00	3.50		
5. Selective Call Rejection	5.00	4.00		
6. Selective Call Acceptance	4.50	5.99		
7. Call Trace (Per Activation)			4.00	2.99
8. Call Forwarding	3.75	5.99		
(a) Call Forward Busy	3.50	5.99		
(b) Call Forward No Answer	3.50	5.99		
15. Call Waiting	6.25	5.99		
16. Three-Way Calling	6.25	3.75		
17. Speed Calling 8	4.40	5.99		
18. Speed Calling 30	6.25	5.99		
19. Ring Plus	5.25	5.25		
20. Caller ID Blocking (5)				
(a) Initial Selection	No Charge	No Charge		
(b) First Selection Change (6)	No Charge	No Charge		
(c) Additional Selection Changes (7)	N/A	N/A		

(T)
(T)
(T)

- (1) Golden State Market only.
- (2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.
- (3) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (5) Refer to the Definition of Feature Offering in this section for blocking options.
- (6) No time limit associated with the first free selection change.
- (7) A \$5.00 non-recurring charge will apply.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. Toll Restriction Features, per line

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50
(a) Programming Fee	10.00	10.00
2. Customer Programmed Toll Restriction	2.50	2.50
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00

B. Single or First Service Features, per line ^(2, 3, 4)

	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
1. Call Return *69 ⁽⁶⁾	\$6.00	\$6.50	\$1.00	\$1.50	(T)(I)
2. Busy Number Redial *66 ⁽⁶⁾	5.50	6.50	1.50	1.50	
3. Priority Call	4.45	6.50			
4. Selective Call Forward	6.00	3.95			
5. Selective Call Rejection	5.50	5.00			
6. Selective Call Acceptance	4.50	6.50			
7. Call Trace (Per Activation)			4.00	4.00	
8. Call Forward					
(a) Basic Call Forward	4.00	6.50			(T)
(a) Call Forward Busy	4.00	6.50			
(b) Call Forward No Answer	4.00	6.50			(T)(I)
(c) Call Forward Busy/No Answer	4.00	6.50			(N)
9. Call Waiting/Call Waiting ID/Cancel Call Waiting	6.99	6.50			(T)(I)
10. 3 Way Calling ⁽⁶⁾	6.99	5.99	1.50	1.50	(T)
11. Speed Call 8 ⁽⁵⁾	5.40	5.99			(C)
12. Speed Call 30	6.99	6.50			(T)
13. Distinctive Ring	6.25	6.25			(T)(I)
					(D)
					(D)

(1) Golden State Market only.

(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

(3) Non-recurring service charges apply per Section 2 of this Service Catalog.

(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(N)
|
(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. <u>Toll Restriction Features, per line</u>	Monthly Rate		Non-Recurring Charge	(T) (T)
	<u>Business</u>	<u>Residence</u>		
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50		
a. Programming Fee			\$10.00	
2. Customer Programmed Toll Restriction	2.50	2.50		
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾		
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00		

B. <u>Single or First Service Features, per line</u> ^(2, 3, 4)	Monthly Rate		Pay Per Use		(T) (T) (T) (T) (T) (T) (T) (T) (T) (T) (T) (T) (T) (T) (T)
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
9. *69 Call Return	\$6.00	\$6.50	\$1.00 ⁽⁶⁾	\$1.50 ⁽⁶⁾	(T)
10. *66 Busy Number Redial	5.50	6.50	1.50 ⁽⁶⁾	1.50 ⁽⁶⁾	(T)
11. Priority Call	4.45	6.50			
12. Selective Call Forward	6.00	3.95			
13. Selective Call Rejection	5.50	5.00			
14. Selective Call Acceptance	4.50	6.50			
15. Call Trace			4.00 ⁽⁷⁾	4.00 ⁽⁷⁾	(T)
16. Call Forward					
a. Basic Call Forward	4.00	6.50			(T)
b. Call Forward Busy	4.00	6.50			
c. Call Forward No Answer	4.00	6.50			
d. Call Forward Busy/No Answer	4.00	6.50			
21. Call Waiting/Cancel Call Waiting	6.99	6.50			(T)
22. 3 Way Calling	6.99	5.99	1.50 ⁽⁶⁾	1.50 ⁽⁶⁾	(T)
23. Speed Call 8 ⁽⁵⁾	5.40	5.99			
24. Speed Call 30	6.99	6.50			
25. Distinctive Ring	6.25	6.25			
26. Remote Call Forward	19.99	19.99			
27. Remote Activated Call Forward	4.00	6.50			

(1) Golden State Market only.

(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

(3) Non-recurring service charges apply per Section 2 of this Service Catalog.

(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(7) 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.

(N)
(N)

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. <u>Toll Restriction Features, per line</u>	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>		
	<u>Business</u>	<u>Residence</u>			
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50			
a. Programming Fee				\$10.00	
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾			
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00			
B. <u>Single or First Service Features, per line</u> ^(2, 3, 4)	<u>Monthly Rate</u>		<u>Pay Per Use</u>		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
17. *69 Call Return	\$6.00	\$6.50	\$2.00 ⁽⁶⁾	\$2.50 ⁽⁶⁾	(I)
18. *66 Busy Number Redial	5.50	6.50	2.50 ⁽⁶⁾	2.50 ⁽⁶⁾	(I)
19. Priority Call	4.45	6.50			
20. Selective Call Forward	6.00	3.95			
21. Selective Call Rejection	5.50	5.00			
22. Selective Call Acceptance	4.50	6.50			
23. Call Trace			5.50 ⁽⁷⁾	5.00 ⁽⁷⁾	(I)
24. Call Forward					
a. Basic Call Forward	5.00	7.00			
b. Call Forward Busy	4.50	7.00			
c. Call Forward No Answer	4.50	7.00			
d. Call Forward Busy/No Answer	5.00	7.00			
28. Call Waiting/Cancel Call Waiting	7.50	7.00			
29. 3 Way Calling	7.50	7.25	2.50 ⁽⁶⁾	2.50 ⁽⁶⁾	(I)
30. Speed Call 8 ⁽⁵⁾	5.40	5.99			
31. Speed Call 30	6.99	6.50			
32. Distinctive Ring	6.25	6.25			
33. Remote Call Forward	21.00	21.50			(I)
34. Remote Activated Call Forward	4.00	6.50			

(1) Golden State Market only.

(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

(3) Non-recurring service charges apply per Section 2 of this Service Catalog.

(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(7) 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.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. <u>Toll Restriction Features, per line</u>	Monthly Rate		Non-Recurring Charge		
	<u>Business</u>	<u>Residence</u>			
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50			
a. Programming Fee				\$10.00	
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾			
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00			
B. <u>Single or First Service Features, per line</u> ^(2, 3, 4)	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
25. *69 Call Return	\$6.00	\$6.50	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾	(I)
26. *66 Busy Number Redial	5.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	(I)
27. Priority Call	4.45	6.50			
28. Selective Call Forward	6.00	3.95			
29. Selective Call Rejection	5.50	5.00			
30. Selective Call Acceptance	4.50	6.50			
31. Call Trace			6.25 ⁽⁷⁾	5.50 ⁽⁷⁾	(I)
32. Call Forward					
a. Basic Call Forward	6.00	7.50			
b. Call Forward Busy	5.75	7.75			
c. Call Forward No Answer	5.75	7.75			
d. Call Forward Busy/No Answer	6.00	7.75			
35. Call Waiting/Cancel Call Waiting	8.25	7.75			
36. 3 Way Calling	8.25	8.00	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	(I)
37. Speed Call 8 ⁽⁵⁾	5.40	5.99			
38. Speed Call 30	6.99	6.50			
39. Distinctive Ring	6.25	6.25			
40. Remote Call Forward	22.00	22.00			(I)
41. Remote Activated Call Forward	4.00	6.50			

(1) Golden State Market only.

(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

(3) Non-recurring service charges apply per Section 2 of this Service Catalog.

(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(7) 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.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. <u>Toll Restriction Features, per line</u>	Monthly Rate		Non-Recurring Charge	
	<u>Business</u>	<u>Residence</u>		
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50		
a. Programming Fee			\$10.00	
2. Customer Programmed Toll Restriction	2.50	2.50		
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾		
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00		
B. <u>Single or First Service Features, per line</u> ^(2, 3, 4)	Monthly Rate		Pay Per Use	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
33. *69 Call Return	\$6.00	\$6.50	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾
34. *66 Busy Number Redial	5.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾
35. Priority Call	4.45	6.50		
36. Selective Call Forward	6.00	3.95		
37. Selective Call Rejection	5.50	5.00		
38. Selective Call Acceptance	4.50	6.50		
39. Call Trace			6.50 ⁽⁷⁾	6.50 ⁽⁷⁾
40. Call Forward				
a. Basic Call Forward	6.75	8.00		
b. Call Forward Busy	6.75	8.00		
c. Call Forward No Answer	6.75	8.00		
d. Call Forward Busy/No Answer	6.75	8.00		
42. Call Waiting/Cancel Call Waiting	8.75	8.25		
43. 3 Way Calling	8.50	8.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾
44. Speed Call 8 ⁽⁵⁾	5.40	5.99		
45. Speed Call 30	6.99	6.50		
46. Distinctive Ring	6.25	6.25		
47. Remote Call Forward	24.00	23.50		
48. Remote Activated Call Forward	4.00	6.50		

(1) Golden State Market only.

(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

(3) Non-recurring service charges apply per Section 2 of this Service Catalog.

(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(7) 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.

Effective: August 25, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. <u>Toll Restriction Features, per line</u>	Monthly Rate		Non-Recurring Charge		
	<u>Business</u>	<u>Residence</u>			
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50			
a. Programming Fee				\$10.00	
2. Customer Programmed Toll Restriction	2.50	2.50			
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾			
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00			
B. <u>Single or First Service Features, per line</u> ^(2, 3, 4)	Monthly Rate		Pay Per Use		
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	
41. *69 Call Return	\$6.00	\$6.50	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾	
42. *66 Busy Number Redial	5.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	
43. Priority Call	4.45	6.50			
44. Selective Call Forward	6.00	3.95			
45. Selective Call Rejection	5.50	5.00			
46. Selective Call Acceptance	4.50	6.50			
47. Call Trace			7.25 ⁽⁷⁾	7.25 ⁽⁷⁾	(I)
48. Call Forward					
a. Basic Call Forward	7.75	8.50			
b. Call Forward Busy	7.75	8.50			
c. Call Forward No Answer	7.75	8.50			
d. Call Forward Busy/No Answer	7.75	8.50			
49. Call Waiting/Cancel Call Waiting	9.25	9.00			
50. 3 Way Calling	9.00	9.25	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾	(I)
51. Speed Call 8 ⁽⁵⁾	5.40	5.99			
52. Speed Call 30	6.99	6.50			
53. Distinctive Ring	6.25	6.25			
54. Remote Call Forward	26.00	25.00			(I)
55. Remote Activated Call Forward	4.00	6.50			

(1) Golden State Market only.

(2) The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

(3) Non-recurring service charges apply per Section 2 of this Service Catalog.

(4) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(7) 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.

Effective: March 1, 2023

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS

A. <u>Toll Restriction Features, per line</u>	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>Business</u>	<u>Residence</u>		
1. Central Office Programmed Toll Restriction	\$3.00	\$ 2.50		
a. Programming Fee				\$10.00
2. Customer Programmed Toll Restriction	2.50	2.50		
3. Operator Interactive OSPS Screening & Billed Number Screening	3.50 ⁽¹⁾	3.50 ⁽¹⁾		
4. Allows sent-paid calling to local calling area and EAS only; allows 0+ and 0- access	3.00	3.00		
B. <u>Single or First Service Features, per line</u> ^(2, 3, 4)	<u>Monthly Rate</u>		<u>Pay Per Use</u>	
	<u>Business</u>	<u>Residence</u>	<u>Business</u>	<u>Residence</u>
1. *69 Call Return	\$6.00	\$6.50	\$3.00 ⁽⁶⁾	\$3.00 ⁽⁶⁾
2. *66 Busy Number Redial	5.50	6.50	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾
3. Priority Call	4.45	6.50		
4. Selective Call Forward	6.00	3.95		
5. Selective Call Rejection	5.50	5.00		
6. Selective Call Acceptance	4.50	6.50		
7. Call Trace			7.25 ⁽⁷⁾	7.25 ⁽⁷⁾
8. Call Forward				
a. Basic Call Forward	7.75	9.00		
b. Call Forward Busy	7.75	9.00		
c. Call Forward No Answer	7.75	9.00		
d. Call Forward Busy/No Answer	7.75	9.00		
9. Call Waiting/Cancel Call Waiting	9.25	9.50		
10. 3 Way Calling	9.00	9.75	3.00 ⁽⁶⁾	3.00 ⁽⁶⁾
11. Speed Call 8 ⁽⁵⁾	5.40	5.99		
12. Speed Call 30	6.99	6.50		
13. Distinctive Ring	6.25	6.25		
14. Remote Call Forward	26.00	25.00		
15. Remote Activated Call Forward	4.00	7.00		

⁽¹⁾ Golden State Market only.

⁽²⁾ The monthly rates apply to Custom Calling Services and are in addition to the rates and charges applicable to the associated service.

⁽³⁾ Non-recurring service charges apply per Section 2 of this Service Catalog.

⁽⁴⁾ In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

⁽⁵⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁽⁶⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

⁽⁷⁾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.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line (1)(2)(3) (Continued)

	Monthly Rate	
	<u>Business</u>	<u>Residence</u>
14. Caller ID	\$5.95	\$4.95
15. Caller ID w/Name	6.95	5.95
17. Anonymous Call Rejection	4.00	3.50
18. Call Waiting/Caller ID	0.50	0.00
19. Custom Calling Four Feature Package Call Waiting, Call Forwarding, Three Way Calling & Speed Calling 8	6.95	4.95
20. Custom Calling Four Feature Package Call Waiting, Call Forwarding, Three Way Calling & Speed Calling 30	8.95	6.95

C. Multi -Feature Discount Options - Monthly, per line (1)(2)(3)(4)

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

E. Remote Call Forwarding

	Monthly Rate
Individual Features, (each line, includes all stations) Remote Call Forwarding Service	\$17.99

- (1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
- (2) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (4) Excludes Caller ID Blocking.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line (1)(2)(3) (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
16. Caller ID ⁽⁵⁾	\$7.50	\$4.95	(C)(I)
17. Caller ID with Name	7.95	6.95	(T)
21. Anonymous Call Rejection	4.45	3.95	(T)(I)
22. Call Waiting/Caller ID	0.50	0.00	
23. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	(T) (C)
24. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	(T) (T)

C. Multi -Feature Discount Options - Monthly, per line (1)(2)(3)(4)

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate	
Each Group of Business Access Lines Arranged	\$10.00	\$1.00	
		Monthly Rate	(T)
		<u>Business</u>	(N)
		<u>Residence</u>	

E. Remote Call Forward

\$19.99 \$19.99 (T)(I)

F. Remote Activated Call Forward

4.00 6.50 (N)

(1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.

(2) Non-recurring service charges apply per Section 2 of this Service Catalog.

(3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(4) Excludes Caller ID Blocking

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line ^{(1) (2) (3)} (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
16. Caller ID Number Only ⁽⁵⁾	\$7.50	\$4.95	(T)
17. Caller ID with Name	7.95	6.95	
25. Anonymous Call Block/Rejection	4.45	3.95	(T)
26. Call Waiting/Caller ID	0.50	0.00	
27. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	
28. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	

C. Multi -Feature Discount Options - Monthly, per line ^{(1) (2) (3) (4) (6)} (C)

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

(1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.

(2) Non-recurring service charges apply per Section 2 of this Service Catalog.

(3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.

(4) Excludes Caller ID Blocking

(5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line ^{(1) (2) (3)} (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
18. Caller ID Number Only ⁽⁵⁾	\$7.50	\$4.95	
19. Caller ID with Name	9.00	7.95	(1)
29. Anonymous Call Block/Rejection	5.50	4.50	(1)
30. Call Waiting/Caller ID	0.50	0.00	
31. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	
32. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	

C. Multi -Feature Discount Options - Monthly, per line ^{(1) (2) (3) (4) (6)}

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

- (1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
- (2) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (4) Excludes Caller ID Blocking
- (5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
- (6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line ^{(1) (2) (3)} (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
20. Caller ID Number Only ⁽⁵⁾	\$7.50	\$4.95	
21. Caller ID with Name	10.00	8.95	(1)
33. Anonymous Call Block/Rejection	6.50	5.00	(1)
34. Call Waiting/Caller ID	0.50	0.00	
35. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	
36. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	

C. Multi -Feature Discount Options - Monthly, per line ^{(1) (2) (3) (4) (6)}

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

- (1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
- (2) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (4) Excludes Caller ID Blocking
- (5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
- (6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line ^{(1) (2) (3)} (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
22. Caller ID Number Only ⁽⁵⁾	\$7.50	\$4.95	
23. Caller ID with Name	11.00	10.00	(l)
37. Anonymous Call Block/Rejection	6.50	5.50	(l)
38. Call Waiting/Caller ID	0.50	0.00	
39. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	
40. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	

C. Multi -Feature Discount Options - Monthly, per line ^{(1) (2) (3) (4) (6)}

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	<u>Non-Recurring Programming Charge (Per Group)</u>	<u>Monthly Rate</u>
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

- (1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
- (2) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (4) Excludes Caller ID Blocking
- (5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
- (6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: August 25, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line ^{(1) (2) (3)} (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
24. Caller ID Number Only ⁽⁵⁾	\$7.50	\$4.95	
25. Caller ID with Name	12.00	11.00	(1)
41. Anonymous Call Block/Rejection	6.50	5.50	
42. Call Waiting/Caller ID	0.50	0.00	
43. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	
44. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	

C. Multi -Feature Discount Options - Monthly, per line ^{(1) (2) (3) (4) (6)}

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

- (1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
- (2) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (4) Excludes Caller ID Blocking
- (5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
- (6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: March 1, 2023

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.5 RATES AND CHARGES – GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

B. Single or First Service Features, per line ^{(1) (2) (3)} (Continued)

	Monthly Rate		
	<u>Business</u>	<u>Residence</u>	
26. Caller ID Number Only ⁽⁵⁾	\$7.50	\$4.95	
27. Caller ID with Name	12.00	11.50	(I)
17. Anonymous Call Block/Rejection	6.50	6.00	(I)
18. Call Waiting/Caller ID	0.50	0.00	
19. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 8 ⁽⁵⁾	6.95	4.95	
20. Custom Calling Four Feature Package Call Waiting, Basic Call Forward, 3 Way Calling & Speed Call 30 ⁽⁵⁾	8.95	6.95	

C. Multi -Feature Discount Options - Monthly, per line ^{(1) (2) (3) (4) (6)}

	Monthly Discount Amount	
	<u>Business</u>	<u>Residence</u>
1. Any two features	\$2.50	\$1.25
2. Any three features	3.75	1.85
3. Any four features	5.25	2.50
4. Any five or more features	6.50	3.20

D. Access Line Hunting Service

	Non-Recurring Programming Charge (Per Group)	Monthly Rate
Each Group of Business Access Lines Arranged	\$10.00	\$1.00

- (1) The Monthly Discount Amounts apply to Custom Calling Services and are a reduction of the rates and charges applicable to the associated service.
- (2) Non-recurring service charges apply per Section 2 of this Service Catalog.
- (3) In order to be included in the determination of appropriate discounts, all features must be provisioned to a single customer at a single location.
- (4) Excludes Caller ID Blocking
- (5) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.
- (6) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

Effective: July 1, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

(N)

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Multiline</u>
1. Busy Number Redial ⁽²⁾	\$4.00	\$4.00	
2. Call Forwarding Busy-Line - Fixed	1.25	1.25	
3. Call Forwarding Busy-Line/No Answer - Fixed	1.50	1.50	
4. Call Forwarding Busy/No Answer -Variable	3.00	3.00	
5. Call Forwarding No Answer - Fixed	1.25	1.25	
6. Call Waiting/Cancel Call Waiting	3.50	3.50	
7. Distinctive Ring	6.00	6.00	
8. Last Number Redial ⁽²⁾	4.00	4.00	
9. Remote Call Forwarding	16.00	16.00	
10. Saved Number Redial ⁽²⁾	4.00	4.00	
11. Speed Call			
a. 8 number capacity	2.50	2.50	
b. 30 number capacity	3.50	3.50	
12. Three Way Calling	3.50	3.50	
13. Call Forwarding-Variable	2.50	2.50	

B. Advanced Calling Features

1. Automatic Busy Redial, per line	\$5.00	5.00	
2. Automatic Call Return, per line	5.00	5.00	
3. Call Block, per line	3.00	3.00	
4. Call Trace per trace activation ⁽³⁾	5.00 each	5.00 each	
5. Special Call Acceptance, per line	2.50	2.50	
6. Special Call Forwarding, per line	5.00	5.00	
7. VIP Alert, per line	3.00	3.00	
8. Caller ID-Number w/ACR	7.00	7.00	
9. Selective Blocking (Per Call)	-0-	-0-	
10. Complete Blocking (Per Line)	-0-	-0-	
11. Caller ID-Name and Number w/ACR	7.95	7.95	
12. Anonymous Call Rejection ⁽⁴⁾	4.25	4.25	
13. Billed Number Screening	5.00	5.00	10.00

⁽¹⁾ The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

⁽²⁾ This service is limited to existing customers at existing locations prior to April 28, 1998.

⁽³⁾ Call Trace is billed on a per activation basis. A maximum of two traces (\$10.00) to the same number during a billing period will be charged and a maximum of five traces (\$25.00) to any number during a billing period will be charged.

⁽⁴⁾ Anonymous Call Rejection is included with Caller ID-Number and Caller ID-Name and Number at no additional cost. It is not subject to any type of discount when offered as a stand-alone feature.

(N)

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$3.50	\$3.50		(T)(I)
2. Call Forward Busy	3.00	2.25		
3. Call Forward No Answer	2.50	2.50		
4. Call Forward Busy/No Answer	4.00	4.00		
5. Enhanced Call Forward	11.00			
6. Call Waiting/Call Waiting ID/Cancel Call Waiting	4.50	4.50		
7. Distinctive Ring		6.25		
8. Remote Call Forward	18.00	18.00		
9. Speed Call 8 ⁽³⁾	3.50	3.50		
10. Speed Call 30	4.50	4.50		
11. 3 Way Calling	4.50	4.50	\$1.50 ⁽⁴⁾	(T)(I)

B. Advanced Calling Features

1. Busy Number Redial *66 ⁽²⁾	\$6.00	\$6.00	\$1.50 ⁽⁴⁾	(T)(I)
2. Call Return *69	6.00	6.00	1.50 ⁽⁴⁾	
3. Call Trace per trace activation ⁽³⁾			5.00 ⁽⁵⁾	
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID-Number Only ⁽³⁾	8.00	8.00		
9. Caller ID with Name	8.95	8.95		
10. Anonymous Call Rejection	4.45	4.49		(T)(I)
11. Remote Activated Call Forward	3.50	6.50		(N)
12. Multiple Simultaneous Call Forward	11.00			(N)

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) The maximum monthly pay per use charge is \$25.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(N)
 |
 (N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$3.50	\$3.50		
2. Call Forward Busy	3.00	2.25		
3. Call Forward No Answer	2.50	2.50		
4. Call Forward Busy/No Answer	4.00	4.00		
5. Call Waiting/Cancel Call Waiting	4.50	4.50		(T)
6. Distinctive Ring	6.25	6.25		
7. Remote Call Forward	18.00	18.00		
8. Speed Call 8 ⁽³⁾	3.50	3.50		
9. Speed Call 30	4.50	4.50		
10. 3 Way Calling	4.50	4.50	\$1.50 ⁽⁴⁾	

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$1.50 ⁽⁴⁾	(T)
2. *69 Call Return	6.00	6.00	1.50 ⁽⁴⁾	I
3. Call Trace ⁽³⁾			5.00 ⁽⁵⁾	(T)
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID Number Only ⁽³⁾	8.00	8.00		(T)
9. Caller ID with Name	8.95	8.95		
10. Anonymous Call Block/Rejection	4.45	4.49		(T)
11. Remote Activated Call Forward	3.50	6.50		
12. Multiple Simultaneous Call Forward	11.00			

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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. (T)

Effective: December 11, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$5.00	\$4.50		(l)
2. Call Forward Busy	4.50	3.50		
3. Call Forward No Answer	4.00	3.50		
4. Call Forward Busy/No Answer	5.00	5.00		
5. Call Waiting/Cancel Call Waiting	6.00	5.50		(l)
6. Distinctive Ring	6.25	6.25		
7. Remote Call Forward	20.00	20.00		(l)
8. Speed Call 8 ⁽³⁾	3.50	3.50		
9. Speed Call 30	4.50	4.50		
10. 3 Way Calling	6.00	6.00	\$2.50 ⁽⁴⁾	(l)

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$2.50 ⁽⁴⁾	(l)
2. *69 Call Return	6.00	6.00	2.50 ⁽⁴⁾	
3. Call Trace ⁽³⁾			5.50 ⁽⁵⁾	(l)
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID Number Only ⁽³⁾	8.00	8.00		
9. Caller ID with Name	9.95	9.95		(l)
10. Anonymous Call Block/Rejection	5.50	4.50		(l)
11. Remote Activated Call Forward	3.50	6.50		
12. Enhanced Call Forward	12.00			(l)(T)

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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.

Effective: January 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$6.00	\$5.50		(l)
2. Call Forward Busy	5.75	4.75		
3. Call Forward No Answer	5.75	4.75		
4. Call Forward Busy/No Answer	6.00	6.00		
5. Call Waiting/Cancel Call Waiting	7.25	6.75		(l)
6. Distinctive Ring	6.25	6.25		
7. Remote Call Forward	22.00	21.00		(l)
8. Speed Call 8 ⁽³⁾	3.50	3.50		
9. Speed Call 30	4.50	4.50		
10. 3 Way Calling	7.25	7.25	\$3.00 ⁽⁴⁾	(l)

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$3.00 ⁽⁴⁾	(l)
2. *69 Call Return	6.00	6.00	3.00 ⁽⁴⁾	(l)
3. Call Trace ⁽³⁾				
Business			6.25 ⁽⁵⁾	(l)
Residence			6.00 ⁽⁵⁾	(l)
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID Number Only ⁽³⁾	8.00	8.00		
9. Caller ID with Name	10.70	10.95		(l)
10. Anonymous Call Block/Rejection	6.50	5.00		(l)
11. Remote Activated Call Forward	3.50	6.50		
12. Enhanced Call Forward	12.00			

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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.

Effective: February 18, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>
1. Basic Call Forward	\$6.00	\$5.50	
2. Call Forward Busy	5.75	4.75	
3. Call Forward No Answer	5.50	4.75	
4. Call Forward Busy/No Answer	6.00	6.00	
5. Call Waiting/Cancel Call Waiting	7.25	6.75	
6. Distinctive Ring	6.25	6.25	
7. Remote Call Forward	22.00	21.00	
8. Speed Call 8 ⁽³⁾	3.50	3.50	
9. Speed Call 30	4.50	4.50	
10. 3 Way Calling	7.25	7.25	\$3.00 ⁽⁴⁾

(l)

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$3.00 ⁽⁴⁾
2. *69 Call Return	6.00	6.00	3.00 ⁽⁴⁾
3. Call Trace ⁽³⁾			
Business			6.25 ⁽⁵⁾
Residence			6.00 ⁽⁵⁾
4. Selective Call Rejection	4.50	4.50	
5. Selective Call Acceptance	3.50	3.50	
6. Selective Call Forward	6.00	6.00	
7. Priority Call	4.00	4.00	
8. Caller ID Number Only ⁽³⁾	8.00	8.00	
9. Caller ID with Name	10.70	10.95	
10. Anonymous Call Block/Rejection	6.50	5.00	
11. Remote Activated Call Forward	3.50	6.50	
12. Enhanced Call Forward	12.00		

Multiline

13. Billed Number Screening	5.00	5.00	10.00
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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.

Effective: October 21, 2018

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$6.75	\$6.50		(I)
2. Call Forward Busy	6.75	6.00		
3. Call Forward No Answer	6.75	6.00		
4. Call Forward Busy/No Answer	6.75	7.00		
5. Call Waiting/Cancel Call Waiting	8.25	8.00		(I)
6. Distinctive Ring	6.25	6.25		
7. Remote Call Forward	24.00	23.50		(I)
8. Speed Call 8 ⁽³⁾	3.50	3.50		
9. Speed Call 30	4.50	4.50		
10. 3 Way Calling	8.25	8.50	\$3.00 ⁽⁴⁾	(I)

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$3.00 ⁽⁴⁾	
2. *69 Call Return	6.00	6.00	3.00 ⁽⁴⁾	
3. Call Trace ⁽³⁾				
Business			6.50 ⁽⁵⁾	(I)
Residence			6.50 ⁽⁵⁾	(I)
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID Number Only ⁽³⁾	8.00	8.00		
9. Caller ID with Name	11.00	11.25		(I)
10. Anonymous Call Block/Rejection	6.50	5.50		(I)
11. Remote Activated Call Forward	3.50	6.50		
12. Enhanced Call Forward	12.00			

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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.

Effective: August 25, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$7.75	\$7.50		(I)
2. Call Forward Busy	7.75	7.50		
3. Call Forward No Answer	7.75	7.00		
4. Call Forward Busy/No Answer	7.75	8.00		
5. Call Waiting/Cancel Call Waiting	9.25	9.00		(I)
6. Distinctive Ring	6.25	6.25		
7. Remote Call Forward	26.00	25.00		(I)
8. Speed Call 8 ⁽³⁾	3.50	3.50		
9. Speed Call 30	4.50	4.50		
10. 3 Way Calling	9.00	9.25	\$3.00 ⁽⁴⁾	(I)

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$3.00 ⁽⁴⁾	
2. *69 Call Return	6.00	6.00	3.00 ⁽⁴⁾	
3. Call Trace ⁽³⁾				
Business			7.25 ⁽⁵⁾	(I)
Residence			7.25 ⁽⁵⁾	(I)
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID Number Only ⁽³⁾	8.00	8.00		
9. Caller ID with Name	12.00	11.75		(I)
10. Anonymous Call Block/Rejection	6.50	5.50		
11. Remote Activated Call Forward	3.50	6.50		
12. Enhanced Call Forward	12.00			

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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.

Effective: March 1, 2023

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 RATES AND CHARGES – WEST COAST MARKET

A. Individual Features

	<u>Business</u> ⁽¹⁾	<u>Monthly Rate</u> <u>Residence</u> ⁽¹⁾	<u>Pay</u> <u>Per Use</u>	
1. Basic Call Forward	\$7.75	\$8.00		(I)
2. Call Forward Busy	7.75	8.00		
3. Call Forward No Answer	7.75	7.50		
4. Call Forward Busy/No Answer	7.75	8.50		
5. Call Waiting/Cancel Call Waiting	9.25	9.50		(I)
6. Distinctive Ring	6.25	6.25		
7. Remote Call Forward	26.00	25.00		
8. Speed Call 8 ⁽³⁾	3.50	3.50		
9. Speed Call 30	4.50	4.50		
10. 3 Way Calling	9.00	9.75	\$3.00 ⁽⁴⁾	(I)

B. Advanced Calling Features

1. *66 Busy Number Redial ⁽²⁾	\$6.00	\$6.00	\$3.00 ⁽⁴⁾	
2. *69 Call Return	6.00	6.00	3.00 ⁽⁴⁾	
3. Call Trace ⁽³⁾				
Business			7.25 ⁽⁵⁾	
Residence			7.25 ⁽⁵⁾	
4. Selective Call Rejection	4.50	4.50		
5. Selective Call Acceptance	3.50	3.50		
6. Selective Call Forward	6.00	6.00		
7. Priority Call	4.00	4.00		
8. Caller ID Number Only ⁽³⁾	8.00	8.00		
9. Caller ID with Name	12.00	12.25		(I)
10. Anonymous Call Block/Rejection	6.50	6.00		(I)
11. Remote Activated Call Forward	3.50	7.00		(I)
12. Enhanced Call Forward	12.00			

Multiline

13. Billed Number Screening	5.00	5.00	10.00	
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(1) The subsequent order charge will be waived for 90 days when a central office conversion or upgrade makes these services available for the first time. Also, see Conditions for additional waiving of nonrecurring charges.

(2) This service is limited to existing customers at existing locations prior to April 28, 1998.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(4) The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month.

(5) 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.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

- A. Custom Calling Service requires special Central Office software and will be provided only where facilities are available.
- B. Custom Calling Service will not be provided in connection with Private Branch Exchange (PBX) Trunk Service, Custom Calling Service will not be provided in connection with Centrex, Multi-Party Lines, Key Systems, Coin and Coinless Pay Phones, Mobile Telephone Service, 900, 976, WATS, 800 Lines, and Data Lines.
- C. The quality of transmission of calls that are forwarded or on Three-Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
- D. Multi-Element Service Charges set forth in Section 2 apply to changes and additions to existing services. If custom calling features are installed on the same line at the same time of the initial order for local service, then Multi-Element Service Charges do not apply.
- E. Global Valley Market - A customer may change from Per Call Blocking to Per Line Blocking or from Per Line Blocking to Per Call Blocking one time at no charge. Additional requests to change between blocking options will be charged \$9 for each change thereafter.
- F. Personalized Telephone Number (PTN) Service Regulations – Global Valley Market
 - 1. The customer has no proprietary right in the number. The Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.
 - 2. If the Utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the applicable Multi-Element Service Charges.
 - 3. All customer-requested telephone numbers are subject to availability and are provided at the discretion of the Utility.
 - 4. If a customer requests the Utility to search for an available telephone number, which is different from the automatic number assignment, then PTN Service will be offered.
- G. Golden State Market and Tuolumne Market – With Ring Plus service, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

Effective: July 1, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS

(T)

- A. Custom Calling Service requires special Central Office software and will be provided only where facilities are available.
- B. Custom Calling Service will not be provided in connection with Private Branch Exchange (PBX) Trunk Service, Custom Calling Service will not be provided in connection with Centrex, Multi-Party Lines, Key Systems, Coin and Coinless Pay Phones, Mobile Telephone Service, 900, 976, WATS, 800 Lines, and Data Lines.
- C. The quality of transmission of calls that are forwarded or on Three-Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
- D. Multi-Element Service Charges set forth in Section 2 apply to changes and additions to existing services. If custom calling features are installed on the same line at the same time of the initial order for local service, then Multi-Element Service Charges do not apply.
- E. Global Valley Market - A customer may change from Per Call Blocking to Per Line Blocking or from Per Line Blocking to Per Call Blocking one time at no charge. Additional requests to change between blocking options will be charged \$9 for each change thereafter.
- F. Personalized Telephone Number (PTN) Service Regulations – Global Valley Market
 - 1. The customer has no proprietary right in the number. The Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.
 - 2. If the Utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the applicable Multi-Element Service Charges.
 - 3. All customer-requested telephone numbers are subject to availability and are provided at the discretion of the Utility.
 - 4. If a customer requests the Utility to search for an available telephone number, which is different from the automatic number assignment, then PTN Service will be offered.
- G. Golden State Market and Tuolumne Market – With Ring Plus service, the primary customer is responsible for all third party or collect calls charged to the additional telephone number assigned to the access line.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS

- A. Custom Calling Service requires special Central Office software and will be provided only where facilities are available.
- B. Custom Calling Service will not be provided in connection with Private Branch Exchange (PBX) Trunk Service, Custom Calling Service will not be provided in connection with Centrex, Multi-Party Lines, Key Systems, Coin and Coinless Pay Phones, Mobile Telephone Service, 900, 976, WATS, 800 Lines, and Data Lines.
- C. The quality of transmission of calls that are forwarded or on Three-Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
- D. Multi-Element Service Charges set forth in Section 2 apply to changes and additions to existing services. If custom calling features are installed on the same line at the same time of the initial order for local service, then Multi-Element Service Charges do not apply.
- E. Global Valley Market - A customer may change from Per Call Blocking to Per Line Blocking or from Per Line Blocking to Per Call Blocking one time at no charge. Additional requests to change between blocking options will be charged \$9 for each change thereafter.
- F. Personalized Telephone Number (PTN) Service Regulations – Global Valley Market
 - 1. The customer has no proprietary right in the number. The Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.
 - 2. If the Utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the applicable Multi-Element Service Charges.
 - 3. All customer-requested telephone numbers are subject to availability and are provided at the discretion of the Utility.
 - 4. If a customer requests the Utility to search for an available telephone number, which is different from the automatic number assignment, then PTN Service will be offered.
- G. Reserved For Future Use

(T)
(D)
(D)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS

- A. Custom Calling Service requires special Central Office software and will be provided only where facilities are available.
- B. Custom Calling Service will not be provided in connection with Private Branch Exchange (PBX) Trunk Service, Custom Calling Service will not be provided in connection with Centrex, Multi-Party Lines, Key Systems, Coin and Coinless Pay Phones, Mobile Telephone Service, 900, 976, WATS, 800 Lines, and Data Lines.
- C. The quality of transmission of calls that are forwarded or on Three-Way Calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.
- D. Multi-Element Service Charges set forth in Section 2 apply to changes and additions to existing services. If custom calling features are installed on the same line at the same time of the initial order for local service, then Multi-Element Service Charges do not apply.
- E. Global Valley Market - A customer may change from Per Call Blocking to Per Line Blocking or from Per Line Blocking to Per Call Blocking one time at no charge. Additional requests to change between blocking options will be charged \$9 for each change thereafter.
- F. Personalized Telephone Number (PTN) Service Regulations – Global Valley Market
 - 1. The customer has no proprietary right in the number. The Utility may make such reasonable changes in telephone number or central office designation as the requirements of the service may demand.
 - 2. If the Utility finds it necessary to change the PTN customer's telephone number, the PTN customer will be granted a refund of the applicable Multi-Element Service Charges.
 - 3. All customer-requested telephone numbers are subject to availability and are provided at the discretion of the Utility.
 - 4. If a customer requests the Utility to search for an available telephone number, which is different from the automatic number assignment, then PTN Service will be offered.

(D)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service

1. Call Forwarding

Call Forwarding allows the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at the customer's discretion.

- a. Variable - With this option, a forwarded-to number is programmed by the customer from his telephone each time Call Forwarding is activated.

Fixed - With this option, a forwarded-to number (selected by the customer) is permanently programmed by the Utility at the serving Central Office. A service order charge from Section 2 will be assessed when a change in the programmed number is made by the Utility at the customer's request.

- b. Call Forward Busy – This feature for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number. The customer selected forward to number is preprogrammed at the time service is established and can only be changed via service order.

- c. Call Forward No Answer – This feature for calls terminating to a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

2. Complete Blocking – Global Valley Market

A customer may request to have their telephone number labeled as private on all calls they place without having to dial a privacy code. This feature is offered at no charge to the customer and may be ordered in lieu of per call blocking. If the customer wishes to have their number delivered to the called telephone number, they may unblock their line on a per call basis by dialing a special code before placing their call.

3. Custom Calling Four Feature Package, Each Line

The Custom Calling Four Feature Package is an offering that consists of; Call Waiting, Call Forwarding, Three Way Calling and Speed Calling 8 or Speed Calling 30. No Multi Feature discounts can be applied to the Four Feature Package.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service

1. Call Forwarding

Call Forwarding allows the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at the customer's discretion.

- a. Variable - With this option, a forwarded-to number is programmed by the customer from his telephone each time Call Forwarding is activated.

Fixed - With this option, a forwarded-to number (selected by the customer) is permanently programmed by the Utility at the serving Central Office. A service order charge from Section 2 will be assessed when a change in the programmed number is made by the Utility at the customer's request.

- d. Call Forward Busy – This feature for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number. The customer selected forward to number is preprogrammed at the time service is established and can only be changed via service order.

- e. Call Forward No Answer – This feature for calls terminating to a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

2. Complete Blocking – Global Valley Market

A customer may request to have their telephone number labeled as private on all calls they place without having to dial a privacy code. This feature is offered at no charge to the customer and may be ordered in lieu of per call blocking. If the customer wishes to have their number delivered to the called telephone number, they may unblock their line on a per call basis by dialing a special code before placing their call.

3. Custom Calling Four Feature Package, Each Line

The Custom Calling Four Feature Package is an offering that consists of; Call Waiting, Call Forwarding, Three Way Calling and Speed Calling 8 or Speed Calling 30. No Multi Feature discounts can be applied to the Four Feature Package.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. Description of Service

1. Call Forward (T)

Call Forward allows the customer to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at the customer's discretion. (T)

a. Basic - With this option, a forwarded-to number is programmed by the customer from his telephone each time Call Forward is activated. (T)
(T)

f. Call Forward Busy – This feature for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number. The customer selected forward to number is preprogrammed at the time service is established and can only be changed via service order.

g. Call Forward No Answer – This feature for calls terminating to a subscriber's idle directory number to be forwarded, after a preselected interval, to another telephone number. The customer selected forward to telephone number is preprogrammed at the time service is established and can only be changed via service order.

2. Reserved For Future Use (T)

(D)

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(D)

3. Custom Calling Four Feature Package, Each Line

The Custom Calling Four Feature Package is an offering that consists of; Call Waiting, Call Forwarding, 3 Way Calling and Speed Call 8 ⁽¹⁾ or Speed Call 30. No Multi Feature discounts can be applied to the Four Feature Package. (T)(C)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF)

- a. RCF Service is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (translates) all incoming calls to another network address in a different exchange or to a network address in another wire center (C.O.) in the same exchange.
- b. RCF Service will be provided subject to the following limitations:
 1. The network address must be located in a central office where the required special equipment and facilities are available.
 2. The customer is not required to have telephone service in the exchange where the RCF Service is furnished.
 3. RCF service does not include an access line or a telephone set.
 4. RCF service is not offered where the terminating equipment is a public telephone service.
 5. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
 6. RCF service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
 7. Customers of RCF service are subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 10, and must pay all applicable charges.
 8. RCF service will be provided in accordance with the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 12.
 9. RCF service will not be arranged to forward calls from one RCF network address to another RCF network address.
 10. RCF service will not be arranged to forward calls to a network address that requires international access codes (International) Direct Distance Dialing.

Effective: November 15, 2011

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF)

- a. RCF Service is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (translates) all incoming calls to another network address in a different exchange, to a network address in another wire center (C.O.) in the same exchange, or to a network address in the same wire center. (T)
(C)
(C)
- b. RCF Service will be provided subject to the following limitations:
1. The network address must be located in a central office where the required special equipment and facilities are available.
 2. The customer is not required to have telephone service in the exchange where the RCF Service is furnished.
 3. RCF service does not include an access line or a telephone set.
 4. RCF service is not offered where the terminating equipment is a public telephone service.
 5. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
 6. RCF service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
 7. Customers of RCF service are subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 10, and must pay all applicable charges.
 8. RCF service will be provided in accordance with the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 12.
 9. RCF service will not be arranged to forward calls from one RCF network address to another RCF network address.
 10. RCF service will not be arranged to forward calls to a network address that requires international access codes (International) Direct Distance Dialing.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF)

- a. RCF Service is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (translates) all incoming calls to another network address in a different exchange, to a network address in another wire center (C.O.) in the same exchange, or to a network address in the same wire center.
- b. RCF Service will be provided subject to the following limitations:
 1. The network address must be located in a central office where the required special equipment and facilities are available.
 2. The customer is not required to have telephone service in the exchange where the RCF Service is furnished.
 3. RCF service does not include an access line or a telephone set.
 4. RCF service is not offered where the terminating equipment is a public telephone service.
 5. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
 6. RCF service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
 7. Customers of RCF service are subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 10, and must pay all applicable charges.
 8. RCF service will be provided in accordance with the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 12.
 9. RCF service will not be arranged to forward calls from one RCF network address to another RCF network address.
 10. RCF service will not be arranged to forward calls to a network address that requires international access codes (International) Direct Distance Dialing.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. Description of Service (Continued)

4. Remote Call Forward (RCF)

(T)

- a. RCF Service is a service which includes the furnishing of a local network address (telephone number) to a customer, which automatically forwards (translates) all incoming calls to another network address in a different exchange, to a network address in another wire center (C.O.) in the same exchange, or to a network address in the same wire center.
- b. RCF Service will be provided subject to the following limitations:
 1. The network address must be located in a central office where the required special equipment and facilities are available.
 2. The customer is not required to have telephone service in the exchange where the RCF Service is furnished.
 3. RCF service does not include an access line or a telephone set.
 4. RCF service is not offered where the terminating equipment is a public telephone service.
 5. The quality of transmission of calls, which are forwarded, may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call.
 6. RCF service is not represented as suitable for transmission of data or for connection to other services beyond the premises of the terminating primary station.
 7. Customers of RCF service are subject to the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 10, and must pay all applicable charges.
 8. RCF service will be provided in accordance with the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule No. 12.
 9. RCF service will not be arranged to forward calls from one RCF network address to another RCF network address.
 10. RCF service will not be arranged to forward calls to a network address that requires international access codes (International) Direct Distance Dialing.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF) (Continued)

b. RCF Service will be provided subject to the following limitations: (Continued)

11. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
12. Call Forwarding or RCF service will not be offered at the answering location.
13. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
14. Remote Call Forwarding Service may be discontinued if a customer violates special conditions 11 and 12 and 13 after 10 days from the issuance of written communication from the Utility.

c. Message Charges

1. The message charges for forwarded calls may be comprised of two separate usage charges:
 - (a) A charge for that portion of the call from the originating station to the Remote Call Forwarding location, if applicable, billed to the originating station.
 - (b) The dial station or 800 service charge for that portion of the call from the Remote Call Forwarding location to the termination station designated by the customer.

The respective charge for each portion of (a) and (b) shall be the rate specified in the appropriate Tariffs and/or Service Catalog.

On all operator assisted calls other than collect, the originating station is charged for the respective operator assisted rate for the portion of the call described in (a) preceding. The call forwarding customer is charged the dial station or 800-service rate for that portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF) (Continued)

b. RCF Service will be provided subject to the following limitations: (Continued)

11. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
12. Call Forwarding or RCF service will not be offered at the answering location.
13. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
14. Remote Call Forwarding Service may be discontinued if a customer violates special conditions 11 and 12 and 13 after 10 days from the issuance of written communication from the Utility.

c. Message Charges

1. The message charges for forwarded calls may be comprised of two separate usage charges:
 - (a) A charge for that portion of the call from the originating station to the Remote Call Forwarding location, if applicable, billed to the originating station.
 - (b) The dial station or 800 service charge for that portion of the call from the Remote Call Forwarding location to the termination station designated by the customer.

The respective charge for each portion of (a) and (b) shall be the rate specified in the appropriate Tariffs and/or Service Catalog.

On all operator assisted calls other than collect, the originating station is charged for the respective operator assisted rate for the portion of the call described in (a) preceding. The call forwarding customer is charged the dial station or 800-service rate for that portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. Description of Service (Continued)

4. Remote Call Forward (RCF) (Continued)

(T)

b. RCF Service will be provided subject to the following limitations: (Continued)

11. Customers shall not use RCF service to avoid toll charges. This means that a customer shall not, among other things, use RCF service to forward a call to another carrier so that the call, which would otherwise be routed and rated as a toll call, is instead routed and rated as two or more local calls.
12. Call Forwarding or RCF service will not be offered at the answering location.
13. Each RCF Service allows for forwarding one call at a given time. An additional service is necessary for each additional call to be forwarded simultaneously.
14. Remote Call Forwarding Service may be discontinued if a customer violates special conditions 11 and 12 and 13 after 10 days from the issuance of written communication from the Utility.

c. Message Charges

1. The message charges for forwarded calls may be comprised of two separate usage charges:
 - (a) A charge for that portion of the call from the originating station to the Remote Call Forwarding location, if applicable, billed to the originating station.
 - (b) The dial station or 800 service charge for that portion of the call from the Remote Call Forwarding location to the termination station designated by the customer.

The respective charge for each portion of (a) and (b) shall be the rate specified in the appropriate Tariffs and/or Service Catalog.

On all operator assisted calls other than collect, the originating station is charged for the respective operator assisted rate for the portion of the call described in (a) preceding. The call forwarding customer is charged the dial station or 800-service rate for that portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

On a collect call, the collect charges apply to the portion of the call between the originating station and the Remote Call Forwarding location. The dial station or 800 service charge applies to the portion of the call described in (b) preceding even though such calls might not be accepted at the answering location.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF) (Continued)

c. Message Charges (Continued)

2. Remote Call Forwarding service will not be provided in conjunction with an optional calling plan.

d. Directory Listings

Listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 4.

e. Network Access

1. The network address (telephone number) of the Remote Call Forwarding service is established by the utility at the time of the establishment of service, and at charges equal to those for an individual business line shown in Schedule Cal. P.U.C. No. A2.
2. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 2.

f. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 31 for exchange telephone service shall apply to this service.

g. Customer Responsibility.

Its is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service (Continued)

4. Remote Call Forwarding (RCF) (Continued)

c. Message Charges (Continued)

2. Remote Call Forwarding service will not be provided in conjunction with an optional calling plan.

d. Directory Listings

Listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 4.

e. Network Access

1. The network address (telephone number) of the Remote Call Forwarding service is established by the utility at the time of the establishment of service, and at charges equal to those for an individual business line shown in Schedule Cal. P.U.C. No. A2.
2. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 2.

f. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 31 for exchange telephone service shall apply to this service.

g. Customer Responsibility.

Its is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. Description of Service (Continued)

4. Remote Call Forward (RCF) (Continued)

(T)

c. Message Charges (Continued)

2. Remote Call Forwarding service will not be provided in conjunction with an optional calling plan.

d. Directory Listings

Listing in the alphabetical section of the directory covering the exchange in which Remote Call Forwarding Service originates is provided without additional charge. Additional listings will be provided in accordance with Section 4.

e. Network Access

1. The network address (telephone number) of the Remote Call Forwarding service is established by the utility at the time of the establishment of service, and at charges equal to those for an individual business line shown in Schedule Cal. P.U.C. No. A2.
2. The network address of the Remote Call Forwarding service number and the network address of the service arrangement to which calls are forwarded may be changed at the charges for a telephone number change for an individual business line as shown in Section 2.

f. Limitation of Liability

Provisions covering limitation of liability and allowance for interruptions in service set forth in the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1, Rule 31 for exchange telephone service shall apply to this service.

g. Customer Responsibility.

Its is the responsibility of the Remote Call Forwarding applicant to obtain permission of a third party to whom the calls are forwarded.

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

- H. The Call Forward Service customer is responsible for the payment of applicable charges for each completed call between the call forward equipped telephone line and the telephone to which the call is forwarded. This charge, local, or long distance, applies to all forwarded calls that are answered at the telephone to which the calls are forwarded. (T)(L)

Charges between the originating telephone and the call forwarding equipped telephone are applicable in accordance with regularly filed local and toll tariffs.

- I. Custom Calling Service features may be provided to customers with either rotary dial telephones or push button telephones. Service Connection Charges as applicable in Section 2 will apply. (T)

- J. The quality of transmission of calls, which are forwarded, or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call. (T)

- K. Only one type of custom Speed Calling may be provided on each line, either eight-code or thirty-code. (T)

- L. Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines. (T)

The rate for each access line arranged for Access Line Hunting (ALH) is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.

ALH is available to both Business and Residence customers at the rates shown above. A programming fee of \$7.00 applies to the establishment; change to or from or to rearrange ALH service, plus applicable Service Connection Charges from Section 2. (L)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

5. Call Waiting and Cancel Call Waiting

Call Waiting allows the customer engaged in a call to receive a tone signal indicating a second call is waiting, and, by operation of the switch hook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switch hook, but a three-way conference cannot be established.

Cancel Call Waiting allows a customer to dial an activation code prior to making a call, and cancel the Call Waiting feature.

Cancel Call Waiting must be activated each time the customer wants Call Waiting canceled.

6. Three-Way calling allows the customer to add a third party to an established connection, whether an incoming or outgoing call. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect or establish a connection to a different third party.

7. Speed calling allows the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight-code or thirty-code list. Either code list may include local and/or long distance telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone, and dials either a one or two digit code (for eight-code or thirty-code lists, respectively), plus the telephone number.

8. Ring Plus – Golden State and Tuolumne Markets

Ring Plus permits the assignment of an additional telephone number to a single-party access line. Incoming calls to the two separate telephone numbers assigned the single access line are identified by a distinctive ringing cadence. A directory listing is included with the additional telephone number.

9. Toll Restriction is available to business and residence single line service. This feature denies access to the Long Distance network (all dial 1+ numbers) thereby restricting calls to the local exchange areas including EAS where applicable. E9-1-1 and calls to the operator are still accessible to the caller. The following types of Toll Restriction are available:

a. C.O. Programmed Toll Restriction is available to business and residence single line services, only through digital offices where facilities are available. The customer must contact the Utility to activate this feature.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service (Continued)

5. Call Waiting and Cancel Call Waiting

Call Waiting allows the customer engaged in a call to receive a tone signal indicating a second call is waiting, and, by operation of the switch hook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switch hook, but a three-way conference cannot be established.

Cancel Call Waiting allows a customer to dial an activation code prior to making a call, and cancel the Call Waiting feature.

Cancel Call Waiting must be activated each time the customer wants Call Waiting canceled.

6. Three-Way calling allows the customer to add a third party to an established connection, whether an incoming or outgoing call. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect or establish a connection to a different third party.

7. Speed calling allows the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an eight-code or thirty-code list. Either code list may include local and/or long distance telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone, and dials either a one or two digit code (for eight-code or thirty-code lists, respectively), plus the telephone number.

8. Ring Plus – Golden State and Tuolumne Markets

Ring Plus permits the assignment of an additional telephone number to a single-party access line. Incoming calls to the two separate telephone numbers assigned the single access line are identified by a distinctive ringing cadence. A directory listing is included with the additional telephone number.

9. Toll Restriction is available to business and residence single line service. This feature denies access to the Long Distance network (all dial 1+ numbers) thereby restricting calls to the local exchange areas including EAS where applicable. E9-1-1 and calls to the operator are still accessible to the caller. The following types of Toll Restriction are available:

a. C.O. Programmed Toll Restriction is available to business and residence single line services, only through digital offices where facilities are available. The customer must contact the Utility to activate this feature.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. Description of Service (Continued)

5. Call Waiting/Cancel Call Waiting (T)

Call Waiting allows the customer engaged in a call to receive a tone signal indicating a second call is waiting, and, by operation of the switch hook, to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switch hook, but a three-way conference cannot be established.

Cancel Call Waiting allows a customer to dial an activation code prior to making a call, and cancel the Call Waiting feature.

Cancel Call Waiting must be activated each time the customer wants Call Waiting canceled.

6. 3 Way calling allows the customer to add a third party to an established connection, whether an incoming or outgoing call. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The customer initiating the conference controls the call and may disconnect or establish a connection to a different third party. (T)

7. Speed Calling allows the customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as an 8⁽¹⁾ or 30 code list. Either code list may include local and/or long distance telephone numbers. To establish or change a telephone number in a code list, the customer dials an activating code, receives a second dial tone, and dials either a one or two digit code (for 8⁽¹⁾ or 30 code or thirty-code lists, respectively), plus the telephone number. (T)(C)

8. Reserved For Future Use (T)

(D)
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(D)

9. Toll Restriction is available to business and residence single line service. This feature denies access to the Long Distance network (all dial 1+ numbers) thereby restricting calls to the local exchange areas including EAS where applicable. E9-1-1 and calls to the operator are still accessible to the caller. The following types of Toll Restriction are available:

a. C.O. Programmed Toll Restriction is available to business and residence single line services, only through digital offices where facilities are available. The customer must contact the Utility to activate this feature.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

9. (Continued)

- b. Customer Programmable Toll Restriction allows the customer to temporarily change the dialing capability of their telephone by dialing an access code to activate or deactivate this feature. To override the blocking on a line that has programmable toll restriction, a Personal Identification Number (PIN) can be entered to temporarily disable the toll restriction on a per call basis.
- c. Operator interactive OSPS screening and BNS will be provided under the following conditions:
 - 1. Will only be provided from selected electronic central office switches and then only where such facilities are available.
 - 2. May require telephone number change.
 - 3. Will allow third number calls, collect calls, local exchange or interexchange carrier calling card calls, operator assisted calls to 911 and will allow assist calls placed by handicapped who are unable to dial.
 - 4. Will deny incoming collect calls and third party billing to this service.
 - 5. Will deny time and charge requests.
 - 6. Provides operator interactive screening for intraLATA calls only. Screen code customers are required to make screening arrangements with appropriate interexchange carriers for calls placed outside the LATA.
 - 7. It is the customer's responsibility to inform the utility of any failures of the features to perform as specified herein.
 - 8. Traffic Service Position System (TSPS) screening will not be provided in conjunction with Foreign Exchange Service, except those Foreign Exchange Lines provided to AT&T California Remote Island Areas and will not be provided in conjunction with Wide Area Telephone Service (WATS) and Centrex Services.
- d. The fourth call screening option allows directly dialed calls to the local calling area plus the local extended calling area. Allows 0- and 0+calls.

Effective: November 3, 2011

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

9. (Continued)

- b. Customer Programmable Toll Restriction allows the customer to temporarily change the dialing capability of their telephone by dialing an access code to activate or deactivate this feature. To override the blocking on a line that has programmable toll restriction, a Personal Identification Number (PIN) can be entered to temporarily disable the toll restriction on a per call basis.
- c. Operator interactive OSPS screening and Billed Number Screening (BNS) will be provided under the following conditions:
 - 1. Will only be provided from selected electronic central office switches and then only where such facilities are available.
 - 2. May require telephone number change.
 - 3. Will allow third number calls, collect calls, operator assisted calls to 911 and will allow assist calls placed by handicapped who are unable to dial. (C)
 - 4. Will deny incoming collect calls and third party billing to this service.
 - 5. Will deny time and charge requests.
 - 6. Provides operator interactive screening for intraLATA calls only. Screen code customers are required to make screening arrangements with appropriate interexchange carriers for calls placed outside the LATA.
 - 7. It is the customer's responsibility to inform the utility of any failures of the features to perform as specified herein.
 - 8. Traffic Service Position System (TSPS) screening will not be provided in conjunction with Foreign Exchange Service, except those Foreign Exchange Lines provided to AT&T California Remote Island Areas and will not be provided in conjunction with Wide Area Telephone Service (WATS) and Centrex Services.
- d. The fourth call screening option allows directly dialed calls to the local calling area plus the local extended calling area. Allows 0- and 0+calls.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service (Continued)

9. (Continued)

- b. Customer Programmable Toll Restriction allows the customer to temporarily change the dialing capability of their telephone by dialing an access code to activate or deactivate this feature. To override the blocking on a line that has programmable toll restriction, a Personal Identification Number (PIN) can be entered to temporarily disable the toll restriction on a per call basis.
- c. Operator interactive OSPS screening and Billed Number Screening (BNS) will be provided under the following conditions:
 - 1. Will only be provided from selected electronic central office switches and then only where such facilities are available.
 - 2. May require telephone number change.
 - 3. Will allow third number calls, collect calls, operator assisted calls to 911 and will allow assist calls placed by handicapped who are unable to dial.
 - 4. Will deny incoming collect calls and third party billing to this service.
 - 5. Will deny time and charge requests.
 - 6. Provides operator interactive screening for intraLATA calls only. Screen code customers are required to make screening arrangements with appropriate interexchange carriers for calls placed outside the LATA.
 - 7. It is the customer's responsibility to inform the utility of any failures of the features to perform as specified herein.
 - 8. Traffic Service Position System (TSPS) screening will not be provided in conjunction with Foreign Exchange Service, except those Foreign Exchange Lines provided to AT&T California Remote Island Areas and will not be provided in conjunction with Wide Area Telephone Service (WATS) and Centrex Services.
- d. The fourth call screening option allows directly dialed calls to the local calling area plus the local extended calling area. Allows 0- and 0+calls.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

H. Description of Service (Continued)

10. Distinctive Ringing allows the customer to have two telephone numbers associated with one line. Incoming calls to the secondary number are identified by a distinctive ringing cadence. Each number is entitled to telephone directory white pages listing per Section 4.

I. The Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between the call forwarding equipped telephone line and the telephone to which the call is forwarded. This charge, local, or long distance, applies to all forwarded calls that are answered at the telephone to which the calls are forwarded.

Charges between the originating telephone and the call forwarding equipped telephone are applicable in accordance with regularly filed local and toll tariffs.

J. Custom Calling Service features may be provided to customers with either rotary dial telephones or push button telephones. Service Connection Charges as applicable in Section 2 will apply.

K. The quality of transmission of calls, which are forwarded, or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

L. Only one type of custom Speed Calling may be provided on each line, either eight-code or thirty-code.

M. Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

The rate for each access line arranged for Access Line Hunting (ALH) is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.

ALH is available to both Business and Residence customers at the rates shown above. A programming fee of \$7.00 applies to the establishment; change to or from or to rearrange ALH service, plus applicable Service Connection Charges from Section 2.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

H. Description of Service (Continued)

10. Distinctive Ringing allows the customer to have two telephone numbers associated with one line. Incoming calls to the secondary number are identified by a distinctive ringing cadence. Each number is entitled to telephone directory white pages listing per Section 4.

I. The Call Forwarding Service customer is responsible for the payment of applicable charges for each completed call between the call forwarding equipped telephone line and the telephone to which the call is forwarded. This charge, local, or long distance, applies to all forwarded calls that are answered at the telephone to which the calls are forwarded.

Charges between the originating telephone and the call forwarding equipped telephone are applicable in accordance with regularly filed local and toll tariffs.

J. Custom Calling Service features may be provided to customers with either rotary dial telephones or push button telephones. Service Connection Charges as applicable in Section 2 will apply.

K. The quality of transmission of calls, which are forwarded, or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

L. Only one type of custom Speed Calling may be provided on each line, either eight-code or thirty-code.

M. Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

The rate for each access line arranged for Access Line Hunting (ALH) is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.

ALH is available to both Business and Residence customers at the rates shown above. A programming fee of \$7.00 applies to the establishment; change to or from or to rearrange ALH service, plus applicable Service Connection Charges from Section 2.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

H. Description of Service (Continued)

10. Distinctive Ring allows the customer to have two telephone numbers associated with one line. Incoming calls to the secondary number are identified by a distinctive ringing cadence. Each number is entitled to telephone directory white pages listing per Section 4. (T)

I. The Call Forward Service customer is responsible for the payment of applicable charges for each completed call between the call forward equipped telephone line and the telephone to which the call is forwarded. This charge, local, or long distance, applies to all forwarded calls that are answered at the telephone to which the calls are forwarded. (T)
(T)

Charges between the originating telephone and the call forwarding equipped telephone are applicable in accordance with regularly filed local and toll tariffs.

J. Custom Calling Service features may be provided to customers with either rotary dial telephones or push button telephones. Service Connection Charges as applicable in Section 2 will apply.

K. The quality of transmission of calls, which are forwarded, or on three-way calling may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call or three-way call.

L. Only one type of custom Speed Calling may be provided on each line, either eight-code or thirty-code.

M. Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit, access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.

The rate for each access line arranged for Access Line Hunting (ALH) is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.

ALH is available to both Business and Residence customers at the rates shown above. A programming fee of \$7.00 applies to the establishment; change to or from or to rearrange ALH service, plus applicable Service Connection Charges from Section 2.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

N. Home Intercom provides signaling and transmission capability between two or more telephones on a single party access line. In order to use this service the customer dials his own seven-digit telephone number, hears a recorded message indicating that he is dialing his own number, and hangs up the receiver. The telephone will then ring until the desired party picks up the receiver. When the caller notes the ringing has stopped, he should lift the receiver. The two parties are then connected in conversation on the same access line. Incoming callers would receive a busy signal. The programming fee applies to establishment of this service plus applicable Service Order Charges from Section 2.

O. Advanced Calling Features

1. Call Return - This feature provides the customer the ability to automatically call the telephone number of the last incoming call to their telephone regardless of whether the call is answered or the number is known. If both lines are idle the call is placed.

If either line is busy, the call will be redialed, for a period of up to 30 minutes. Calls initiated by Call Return will appear on the subscriber's billing record by area code and telephone number if the subscriber has not blocked the call.

2. Personalized Telephone Number Service – Global Valley Market

Personalized Telephone Number Service is providing a seven-digit telephone number the customer requests.

3. Priority Ringing - Permits the customer to screen calls by designating up to 12 predetermined phone numbers with a distinguishing ringing pattern. The call waiting feature will also apply these distinguishing patterns.

4. Repeat Dialing - Allows the customer to automatically redial the last outgoing telephone number originating from the customer's telephone. This feature will repeatedly redial the number for up to 30 minutes if the called line is busy. When both lines are idle, the customer is notified via a distinctive ring. When the customer picks up the phone, the call is dialed automatically.

5. Reverted Ring – Global Valley Market

Reverted Ring allows a customer to dial his/her telephone number and have the telephone ring in order to summon another party to an extension telephone.

6. Selective Call Forwarding - Screens incoming calls and only transfers calls from those telephone numbers on a customer determined screening list (up to a maximum of 12 telephone numbers) to a predefined telephone number. All other calls will be processed in the usual manner.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

N. Home Intercom provides signaling and transmission capability between two or more telephones on a single party access line. In order to use this service the customer dials his own seven-digit telephone number, hears a recorded message indicating that he is dialing his own number, and hangs up the receiver. The telephone will then ring until the desired party picks up the receiver. When the caller notes the ringing has stopped, he should lift the receiver. The two parties are then connected in conversation on the same access line. Incoming callers would receive a busy signal. The programming fee applies to establishment of this service plus applicable Service Order Charges from Section 2.

O. Advanced Calling Features

1. Call Return - This feature provides the customer the ability to automatically call the telephone number of the last incoming call to their telephone regardless of whether the call is answered or the number is known. If both lines are idle the call is placed.

If either line is busy, the call will be redialed, for a period of up to 30 minutes. Calls initiated by Call Return will appear on the subscriber's billing record by area code and telephone number if the subscriber has not blocked the call.

2. Personalized Telephone Number Service – Global Valley Market

Personalized Telephone Number Service is providing a seven-digit telephone number the customer requests.

3. Priority Ringing - Permits the customer to screen calls by designating up to 12 predetermined phone numbers with a distinguishing ringing pattern. The call waiting feature will also apply these distinguishing patterns.

4. Repeat Dialing - Allows the customer to automatically redial the last outgoing telephone number originating from the customer's telephone. This feature will repeatedly redial the number for up to 30 minutes if the called line is busy. When both lines are idle, the customer is notified via a distinctive ring. When the customer picks up the phone, the call is dialed automatically.

5. Reverted Ring – Global Valley Market

Reverted Ring allows a customer to dial his/her telephone number and have the telephone ring in order to summon another party to an extension telephone.

6. Selective Call Forwarding - Screens incoming calls and only transfers calls from those telephone numbers on a customer determined screening list (up to a maximum of 12 telephone numbers) to a predefined telephone number. All other calls will be processed in the usual manner.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

N. Home Intercom provides signaling and transmission capability between two or more telephones on a single party access line. In order to use this service the customer dials his own seven-digit telephone number, hears a recorded message indicating that he is dialing his own number, and hangs up the receiver. The telephone will then ring until the desired party picks up the receiver. When the caller notes the ringing has stopped, he should lift the receiver. The two parties are then connected in conversation on the same access line. Incoming callers would receive a busy signal. The programming fee applies to establishment of this service plus applicable Service Order Charges from Section 2.

O. Advanced Calling Features

1. Call Return *69 - This feature provides the customer the ability to automatically call the telephone number of the last incoming call to their telephone regardless of whether the call is answered or the number is known. If both lines are idle the call is placed. (T)

If either line is busy, the call will be redialed, for a period of up to 30 minutes. Calls initiated by Call Return will appear on the subscriber's billing record by area code and telephone number if the subscriber has not blocked the call.

2. Personalized Telephone Number Service – Global Valley Market

Personalized Telephone Number Service is providing a seven-digit telephone number the customer requests.

3. Priority Call - Permits the customer to screen calls by designating up to 12 predetermined phone numbers with a distinguishing ringing pattern. The call waiting feature will also apply these distinguishing patterns. (T)

4. Busy Number Redial *66 - Allows the customer to automatically redial the last outgoing telephone number originating from the customer's telephone. This feature will repeatedly redial the number for up to 30 minutes if the called line is busy. When both lines are idle, the customer is notified via a distinctive ring. When the customer picks up the phone, the call is dialed automatically. (T)

5. Reserved For Future use (T)

(D)
(D)

6. Selective Call Forward - Screens incoming calls and only transfers calls from those telephone numbers on a customer determined screening list (up to a maximum of 12 telephone numbers) to a predefined telephone number. All other calls will be processed in the usual manner. (T)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

13. Caller ID Blocking - per line

Permits the customer to block the display of their directory number on all calls made from a particular line on the terminating subscriber's display equipment. The customer can unblock a single call by dialing an activation code (*82 or 1182 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. The customer must sign up for Per Line Blocking. There is no charge for the initial addition to a new or additional line, an in-service access line, or a number change.

14. 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.

15. Multiple Simultaneous Call Forward

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

(L) Item 13 and 14 relocated from Sheet 46.

(L) Item 15 relocated from Sheet 48.

(L)

(L)

(N)

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

O. Advanced Calling Features (Continued)

7. Selective Call Rejection - Screens incoming calls and denies access to those telephone numbers on a customer-determined list (up to a maximum of 12 telephone numbers). These calls will be directed to a pre-recorded message. All other telephone numbers will be handled in the usual manner.
8. Selective Call Acceptance – Screens incoming calls and only allows access to those telephone numbers on a customer determined list (up to a maximum of 12 telephone numbers). All others will be directed to a pre-recorded message.
9. Call Trace – Permits the customer to initiate a trace of the last call received without having to obtain authorization or assistance from the Utility. The results of the trace are made available to an authorized agency. The customer must contact the Utility within 10 days after activating a trace or the trace record will be deleted. Only calls from areas employing technology capable of routing the calling party's number are traceable. Customers will be charged per successful activation of this feature. A maximum of five traces to any number during a billing period will be charged.
10. Caller ID – This feature allows the customer to view and receive transmission of the phone number of the incoming call prior to answering the call (including nonpublished and nonlisted phone numbers). The date and time of the call are also displayed. The customer is required to have a telephone set or additional equipment capable of recognizing and displaying this information. The caller ID display will not operate if:
 - a. The caller has intentionally blocked the phone number from display.
 - b. It is an operator assisted call.

Incoming calls from PBX and Multiline hunt groups will display the main phone number only.

11. Caller ID with Name

Caller ID with Name is an arrangement, which permits a customer who subscribes to Caller ID service to receive the phone number and name of the calling party, pursuant to Caller ID limitations, on a customer provided display device. When calls are marked private by the calling party, number and name cannot be received.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

O. Advanced Calling Features (Continued)

7. Selective Call Rejection - Screens incoming calls and denies access to those telephone numbers on a customer-determined list (up to a maximum of 12 telephone numbers). These calls will be directed to a pre-recorded message. All other telephone numbers will be handled in the usual manner.
8. Selective Call Acceptance – Screens incoming calls and only allows access to those telephone numbers on a customer determined list (up to a maximum of 12 telephone numbers). All others will be directed to a pre-recorded message.
9. Call Trace – Permits the customer to initiate a trace of the last call received without having to obtain authorization or assistance from the Utility. The results of the trace are made available to an authorized agency. The customer must contact the Utility within 10 days after activating a trace or the trace record will be deleted. Only calls from areas employing technology capable of routing the calling party's number are traceable. Customers will be charged per successful activation of this feature. A maximum of five traces to any number during a billing period will be charged.
10. Caller ID – This feature allows the customer to view and receive transmission of the phone number of the incoming call prior to answering the call (including nonpublished and nonlisted phone numbers). The date and time of the call are also displayed. The customer is required to have a telephone set or additional equipment capable of recognizing and displaying this information. The caller ID display will not operate if:
 - a. The caller has intentionally blocked the phone number from display.
 - b. It is an operator assisted call.

Incoming calls from PBX and Multiline hunt groups will display the main phone number only.

11. Caller ID with Name

Caller ID with Name is an arrangement, which permits a customer who subscribes to Caller ID service to receive the phone number and name of the calling party, pursuant to Caller ID limitations, on a customer provided display device. When calls are marked private by the calling party, number and name cannot be received.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

7. Selective Call Rejection - Screens incoming calls and denies access to those telephone numbers on a customer-determined list (up to a maximum of 12 telephone numbers). These calls will be directed to a pre-recorded message. All other telephone numbers will be handled in the usual manner.
8. Selective Call Acceptance – Screens incoming calls and only allows access to those telephone numbers on a customer determined list (up to a maximum of 12 telephone numbers). All others will be directed to a pre-recorded message.
9. Call Trace – Permits the customer to initiate a trace of the last call received without having to obtain authorization or assistance from the Utility. The results of the trace are made available to an authorized agency. The customer must contact the Utility within 10 days after activating a trace or the trace record will be deleted. Only calls from areas employing technology capable of routing the calling party's number are traceable. Customers will be charged per successful activation of this feature. A maximum of five traces to any number during a billing period will be charged.
10. Caller ID ⁽¹⁾ – This feature allows the customer to view and receive transmission of the phone number of the incoming call prior to answering the call (including nonpublished and nonlisted phone numbers). The date and time of the call are also displayed. The customer is required to have a telephone set or additional equipment capable of recognizing and displaying this information. The caller ID display will not operate if:
 - (a) The caller has intentionally blocked the phone number from display.
 - (b) It is an operator assisted call.

(C)

Incoming calls from PBX and Multiline hunt groups will display the main phone number only.

11. Caller ID with Name

Caller ID with Name is an arrangement, which permits a customer who subscribes to Caller ID service to receive the phone number and name of the calling party, pursuant to Caller ID limitations, on a customer provided display device. When calls are marked private by the calling party, number and name cannot be received.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

O. Advanced Calling Features (Continued)

12. Caller ID Blocking - Enables the customer to prevent their phone number from being displayed on outgoing calls. Certain types of telephone configurations such as paystations are not capable of utilizing these blocking options. Calls to "800", "900" or 9-1-1 numbers will not be blocked regardless of blocking options elected. There are two available options:

- a. Complete Blocking - The customer's line is defaulted to block disclosure of the customer's phone number on all outgoing calls. By dialing a unique activation code, the customer can change the blocking status and allow their phone number to be displayed at the called party's location (if that party has Caller ID).
- b. Selective Blocking - The customer's line is defaulted to display the customer's phone number on all outgoing calls. By dialing a unique activation code the customer can prevent their phone number from disclosure at the called party's location. This type of blocking is the default for all customers that do not make an affirmative blocking selection.

After a customer dials a call blocking or call enabling activation code, they will receive a recorded announcement regarding the current call blocking status of the line, prior to hearing the dial tone.

13. Anonymous Call Rejection

Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. The announcement states, "The party you called does not accept calls from Blocked numbers. To reveal your number, hang up, dial *82 then the number or 1182 from a rotary phone. To prevent the display of your number, you can use a payphone, or for a charge, call the operator."

14. Call Waiting/Caller ID (CWID)

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

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

O. Advanced Calling Features (Continued)

12. Caller ID Blocking - Enables the customer to prevent their phone number from being displayed on outgoing calls. Certain types of telephone configurations such as paystations are not capable of utilizing these blocking options. Calls to "800", "900" or 9-1-1 numbers will not be blocked regardless of blocking options elected. There are two available options:

- a. Complete Blocking - The customer's line is defaulted to block disclosure of the customer's phone number on all outgoing calls. By dialing a unique activation code, the customer can change the blocking status and allow their phone number to be displayed at the called party's location (if that party has Caller ID).
- b. Selective Blocking - The customer's line is defaulted to display the customer's phone number on all outgoing calls. By dialing a unique activation code the customer can prevent their phone number from disclosure at the called party's location. This type of blocking is the default for all customers that do not make an affirmative blocking selection.

After a customer dials a call blocking or call enabling activation code, they will receive a recorded announcement regarding the current call blocking status of the line, prior to hearing the dial tone.

13. Anonymous Call Rejection

Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. The announcement states, "The party you called does not accept calls from Blocked numbers. To reveal your number, hang up, dial *82 then the number or 1182 from a rotary phone. To prevent the display of your number, you can use a payphone, or for a charge, call the operator."

14. Call Waiting/Caller ID (CWID)

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

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

12. Reserved For Future Use

(T)(D)

13. Anonymous Call Rejection

Anonymous Call Rejection allows the called party the ability to reject calls if the calling number is marked private. The customer only receives calls for which the identity of the calling party is available (the call terminates if the number is not available). Calls with the calling number marked private are routed directly to an announcement. The announcement states, "The party you called does not accept calls from Blocked numbers. To reveal your number, hang up, dial *82 then the number or 1182 from a rotary phone. To prevent the display of your number, you can use a payphone, or for a charge, call the operator."

(D)

14. Call Waiting/Caller ID

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

(T)

(T)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

O. Advanced Calling Features (Continued)

15. Automatic Busy Redial

Automatic Busy Redial is an arrangement, which permits the customer to redial automatically the last number dialed by dialing an activation code (*66 or 1166 from a rotary phone). If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the call line is idle. The network periodically tests the busy/idle status of the called line until lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

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

16. Automatic Call Return

Automatic Call Return allows a customer a automatically return the last incoming call whether it is answered or not. Upon activation (*69 or 1169 from a rotary phone) of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy, the network will go through the same process described above for Automatic Call Return. Call Return will not return a call to a blocked number. The customer will hear a recording explaining that the call cannot be returned.

Call Return is available on a monthly subscription basis, or on a pay per use basis. The maximum monthly pay per use charge is \$6.00 for residential customers and \$7.50 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon affirmatively dialing the activation code without any specific prior request for the feature.

- P. Provision of features listed in Rates and Charges, Advanced Calling Features preceding may be subject to the availability of SS7 signaling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

(T)

O. Advanced Calling Features (Continued)

15. Automatic Busy Redial

Automatic Busy Redial is an arrangement, which permits the customer to redial automatically the last number dialed by dialing an activation code (*66 or 1166 from a rotary phone). If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the call line is idle. The network periodically tests the busy/idle status of the called line until lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

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

16. Automatic Call Return

Automatic Call Return allows a customer a automatically return the last incoming call whether it is answered or not. Upon activation (*69 or 1169 from a rotary phone) of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy, the network will go through the same process described above for Automatic Call Return. Call Return will not return a call to a blocked number. The customer will hear a recording explaining that the call cannot be returned.

Call Return is available on a monthly subscription basis, or on a pay per use basis. The maximum monthly pay per use charge is \$6.00 for residential customers and \$7.50 for business customers, regardless of the number of times the service is activated within a month. The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon affirmatively dialing the activation code without any specific prior request for the feature.

17. Last Number Redial – West Coast Market

A service, which allows a customer to call the last number dialed by using a code.

18. Saved Number Redial – West Coast Market

A service which allows the customer to store and call a specific number by dialing a code, even if the customer has made calls to other numbers.

(L) Item P. relocated to Sheet 48.

(N)
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(N)
(L)
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(L)
(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

15. Busy Number Redial *66

(T)

Busy Number Redial *66 is an arrangement, which permits the customer to redial automatically the last number dialed by dialing an activation code (*66 or 1166 from a rotary phone). If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the call line is idle. The network periodically tests the busy/idle status of the called line until lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

(T)

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

16. Call Return *69

(T)

Call Return *69 allows a customer a automatically return the last incoming call whether it is answered or not. Upon activation (*69 or 1169 from a rotary phone) of the feature the customer receives an automated voice response message stating the number of the last party who called, and is given the option of returning the call. If the called line is found to be busy. Call Return *69 will not return a call to a blocked number. The customer will hear a recording explaining that the call cannot be returned.

(T)

(T)

Call Return *69 is available on a monthly subscription basis, or on a pay per use basis. The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon affirmatively dialing the activation code without any specific prior request for the feature.

(T)

(T)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.6 SPECIAL CONDITIONS

- Q. Advanced Calling Feature Discount - Applies when a customer is billed for more than one advanced calling feature. Any combination of features, to a maximum of five, are eligible for discounts. Refer to Rates and Charges, Advanced Calling Features Discounts preceding.
- R. Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically for 30minutes or until both parties are available. Only busy calls within the central office are retried automatically.

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

19. VIP Alert – West Coast Market

VIP Alert allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a special Call Waiting tone.

20. Special Call Acceptance – West Coast Market

Special Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls originating from the customers exchange are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Callers diverted to the recorded announcement will not be billed usage charges.

21. Selective Blocking - Per Call – West Coast Market

Selective Blocking provides free per-call blocking. Customers may prevent the delivery of their telephone number to the called party on a call by call basis. This is accomplished on a per call basis when the customer dials the Selective Blocking - Per Call activation code prior to placing the call. Selective Blocking does not prevent delivery of telephone numbers when services that utilize Automatic Number Identification (ANI) are called (e.g., 0+, 0-, 700/800/900 and 911 Services).

P. Provision of features listed in Rates and Charges, Advanced Calling Features preceding may be subject to the availability of SS7 signaling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.

Q. Advanced Calling Feature Discount - Applies when a customer is billed for more than one advanced calling feature. Any combination of features, to a maximum of five, are eligible for discounts. Refer to Rates and Charges, Advanced Calling Features Discounts preceding.

R. Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically for 30minutes or until both parties are available. Only busy calls within the central office are retried automatically.

(L) Item P. relocated from Sheet 47.

(T)

(N)

(N)

(L)

(L)

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.4 CUSTOM CALLING SERVICE (Continued)

5.4.7 SPECIAL CONDITIONS (Continued)

O. Advanced Calling Features (Continued)

17. Multiple Simultaneous Call Forward

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

- P. Provision of features listed in Rates and Charges, Advanced Calling Features preceding may be subject to the availability of SS7 signaling technology. These services are available only on calls placed to/from compatible central offices and only on calls which originate from lines capable of delivering the calling number or "private" indicator.
- Q. Advanced Calling Feature Discount - Applies when a customer is billed for more than one advanced calling feature. Any combination of features, to a maximum of five, are eligible for discounts. Refer to Rates and Charges, Advanced Calling Features Discounts preceding.
- R. Busy Number Redial allows a customer to dial a code when a busy telephone number is reached. The call is retried automatically for 30minutes or until both parties are available. Only busy calls within the central office are retried automatically.

(N)

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.5 INFORMATION SERVICES CALL BLOCKING – CALIFORNIA EMBEDDED MARKET AND GLOBAL VALLEY MARKET

5.5.1 APPLICABILITY

Information Services Call Blocking (ISCB) is a central office call blocking service that allows the Utility's single line business customers to block directly dialed calls placed from their telephone to all 900 Information Access Services programs.

5.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Information Services Call Blocking as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.5.3 RATES AND CHARGES

The Utility shall, upon request from the customer, provide blocking pursuant to rates below.

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>California Embedded Market</u>	<u>Global Valley Market (1)</u>
<u>BUSINESS</u>				
New Connect, Each Line	N/A	N/A	\$15.00 (2)	\$0.00
Transfer of Service, Each Line	N/A	N/A	15.00 (2)	0.00
Company Initiated Call Blocking, Each Line	N/A	N/A	0.00	0.00
Remove Call Blocking, Each Line	N/A	N/A	15.00	5.00
WATS (automatically blocked)	N/A	N/A		0.00
Toll Restriction, Each Line	N/A	\$3.00		

(1) Effective 11/1/93 through 12/31/93, customers may obtain blocking at no charge. In addition, any customer who subscribes to a new telephone number may obtain blocking at no charge for period of 60 days after the new number is effective. After that period of time, a customer will be able to order blocking or unblocking from this tariff or NECA's FCC No. 5 interstate tariff per local exchange or trunk blocked or unblocked. The customer can order the lowest rate available.

(2) A \$1, instead of \$15, business nonrecurring charge will apply for 60 days following the date of the customer education campaign bill insert.

Note: There are no other charges associated with implementing Information Services Call Blocking.

SECTION 5 – MISCELLANEOUS SERVICES

5.5 INFORMATION SERVICES CALL BLOCKING – CALIFORNIA EMBEDDED MARKET, GLOBAL VALLEY AND WEST COAST MARKETS

5.5.1 APPLICABILITY

Information Services Call Blocking (ISCB) is a central office call blocking service that allows the Utility's single line business customers to block directly dialed calls placed from their telephone to all 900 Information Access Services programs.

5.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Information Services Call Blocking as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.5.3 RATES AND CHARGES

The Utility shall, upon request from the customer, provide blocking pursuant to rates below.

	<u>Monthly Rate</u>		<u>Non-Recurring Charge</u>	
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>California Embedded Market</u>	<u>Global Valley Market (1)</u>
<u>BUSINESS</u>				
New Connect, Each Line	N/A	N/A	\$15.00 (2)	\$0.00
Transfer of Service, Each Line	N/A	N/A	15.00 (2)	0.00
Company Initiated Call Blocking, Each Line	N/A	N/A	0.00	0.00
Remove Call Blocking, Each Line	N/A	N/A	15.00	5.00
WATS (automatically blocked)	N/A	N/A		0.00
Toll Restriction, Each Line	N/A	\$3.00		

West Coast Market – Applicable to business and one-party residence network access lines.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Blocking of all Intrastate 1+ and 0+(900) XXX-XXXX calls when the subscriber elects to have such calls blocked, per line		
- Business	\$ 0.00	\$15.00
- Residence	0.00	0.00
2. Removal of blocking service, per line		
- Business	\$ 0.00	\$15.00
- Residence	0.00	5.00
3. Reinstallation of blocking service, per line		
- Business	\$ 0.00	\$15.00
- Residence	0.00	5.00

(1) Effective 11/1/93 through 12/31/93, customers may obtain blocking at no charge. In addition, any customer who subscribes to a new telephone number may obtain blocking at no charge for period of 60 days after the new number is effective. After that period of time, a customer will be able to order blocking or unblocking from this tariff or NECA's FCC No. 5 interstate tariff per local exchange or trunk blocked or unblocked. The customer can order the lowest rate available.

(2) A \$1, instead of \$15, business nonrecurring charge will apply for 60 days following the date of the customer education campaign bill insert.

Note: There are no other charges associated with implementing Information Services Call Blocking.

(N)
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(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.5 INFORMATION SERVICES CALL BLOCKING – CALIFORNIA EMBEDDED MARKET AND GLOBAL VALLEY MARKET (Continued)

5.5.4 SPECIAL CONDITIONS

- A. The customer can order ISCB by calling the Utility's business office.
- B. ISCB will be disconnected only if the customer makes a written or verbal request to the Utility's business office to cancel the service. The customer will be charged the applicable rates(s) as shown above.
- C. If a customer with ISCB dials a 900 number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers.
- D. The Utility shall make a one-time adjustment for 900 charges per customer account if it is established that:
 - 1. the calls were made by the customer's minor children without parental consent;
 - 2. the calls were not authorized by the customer; or
 - 3. the customer was not aware that associated service charges applies. The Utility's adjustment procedure is outlined in Pacific Bell's Access Tariff, Schedule No 175-T.
- E. A customer must request an adjustment within 60 days of the bill date on the bill in question. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested 900 charges will be adjusted to the date blocking is placed on the customer's line.
- F. The Utility may block access to 900 services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted.
- G. The Utility will not disconnect local exchange service for non-payment of 900 charges. The Utility will inform the customer, by mail, of the financial responsibility for Information Charges and that if they are not paid, the Utility will equip the customer's lines(s) with Information Services Call Blocking (ISCB).
- H. Selective ISCB is not available.
- I. The Utility will notify each customer, by mail, the first time a lifeline customer's 900 service bill reaches \$30.00, or non-lifeline customer \$75.00, notifying the customer of this fact and informing him/her that blocking is available.

The Utility will temporarily block access to 900 service if the customer exceeds \$150.00 in 900 service charges and the Utility is unable to contact the customer. Once the Utility has contacted the customer, the blocking will be removed at the customer's request at no additional charge.
- J. ISCB is available to all customers at no charge at the time telephone service is established and for 60 days thereafter. The applicable Remove Call Blocking charge will apply after this 60-day period.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A.

Effective: February 15, 2012

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. Beginning February 15, 2012 and extending for 12 months thereafter, Residential customers that order Basic Residential Access Line service or a Frontier Digital Phone bundled service and Frontier's High Speed Internet service for a minimum 12-month period are eligible to receive a waiver of the applicable Multi-Element Service Connection Charges defined in Section 2 of the Utility's Service Catalog.

(N)
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(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. Beginning February 15, 2012 and extending for 12 months thereafter, Residential customers that order Basic Residential Access Line service or a Frontier Digital Phone bundled service and Frontier's High Speed Internet service for a minimum 12-month period are eligible to receive a waiver of the applicable Multi-Element Service Connection Charges defined in Section 2 of the Utility's Service Catalog.
- B. Beginning July 2, 2012 and extending until February 15, 2013, Business customers that order Basic Business access Line service or Small Business Bundles with or without Frontier's High Speed Internet service for a minimum 12-month period are eligible to receive a waiver of the applicable Multi-Element Service Connection Charges defined in Section 2 of the Utility's Service Catalog.

(N)
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(N)

Effective: August 15, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. Beginning February 15, 2012 and extending for 12 months thereafter, Residential customers that order Basic Residential Access Line service or a Frontier Digital Phone bundled service and Frontier's High Speed Internet service for a minimum 12-month period are eligible to receive a waiver of the applicable Multi-Element Service Connection Charges defined in Section 2 of the Utility's Service Catalog.
- B. Beginning August 15, 2014 and continuing through November 15, 2014, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

(N)
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(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. Beginning April 1, 2016 and extending until June 29, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
- B. Beginning August 15, 2014 and continuing through November 15, 2014, new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

(N)
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(N)

Effective: June 30, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. Beginning April 1, 2016 and extending until June 29, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
- B. Beginning June 30, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after August 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

(N)
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(N)

Effective: May 22, 2017

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.
- B. Beginning June 30, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after August 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

(N)
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(N)

Effective: September 15, 2017

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.1 APPLICABILITY

Applicable to promotional offerings of all network and exchange services as specified in this section of the Service Catalog.

5.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the promotional campaigns products and/or services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.6.3 DESCRIPTION

- A. Promotional pricing of all network and exchange services may be offered to the Utility's Residential and Business customers.
- B. The Utility may waive and/or discount specific rates and/or charges, provide customers with credits based on meeting certain conditions, or offer services under different terms and conditions, or offer other incentives to purchase services as specified in the offer.

5.6.4 PROMOTIONAL OFFERINGS

Promotional offerings shall include the following:

- A. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.
- B. New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 13, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.
- C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.

(N)
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(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

Promotional offerings shall include the following:

Effective: May 3, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.

(N)

(N)

Effective: July 7, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier’s high speed internet service and Frontier’s Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer’s contract. All other terms and conditions remain in effect.

- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

(N)
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(N)

Effective: October 4, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier’s high speed internet service and Frontier’s Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer’s contract. All other terms and conditions remain in effect.
- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- E. Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

(N)
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(N)

Effective: January 1, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.
- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- E. Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- F. Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

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Effective: January 19, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.
- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- E. Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- F. Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- G. Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

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Effective: March 31, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.
- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- E. Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- F. Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- G. Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.
- H. Beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

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SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning May 3, 2013 and extending until July 30, 2013, new business customers that subscribe to Frontier's high speed internet service and Frontier's Simply Unlimited Service package under a 1, 2 or 3 year term contract are eligible to purchase their 2nd and 3rd Frontier Simply Unlimited Service bundle for \$23.99 per month. The \$23.99 monthly rate will remain in effect during the term of the customer's contract. All other terms and conditions remain in effect.
- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- E. Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- F. Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- G. Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.
- H. Beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- I. Promotional offering beginning April 18, 2014 and extending until June 30, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

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Effective: August 25, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period. (N)
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- D. Beginning July 7, 2013 and extending until October 3, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- E. Beginning October 4, 2013 and extending until December 31, 2013, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- F. Beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- G. Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.
- H. Beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.
- I. Promotional offering beginning April 18, 2014 and extending until June 30, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

Effective: January 1, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.

D. Beginning of January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.

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SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.
- D. Beginning of January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- E. Beginning of April 1, 2015 thru June 29, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.

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Effective: June 30, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.
- D. Beginning of January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- E. Beginning of April 1, 2015 thru June 29, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- F. Beginning of June 30, 2015 thru December 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.

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Effective: October 18, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- C. Beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Frontier Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.
- D. Beginning January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- E. Beginning April 1, 2015 thru June 29, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- F. Beginning June 30, 2015 thru December 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- G. Beginning October 18, 2015 and extending until January 15, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after January 15, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

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Effective: January 16, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- D. Beginning January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- E. Beginning April 1, 2015 thru June 29, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- F. Beginning June 30, 2015 thru December 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate Service Catalog.
- G. Beginning October 18, 2015 and extending until January 15, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after January 15, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.
- H. Beginning January 16, 2016 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Service Catalog will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after March 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

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Effective: May19, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.6 PROMOTIONAL CAMPAIGNS

5.6.4 PROMOTIONAL OFFERINGS (Continued)

- J. Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

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Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET

5.7.1 APPLICABILITY

Applicable to Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

5.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.7.3 GENERAL

A. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) is a new offering supported by the ISDN architecture. ISDN-BRI is a local exchange telecommunications service that provides an integrated voice/data communications capability for the transmission of circuit switched voice, circuit switched data and packet switched data on an incoming and outgoing basis. This service is available from the Company's central offices, which have been specially equipped with the digital switching equipment.

B. ISDN-BRI is service arrangement that requires a configuration of two 64 Kbps "B" Channels and one 16 Kbps "D" Channel signaling (2B+D).

C. B" Channel

The "B" Channel is a bi-directional synchronous channel capable of supporting 64 Kilobits per second (Kbps) intra-office transmission of voice or data. This option permits the customer to utilize either circuit voice or circuit data transmission paths on a per call selection basis. Transmission on the "B" Channel will be circuit switched at 64 Kbps within the switch and/or equipped facilities between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. One Directory Number (DN) with one Primary Directory Listing for the first "B" Channel ISDN service line is provided. Each B Channel may be configured in one of the following ways:

1. Circuit-Switched Voice/Data- Allows the user to originate and receive either voice calls or data calls over a single circuit-switched B Channel, but not simultaneously.
2. High Speed Packet Switched Data Service - Allows the user to originate and receive X.25 packet data calls on the "B" channel.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.3 GENERAL (Continued)

D. D Channel

The D Channel is a 16 kbps digital signaling channel that carries signaling and control for the B Channels. The D Channel may be optionally used to transmit X.25 packet data at a maximum transmission throughput of 9.6 kbps.

E. Packet Switching

Packet Switching is a technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. Packet Switched Data "D" Channel service provides the ability to originate and receive X.25 packet data calls over the "D" Channel. This arrangement provides a maximum throughput of 9.6 Kbps. Each "D" Channel packet terminal will be provided a logical channel up to the technical capabilities of the serving central office. Multiple packet calls can be active simultaneously by a user on a single "D" Channel. Up to eight data terminals can be supported per Basic Rate Interface. Service includes one data telephone number. The following optional features are currently available between all customers residing on the same central office switch, and must be selected at the time of initial installation.

1. Flow Control Parameter Negotiation (FCPN) - This parameter negotiates on a per call basis the flow control parameters. FCPN consists of automatic negotiation of the maximum packet size and window size for each direction of data transmission. FCPN can be presubscribed (fixed) or it can be established on a per call basis.
2. Throughput Class Negotiation - This parameter allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.
3. Logical Channels - An arrangement that provides for outgoing logical channels for a packet switching user. It is a virtual circuit identified at the packet level of X.25.
4. Incoming Calls Barred - An arrangement that prohibits a data terminal from terminating an incoming call.
5. Outgoing Calls Barred - An arrangement that prohibits a data terminal from originating outgoing virtual calls.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.3 GENERAL (Continued)

E. Packet Switching (Continued)

6. Closed User Groups - An arrangement that allows ISDN users to establish subnetworks of ISDN packet switching data users from which members can communicate with each other. The Closed User Group is established on a per line basis. Each data terminal in a Closed User Group can be arranged in one of the following modes:
 - Closed User Group with Outgoing Access - The data terminal makes outgoing calls only.
 - Closed User Group with Incoming Access - The data terminal receives incoming calls only.
 - Incoming Calls Barred Within a Closed User Group - The data terminal makes outgoing calls only to the data terminals in the Closed User Group with which it is associated
 - Outgoing Calls Barred Within a Closed User Group - The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.
 - Unrestricted Access - The data terminal receives and makes both incoming and outgoing calls.
7. Fast Select - An arrangement that allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.
8. Fast Select Appearance- An arrangement that allows the switch to transmit incoming packets with the fast select facility to a destination terminal that has this feature.
- F. Calling/Called Number Delivery - A feature that provides the user who is receiving/originating a call with information about the calling/called party and the facility or destination. This feature is provided with ISDN - BRI.
- G. Calling Number Identification Service -National ISDN A feature that provides redirected call information in addition to the information provided with Calling/Called Number Delivery. This feature is provided with ISDN - BRI.
- H. Extended Service Arrangement - This arrangement provides customers with ISDN-BRI Service when one or both of the following conditions applies; (1) The customer is located in excess of three (3) miles from the central office which has ISDN capabilities or (2) the customer has remote access to the central office with ISDN capabilities. Rates and charges for this arrangement are in addition to the standard charges for ISDN Service.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.4 DEFINITIONS

"B" Channel - A bi-directional synchronous channel also capable of supporting 64 Kbps of digital transmission.

"D" Channel - A 16 kbps digital signaling channel capable of supporting 9.6 Kbps or packet information for the Basic Rate Interface.

64 KBPS Clear Channel Capacity (CCC) - A "B" Channel connection that provides end to end digital connection in which all 64 Kbps of bandwidth are available for customer use.

Packet Switching - ISDN packet switching service is a data transport service based on CCITT (Consultative Committee on International Telegraph and Telephony) X.25 protocol.

Circuit Switching - A switching technique in which a specific selection of time slots is dedicated to a given call, through the use of an entire circuit or a digital switch equipped for ISDN.

Clear Channel Capacity - A characteristic of the transmission paths on the "B" Channel that allows the full bandwidth on the "B" Channel, 64 Kbps, to be available to the customer. ISDN interconnection to non-ISDN equipped central offices will be potentially subjected to analog transmission or sub-rated to 56 Kbps. This characteristic is inherent with ISDN- BRI.

Alternate Circuit Switched Voice Service/Circuit Switched Data Service - Provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" Channel, but not simultaneously. This arrangement is available where technology permits. This service is provided with ISDN-BRI.

5.7.5 REGULATIONS

- A. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- B. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of BRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- C. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN Interface.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.5 REGULATIONS (Continued)

- D. When the Utility initially provisions a central office with ISDN capability, the Utility will waive to its customers served from this office, the non-recurring charges for ISDN-BRI Service. This waiver period is in effect up to ninety- (90) days from the time that the central office is provisioned with ISDN capabilities.
- E. Promotions - From time to time the Company may offer promotions associated with the installation of ISDN Service. Promotions will be offered in accordance with the Company's Service Catalog, Section 5 promotions associated with the installation of ISDN Service. Promotions will be offered in accordance with the Company's Service Catalog, Section 5.
- F. The Company will provide and maintain facilities, equipment and services in accordance with Rule 27 "Demarcation Points" described in the Company's tariff Schedule CAL P.U.C. No. R1. Customer(s) requesting route or type of construction which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with Rule 17 "Line Extensions, Service Connections and Facilities on Premises of Customer" described in the Company's tariff Schedule CAL P.U.C. No. R1.
- G. Foreign Exchange, Switched FEX and Foreign Prefix Services are not available with ISDN-BRI.
- H. Customers who subscribe to ISDN Extended Service Arrangement must do so for a minimum period of twenty-four (24) months

5.7.6 OPTIONAL FEATURES

Customers who subscribe to ISDN-BRI Service may request optional features for their service. The customer may elect to subscribe to any of the features and/or feature packages the Company currently offers for Centrex, Custom Calling, and/or Custom Calling Local Area Signaling Service (CLASS). These services are available in Section 5. Features are available to increase the capability of ISDN-BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity. Rates and charges for these features are in addition to the customer's ISDN-BRI Service.

Effective: August 21, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.5 REGULATIONS (Continued)

- D. When the Utility initially provisions a central office with ISDN capability, the Utility will waive to its customers served from this office, the non-recurring charges for ISDN-BRI Service. This waiver period is in effect up to ninety- (90) days from the time that the central office is provisioned with ISDN capabilities.
- E. Promotions - From time to time the Company may offer promotions associated with the installation of ISDN Service. Promotions will be offered in accordance with the Company's Service Catalog, Section 5 promotions associated with the installation of ISDN Service. Promotions will be offered in accordance with the Company's Service Catalog, Section 5.
- F. The Company will provide and maintain facilities, equipment and services in accordance with Rule 27 "Demarcation Points" described in the Company's tariff Schedule CAL P.U.C. No. R1. Customer(s) requesting route or type of construction which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with Rule 17 "Line Extensions, Service Connections and Facilities on Premises of Customer" described in the Company's tariff Schedule CAL P.U.C. No. R1.
- G. Foreign Exchange, Switched FEX and Foreign Prefix Services are not available with ISDN-BRI.
- H. Customers who subscribe to ISDN Extended Service Arrangement must do so for a minimum period of twenty-four (24) months
- I. E9-1-1 ANI and ALI Provisioning for Multi-Line Telephone Systems - It is the customer's responsibility to provide, and update if necessary, accurate Automatic Number Identification (ANI) and Automatic Location Identification (ALI) sub-address information to the 911 database administrator. Once the customer provides ANI and ALI sub-address information to the 911 database administrator, it is the responsibility of the Utility to provide the location of the pilot number to the PSAP for 911 calls, and where technically and operationally feasible the Utility will deliver ANI to the PSAP at a station level behind a Multi-line Telephone System.

(N)
|
(N)

5.7.6 OPTIONAL FEATURES

Customers who subscribe to ISDN-BRI Service may request optional features for their service. The customer may elect to subscribe to any of the features and/or feature packages the Company currently offers for Centrex, Custom Calling, and/or Custom Calling Local Area Signaling Service (CLASS). These services are available in Section 5. Features are available to increase the capability of ISDN-BRI and may be subscribed to on an as needed basis. Availability of features are limited to where facilities permit and may be limited by central office type and switch capacity. Rates and charges for these features are in addition to the customer's ISDN-BRI Service.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.7 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

The following monthly rates and charges are for ISDN-BRI Service. These rates are in addition to the customer's applicable rates for basic service.

	<u>Installation Charge</u>	<u>Monthly Rate</u>
1. <u>Flat Basic Line Service</u>		
a. Business	See Note 1	See Note 2
b. Residence	See Note 1	See Note 2
2. <u>Measured Basic Line Service</u>		
a. Business	See Note 1	See Note 2
b. Residence	See Note 1	See Note 2
3. <u>ISDN-BRI (2B+D) Service</u>		
a. Business	\$300.00	\$25.00
b. Residence	300.00	20.00
4. <u>Packet Switched "D" Channel</u>		
a. Business	N/A	2.00
b. Residence	N/A	2.00
5. <u>High Speed Packet Switched Data</u>		
a. Business	N/A	200.00
b. Residence	N/A	200.00
6. <u>Extended Service Arrangement</u>		
a. Business (per repeater)	200.00	40.00
b. Residence (per repeater)	200.00	40.00
7. <u>Flat Circuit Switched Data Usage Rate</u>		

Flat Circuit Switch Data Usage is available only to customers who subscribe to flat basic service. The current rates for Flat Circuit Switched Data Usage are as follows:

<u>Circuit Data Usage</u>	<u>Monthly Rate</u>
a. Business	\$100.00
b. Residence	75.00
c. Educational	75.00

Note 1: Rate and charges are as specified in Section 2.

Note 2: Rate and charges are as specified in the Local Exchange Tariff, Schedule Cal. P.U.C. No. A1.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.7 RATES AND CHARGES (Continued)

8. Measured Circuit Switched Data Usage Rate

Measured Circuit Switch Data Usage is available only to customers who subscribe to measured basic service. The current usage rates for customers subscribing to Measured Circuit Switched Data Usage are in accordance to the rates in effect for measured basic service described in the Local Exchange Tariff, Schedule CAL P.U.C. No. A1.

5.7.8 RATES AND CHARGES – GLOBAL VALLEY MARKET

	<u>Nonrecurring Charge (2)</u>	<u>Rate Per Month</u>
1. ISDN-BRI Basic Service (1)		
a. Voice Features Include:		
Multiple and/or Shared Directory Numbers (ISDN-BRI Business ISDN only)		
Time and Date display		
Call Information Display		
Multiple Directory Numbers (Residence ISDN only)		
b. Data Features Include: Call Information Display, Multiple Call Appearance		
Business Centrex ISDN Line, each	\$125.00	\$20.00
Residence ISDN Line, each	125.00	20.00
2. Message Charges:		
When the Utility has Measured Service capability, the usage rates and conditions associated with the ISDN-Basic Rate Interface will be tarified. The customer would be notified of the Advice Letter filing. The Business/Centrex ISDN monthly rate would be reduced to \$18.50.		
3. Individual Line Loop Extension	\$50.00	\$28.00
4. ISDN Individual Optional Voice Features:		
a. Additional Call Offering, Flexible Calling (Hold, Consultation Hold, Three-Way Conference, Call Transfer) For Each Directory Number	See Note 1	4.00
b. Each Additional B Channel Circuit Switched Primary Directory Number	See Note 1	2.00

Note 1: In addition to the applicable one-party line rates in the Local Exchange Tariff, Schedule No. A1. Digital Centrex Service rates in the Service Catalog, Section 5, and End User Access Charge.

Note 2: In addition to the applicable Multi-Element Service Charges in the Service Catalog, Section 2.

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.7 RATES AND CHARGES (Continued)

8. Measured Circuit Switched Data Usage Rate

Measured Circuit Switch Data Usage is available only to customers who subscribe to measured basic service. The current usage rates for customers subscribing to Measured Circuit Switched Data Usage are in accordance to the rates in effect for measured basic service described in the Local Exchange Tariff, Schedule CAL P.U.C. No. A1.

5.7.8 RATES AND CHARGES – GLOBAL VALLEY MARKET

	<u>Nonrecurring Charge (2)</u>	<u>Rate Per Month</u>	
1. ISDN-BRI Basic Service (1)			
a. Voice Features Include:			
Multiple and/or Shared Directory Numbers (ISDN-BRI Business ISDN only)			
Time and Date display			
Call Information Display			
Multiple Directory Numbers (Residence ISDN only)			
b. Data Features Include: Call Information Display, Multiple Call Appearance			
Business Centrex ISDN Line, each	\$125.00	\$20.00	
Residence ISDN Line, each	125.00	20.00	
2. Message Charges:			
When the Utility has Measured Service capability, the usage rates and conditions associated with the ISDN-Basic Rate Interface will be tarified. The customer would be notified of the Advice Letter filing. The Business/Centrex ISDN monthly rate would be reduced to \$18.50.			
3. Individual Line Loop Extension	\$50.00	\$28.00	
4. ISDN Individual Optional Voice Features:			
a. Additional Call Offering, Flexible Calling (Hold, Consultation Hold, 3 Way Conference, Call Transfer) For Each Directory Number	See Note 1	4.00	(T)
b. Each Additional B Channel Circuit Switched Primary Directory Number	See Note 1	2.00	

Note 1: In addition to the applicable one-party line rates in the Local Exchange Tariff, Schedule No. A1. Digital Centrex Service rates in the Service Catalog, Section 5, and End User Access Charge.

Note 2: In addition to the applicable Multi-Element Service Charges in the Service Catalog, Section 2.

Effective: October 16, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.7 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - BASIC RATE INTERFACE (BRI) – CALIFORNIA EMBEDDED AND GLOBAL VALLEY MARKET (Continued)

5.7.7 RATES AND CHARGES (Continued)

8. Measured Circuit Switched Data Usage Rate

Measured Circuit Switch Data Usage is available only to customers who subscribe to measured basic service. The current usage rates for customers subscribing to Measured Circuit Switched Data Usage are in accordance to the rates in effect for measured basic service described in the Local Exchange Tariff, Schedule CAL P.U.C. No. A1.

5.7.8 RATES AND CHARGES – GLOBAL VALLEY MARKET

	<u>Nonrecurring Charge (2)</u>	<u>Rate Per Month</u>
1. ISDN-BRI Basic Service (1)		
a. Voice Features Include:		
Multiple and/or Shared Directory Numbers (ISDN-BRI Business ISDN only)		
Time and Date display		
Call Information Display		
Multiple Directory Numbers (Residence ISDN only)		
b. Data Features Include: Call Information Display, Multiple Call Appearance		
Business Centrex ISDN Line, each	\$125.00	\$20.00
Residence ISDN Line, each	125.00	20.00
2. Message Charges:		
When the Utility has Measured Service capability, the usage rates and conditions associated with the ISDN-Basic Rate Interface will be tarified. The customer would be notified of the Advice Letter filing. The Business/Centrex ISDN monthly rate would be reduced to \$18.50.		
3. Individual Line Loop Extension	\$50.00	\$28.00
4. ISDN Individual Optional Voice Features:		
a. Additional Call Offering, Flexible Calling (Hold, Consultation Hold, 3 Way Conference, Call Transfer) For Each Directory Number	See Note 1	4.00
b. Each Additional B Channel Circuit Switched Primary Directory Number	See Note 1	2.00

Note 1: In addition to the applicable one-party line rates in the Local Exchange Tariff, Schedule No. A1. Digital Centrex Service rates in the Service Catalog, Section 5, and End User Access Charge.

Note 2: In addition to the applicable Service Charges in Section 2 of this Service Catalog.

(T)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
(Continued)

5.8.4 REGULATIONS

- A. ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- B. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- C. The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
- D. Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
- E. Temporary suspension of service is not available with ISDN-PRI.
- F. Minimum subscription period is month-to-month.
- G. Verification and Emergency Interrupt service is not available for ISDN-PRI.
- H. Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this Service Catalog.
- I. In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
- J. Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.
- K. Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Section 5.8.9 following. The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
(Continued)

5.8.4 REGULATIONS (Continued)

- L. The Utility will provide and maintain facilities, equipment and services in accordance with Rule 27 "Demarcation Points" described in the Utility's tariff Schedule CAL P.U.C. No. R1. Customer(s) requesting route or type of construction which is feasible but differs from that determined by the Utility, and the Utility concurs, shall be responsible for the additional cost in accordance with Rule 17 "Line Extensions, Service Connections and Facilities on Premises of Customer" described in the Utility's tariff Schedule CAL P.U.C. No. R1.
- M. Foreign Exchange, Switched FEX and Foreign Prefix Services are not available with ISDN-PRI.

5.8.5 DEFINITIONS

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

5.8.6 APPLICATION OF RATES

- A. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer designated premise will be charged at rates per each Primary Rate Access Line.
- B. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.
- C. ISDN-PRI Primary Rate Access Line rates if applicable; apply in addition to Primary Rate Interface.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
 (Continued)

5.8.9 RATES AND CHARGES

A. All usual and applicable Service Connection Charges and Nonrecurring Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

B. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

	<u>Per ISDN Circuit</u>	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
1. Primary Rate Access Line (per PRI Link) (3)			
-Month-To-Month	1-4	\$1,500.00	\$180.00
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	165.00
-Three Year Contract	1-4	1,500.00	160.00
2. Primary Rate Interface (per PRI Link)			
-Month-To-Month	1-4	See Note 1	735.00
-One Year Contract	1-4	See Note 1	700.00
-Two Year Contract	1-4	See Note 1	660.00
-Three Year Contract	1-4	See Note 1	625.00
3. Backup D-Channel (2)(3)			
-Month-To-Month		100.00	50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

Note 1: Installation Nonrecurring Charges for Primary Rate Access Line as specified above are all-inclusive for ISDN circuits.

Note 2: In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group; a backup D-channel will be required for each trunk.

Note 3: Applicable Service Connection Charges and Nonrecurring Charges specified in Section 2 also apply.

Effective: October 16, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
 (Continued)

5.8.9 RATES AND CHARGES

- A. All usual and applicable Service Charges and Nonrecurring Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system. (T)
- B. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

	<u>Per ISDN Circuit</u>	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
1. Primary Rate Access Line (per PRI Link) (3)			
-Month-To-Month	1-4	\$1,500.00	\$180.00
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	165.00
-Three Year Contract	1-4	1,500.00	160.00
2. Primary Rate Interface (per PRI Link)			
-Month-To-Month	1-4	See Note 1	735.00
-One Year Contract	1-4	See Note 1	700.00
-Two Year Contract	1-4	See Note 1	660.00
-Three Year Contract	1-4	See Note 1	625.00
3. Backup D-Channel (2)(3)			
-Month-To-Month		100.00	50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

Note 1: Installation Nonrecurring Charges for Primary Rate Access Line as specified above are all-inclusive for ISDN circuits.

Note 2: In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group; a backup D-channel will be required for each trunk.

Note 3: Applicable Service Charges and Nonrecurring Charges specified in Section 2 also apply. (T)

Effective: September 12, 2021

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
 (Continued)

5.8.9 RATES AND CHARGES

A. All usual and applicable Service Charges and Nonrecurring Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

B. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

	<u>Per ISDN Circuit</u>	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
1. Primary Rate Access Line (per PRI Link) (3)			
-Month-To-Month	1-4	\$1,500.00	\$180.00
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	165.00
-Three Year Contract	1-4	1,500.00	160.00
2. Primary Rate Interface (per PRI Link)			
-Month-To-Month	1-4	See Note 1	845.25 (I)
-One Year Contract	1-4	See Note 1	805.00
-Two Year Contract	1-4	See Note 1	759.00
-Three Year Contract	1-4	See Note 1	718.75 (I)
(I)			
3. Backup D-Channel (2)(3)			
-Month-To-Month		100.00	50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

Note 1: Installation Nonrecurring Charges for Primary Rate Access Line as specified above are all-inclusive for ISDN circuits.

Note 2: In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group; a backup D-channel will be required for each trunk.

Note 3: Applicable Service Charges and Nonrecurring Charges specified in Section 2 also apply.

Effective: September 6, 2022

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
 (Continued)

5.8.9 RATES AND CHARGES

A. All usual and applicable Service Charges and Nonrecurring Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

B. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

	<u>Per ISDN Circuit</u>	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
1. Primary Rate Access Line (per PRI Link) (3)			
-Month-To-Month	1-4	\$1,500.00	\$180.00
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	165.00
-Three Year Contract	1-4	1,500.00	160.00
2. Primary Rate Interface (per PRI Link)			
-Month-To-Month	1-4	See Note 1	972.04 (I)
-One Year Contract	1-4	See Note 1	805.00
-Two Year Contract	1-4	See Note 1	872.85 (I)
-Three Year Contract	1-4	See Note 1	826.56 (I)
(I)			
3. Backup D-Channel (2)(3)			
-Month-To-Month		100.00	50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

Note 1: Installation Nonrecurring Charges for Primary Rate Access Line as specified above are all-inclusive for ISDN circuits.

Note 2: In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group; a backup D-channel will be required for each trunk.

Note 3: Applicable Service Charges and Nonrecurring Charges specified in Section 2 also apply.

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
 (Continued)

5.8.9 RATES AND CHARGES

A. All usual and applicable Service Charges and Nonrecurring Charges as specified in the Section 2, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.

B. ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

	<u>Per ISDN Circuit</u>	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
1. Primary Rate Access Line (per PRI Link) (3)			
-Month-To-Month	1-4	\$1,500.00	\$180.00
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	165.00
-Three Year Contract	1-4	1,500.00	160.00
2. Primary Rate Interface (per PRI Link)			
-Month-To-Month	1-4	See Note 1	1,215.05 (I)
-One Year Contract	1-4	See Note 1	805.00
-Two Year Contract	1-4	See Note 1	1,091.06 (I)
-Three Year Contract	1-4	See Note 1	1,033.20 (I)
(I)			
3. Backup D-Channel (2)(3)			
-Month-To-Month		100.00	50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

Note 1: Installation Nonrecurring Charges for Primary Rate Access Line as specified above are all-inclusive for ISDN circuits.

Note 2: In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group; a backup D-channel will be required for each trunk.

Note 3: Applicable Service Charges and Nonrecurring Charges specified in Section 2 also apply.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
 (Continued)

5.8.9 RATES AND CHARGES (Continued)

C. Optional Features

The following are optional features that may be ordered with ISDN-PRI.

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
1. Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
2. Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	100.00	50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

D. Service Connection Charges

1. Service Installation Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
2. Service Change Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Change Charge is applicable for each PRI Link associated with the customer request (in lieu of a Service Installation Charge)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.8 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI)
(Continued)

5.8.9 RATES AND CHARGES (Continued)

D. Service Connection Charges (Continued)

3. Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

4. Charges for ISDN-PRI Service

	<u>Nonrecurring Charge</u>
a. Service Change Charge per PRI Link	
Changes in 'D' channel or Trunk Group configurations	\$350.00
b. Premises Visit Charge per PRI Link	
Premises Visit Charge (Per Visit)	See Note 1

Note 1: Refer to Section 2 for applicable rates.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.6 RATES AND CHARGES – CALIFORNIA EMBEDDED MARKET

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

	<u>Non-recurring Charge</u> (1)	<u>Monthly Charge</u> (2)	<u>Discounted Monthly Charge With 3 Year Plan</u> (2)
Digital Channel Service			
Port	\$260.00	\$480.00	\$460.00
Digital Transport Facility	1,140.00	220.00	215.00
Interoffice Mileage (1.544 Megabit/Sec)	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 20	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 20	
Direct Inward Dialing Numbers	See Section 5	See Section 5	See Section 5
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

Note 1: Service Connection Charges outlined in Section 2 also apply.

Note 2: In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.7 RATES AND CHARGES – GOLDEN STATE MARKET

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

	<u>Non-recurring Charge</u> (1)	<u>Monthly Charge</u> (2)	<u>Discounted Monthly Charge With 3 Year Plan</u> (2)
Digital Channel Service			
Port	\$175.00	\$530.00	\$490.00
Digital Transport Facility	750.00	220.00	210.00
Interoffice Mileage (1.544 Megabit/Sec)	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 21	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 21	
Direct Inward Dialing Numbers	See Section 5	See Section 5	See Section 5
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

Note 1: Service Connection Charges outlined in Section 2 also apply.

Note 2: In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.9 DIGITAL CHANNEL SERVICE (DCS) – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

5.9.8 RATES AND CHARGES – TUOLUMNE MARKET

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

	<u>Non-recurring Charge</u> (1)	<u>Monthly Charge</u> (2)	<u>Discounted Monthly Charge With 3 Year Plan</u> (2)
Digital Channel Service			
Port	\$265.00	\$420.00	\$400.00
Digital Transport Facility	1,140.00	180.00	175.00
Interoffice Mileage (1.544 Megabit/Sec)	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 22	See Citizens Telecommunications Company of California Access Tariff P.U.C No. 1-T Section 22	
Direct Inward Dialing Numbers	See Section 5	See Section 5	See Section 5
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

Note 1: Service Connection Charges outlined in Section 2 also apply.

Note 2: In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.10 SWITCHED 56 DIGITAL SERVICE (Continued)

5.10.3 SPECIAL CONDITIONS (Continued)

F. Regulations (Continued)

6. Switched 56 Digital Service is offered on a touch-tone signaling basis only.
7. The customer will be served from the nearest serving wire center equipped with Switched 56 Digital Service capability.
8. When a data connection is inactive for thirty (30) minutes, the network will automatically disconnect the data call.
9. Switched 56 Digital Service is available on a month-to-month basis.
10. Outgoing calls on a Switched 56 access line are subject to toll charges set forth in AT&T California's Guidebook, Part 9, Section 1 Message Telecommunications Service. Toll rates will vary according to the tariff of the selected toll carrier.
11. Mileage charges do not apply to Switched 56 Digital Service.
12. Switched 56 Digital Service is subject to all general rules and regulations applicable to the provision of service by the Utility as stated elsewhere in its filed Tariffs and/or Service Catalog.
13. Charges for Switched 56 Digital Service are included in charges that may subject the customer to disconnection of service for nonpayment as described in Rule No. 11, "Discontinuance and Restoration of Service."

G. Limitations

1. Switched 56 Digital Service does not support the following services:
 - a. Analog Voice and Voice Services
 - b. Analog Data Services or Subrates
 - c. 411, 611, 811, 900, 976 or 0+
 - d. 900 and 976 Blocking
 - e. Custom Calling Features
2. Switched 56 Digital Service performance is measured in Error Free Seconds (EFS), Severely Errored Seconds (SES), and Bit Error Rate. The minimum design performance for both IntraLATA and the Utility's portion of InterLATA calls is the following:
 - 95% EFS on 99% of calls of 5 minutes duration over one month.
 - .03% SES over 24 hours.
 - 8.9 E-8 Bit Error Rate.

The above are only design minimums; the Utility does not guarantee these levels.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.11 MILEAGE RATES

5.11.1 APPLICABILITY

Applicable to mileage rates for off premises extension lines, Private Branch Exchange (PBX) station or intercommunicating system station, located off the premises on which the primary service is located and within the same exchange area.

5.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Mileage Rates Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.11.3 RATES AND CHARGES

	<u>Rate Per Month (1)</u>		
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Market</u>
A. First one-quarter mile or portion thereof			
1. Contiguous	\$4.00	\$9.75	\$0.00
2. Non-Contiguous	4.00	9.75	0.00
B. Each additional one-quarter mile or fraction thereof	4.00	1.50	0.00

5.11.4 SPECIAL CONDITIONS

- A. If any line under the above rates involves more than two locations, the number of quarter miles will be computed separately for each leg (the airline distance between the main terminal and each location), fractional quarter miles being considered as whole quarter miles. the number of legs will be one less than the total number of terminals.
- B. The total mileage to which the mileage rates are applicable is a combination of leg mileage as computed in Special Condition A.
- C. No mileage charge is applicable to additional extensions of an off premises extension located on the same premises.
- D. In this schedule "terminals" is defined as the station or stations and primary service connection point between which the off premises line is connected.
- E. An off-premises extension on the same continuous property may be installed on other than the customer's premises provided the extension is for the use of the customer.

Note 1: Charges are in addition to service connection charges as shown in Section 2.

SECTION 5 – MISCELLANEOUS SERVICES

5.11 MILEAGE RATES

5.11.1 APPLICABILITY

Applicable to mileage rates for off premises extension lines, Private Branch Exchange (PBX) station or intercommunicating system station, located off the premises on which the primary service is located and within the same exchange area.

5.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Mileage Rates Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.11.3 RATES AND CHARGES

	<u>Rate Per Month (1)</u>		
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Market</u>
A. First one-quarter mile or portion thereof			
1. Contiguous	\$4.00	\$9.75	\$0.00
2. Non-Contiguous	4.00	9.75	0.00
B. Each additional one-quarter mile or fraction thereof	4.00	1.50	0.00

C. West Coast Market
 (also applies to PBX/PABX station lines)

Main exchange network access line and off-premises extension working from SAME END OFFICE, the following rate elements apply:

Service Charges: Appropriate Service Charges; See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.⁽¹⁾

Monthly Rates: **Special Access Line** - See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.

Main exchange network access line and off-premises extension working from DIFFERENT END OFFICES within the same exchange, the following rate elements apply:

Service Charges: Appropriate Service Charges; See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.⁽¹⁾

Monthly Rates: **Special Transport Charge** between serving end offices - See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.

Special Access Line See Schedule Cal. P.U.C. NO. 1-T, Access Service Tariff, Section 24.

⁽¹⁾ Charges are in addition to service connection charges as shown in Section 2.

(N)

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY MARKET

5.13.1 APPLICABILITY

Applicable to permanent full-time employees that have been employed for six months and who subscribe to the services listed below within the Utility's service areas. Employee Concession Service is not offered to retired employees.

5.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Concession Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.13.3 RATES AND CHARGES

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
A. These discounts apply to the main telephone number for the following services:	100%	100%
1. One-Party Flat Rate Exchange Service		
2. Voice Mail Service:		
a. Basic Mailbox		
b. Tree Mailbox		
3. Custom Calling Service:		
a. Call Forward, All		
b. Call Forward, Busy, Fixed		
c. Call Forward, Busy-No Answer (User Programmable)		
d. Call Forward, Remote Access		
e. Select Call Forwarding		
f. Call Waiting		
g. Cancel Call Waiting		
h. Three-Way Calling		
i. Speed Calling		
(1) 8 Code		
(2) 30 Code		
j. Priority Ringing		
k. Repeat Dialing		
l. Reverted Ring		
m. Call Screen		
n. Call Return		
o. Selective Call Acceptance		

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY & WEST COAST MARKETS (T)

5.13.1 APPLICABILITY

Applicable to permanent full-time employees that have been employed for six months and who subscribe to the services listed below within the Utility's service areas. Employee Concession Service is not offered to retired employees.

5.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Concession Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.13.3 RATES AND CHARGES – GLOBAL VALLEY MARKET (T)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
A. These discounts apply to the main telephone number for the following services:	100%	100%
1. One-Party Flat Rate Exchange Service		
2. Voice Mail Service:		
a. Basic Mailbox		
b. Tree Mailbox		
3. Custom Calling Service:		
a. Call Forward, All		
b. Call Forward, Busy, Fixed		
c. Call Forward, Busy-No Answer (User Programmable)		
d. Call Forward, Remote Access		
e. Select Call Forwarding		
f. Call Waiting		
g. Cancel Call Waiting		
h. Three-Way Calling		
i. Speed Calling		
(1) 8 Code		
(2) 30 Code		
j. Priority Ringing		
k. Repeat Dialing		
l. Reverted Ring		
m. Call Screen		
n. Call Return		
o. Selective Call Acceptance		
p. Personalized Telephone Number Service		
q. Caller ID		
(1) Number Service		
(2) Name and Number Service		
r. Selective Blocking, per call		
s. Complete Blocking, per call		
t. Caller ID Call Waiting		

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY & WEST COAST MARKETS

5.13.1 APPLICABILITY

Applicable to permanent full-time employees that have been employed for six months and who subscribe to the services listed below within the Utility's service areas. Employee Concession Service is not offered to retired employees.

5.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Concession Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.13.3 RATES AND CHARGES – GLOBAL VALLEY MARKET

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	
A. These discounts apply to the main telephone number for the following services:	100%	100%	
1. One-Party Flat Rate Exchange Service			
2. Voice Mail Service:			
a. Basic Mailbox			
b. Tree Mailbox			
3. Custom Calling Service:			
a. Basic Call Forward			(T)
b. Call Forward Busy			
c. Call Forward Busy/No Answer			
d. Remote Call Forward			
e. Selective Call Forward			(T)
f. Call Waiting			
g. Call Waiting/Call Waiting ID/Cancel Call Waiting			(T)
h. 3 Way Calling			
i. Speed Call 8 ⁽¹⁾			(C)
j. Speed Call 30			
k. Priority Call			(T)
l. Busy Number Redial *66			
m. Call Return *69			(T)
n. Selective Call Acceptance			
o. Personalized Telephone Number Service			
p. Caller ID with Name			
q. Selective Call Rejection			(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY MARKET (Continued)

5.13.3 RATES AND CHARGES (Continued)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
A. These discounts apply to the main telephone number for the following services: (continued)	100%	100%
3. Custom Calling Service: - (Cont'd)		
p. Personalized Telephone Number Service		
q. Caller ID		
(1) Number Service		
(2) Name and Number Service		
r. Selective Blocking, per call		
s. Complete Blocking, per call		
t. Caller ID Call Waiting		
4. Simple Inside Wire Repair Service provided by the Utility		
5. Multi-Element Service Charges; One installation, move or change		
6. Bundled Service Offerings:		
Residential service offerings, as listed in Section 7, Bundled Services are available where facilities permit and with the exception of a fee that will be charged for the National Unlimited Toll.		

5.13.4 SPECIAL CONDITIONS

1. Employees must reside at the location being provided the Concession Service.
2. On or after April 13, 2006, permanent full-time employees that retire with long-term disability may retain the Concession Service upon retirement. All other retired employees are not entitled to the Concession Service.
3. Services not listed in the Rates and Charges are offered at the regular tariffed rates and charges.
8. The Voice Mail Service mailboxes listed in the Rates and Charges will be sufficient to service the immediate family that resides with the employee.

SECTION 5 – MISCELLANEOUS SERVICES

5.13 EMPLOYEE CONCESSION SERVICE – GLOBAL VALLEY MARKET & WEST COAST MARKETS (T)
 (Continued)

5.13.3 RATES AND CHARGES – GLOBAL VALLEY MARKET (Continued) (T)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
A. These discounts apply to the main telephone number for the following services: (continued)	100%	100%
4. Simple Inside Wire Repair Service provided by the Utility		
5. Multi-Element Service Charges; One installation, move or change		
6. Bundled Service Offerings:		
Residential service offerings, as listed in Section 7, Bundled Services are available where facilities permit and with the exception of a fee that will be charged for the National Unlimited Toll.		

5.13.4 RATES AND CHARGES – WEST COAST MARKET (N)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	
1. Each primary and extension station service		50%	 (N)
2. The charge for service connection, installation and moves and changes	50%		

5.13.5 SPECIAL CONDITIONS - GLOBAL VALLEY MARKET (T)

1. Employees must reside at the location being provided the Concession Service.
2. On or after April 13, 2006, permanent full-time employees that retire with long-term disability may retain the Concession Service upon retirement. All other retired employees are not entitled to the Concession Service.
3. Services not listed in the Rates and Charges are offered at the regular tariffed rates and charges.
4. The Voice Mail Service mailboxes listed in the Rates and Charges will be sufficient to service the immediate family that resides with the employee.

5.13.6 SPECIAL CONDITIONS - WEST COAST MARKET (N)

In certain instances where the employees' duties require that they be readily available to call at any time and where the Utility considers such service essential to its operations, no charge is made for basic exchange service. However, 40% of the filed tariff charges will apply to all supplemental exchange service in excess of the primary line and instrument.

(N)

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.14 DIRECT INWARD DIALING SERVICE (DID) – CALIFORNIA EMBEDDED MARKET (Continued)

5.14.5 SPECIAL CONDITIONS (Continued)

- J. Rates and charges for the 291 Emergency Reporting System contemplates the installation of Tellabs, Inc. 291 Emergency Reporting System or its equivalent. The Utility's offering is limited to the continued product availability and to limitations as described in Tellabs, Inc. technical manuals.
- K. Direct Inward Dialing service will be provided in exchanges capable of providing the service. The minimum order placed by a customer shall be one block of 50 or 100 numbers. Spare telephone numbers may be reserved by the customer for up to six months to assure growth capacity for direct inward dialing service at the rates and charges shown above. Additional six month reservation periods may be granted by the Utility at its discretion.
- L. The provisions of rate 5.14.4.J.1 preceding will apply in addition to the primary service rate for the class, type and grade of service furnished, for the following service arrangements:
 - 1. Dial service assistance for the physically handicapped.
 - 2. Retention of assignment of a telephone number to a primary service located in a central office area other than the serving central office area.
- M. The primary rate and calling area of the serving central office applies to each of the above serving arrangements.
- N. The rate in 5.14.4.J.1 preceding applies to the airline distance between the two central offices.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.15 DIRECT INWARD DIALING SERVICE (DID) - GLOBAL VALLEY MARKET

5.15.1 APPLICABILITY

An arrangement in a Utility central office to provide DID service from the telecommunications network to the customer's premises for use in connection with dial switching or number identifying equipment.

5.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing DID service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.15.3 RATES AND CHARGES

	<u>Basic Termination Charge</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate (1)</u>
First 20 Direct Inward Dialing station numbers - Each 20 DID station numbers		\$14.00	\$18.00
First 200 Direct Inward Dialing station numbers - Each 100 DID station numbers	6,500.00	400.00	90.00
Over 200 Direct Inward Dialing station numbers - Each additional 100 DID station numbers	1,100.00	70.00	90.00

5.15.4 SPECIAL CONDITIONS

1. Direct Inward Dialing Service (DID) is furnished where operating conditions and the availability of facilities permit.
2. DID will be provided to PBX dial switching equipment.
3. DID service must be provided on all lines in trunk group arranged for inward service.

If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.
4. Directory listings will be furnished in accordance with Section 4 as it applies to PBX trunks. DID numbers furnished herein may be listed at appropriate rates.

Note 1: In addition to the appropriate Multi-Element Service Charges and trunk line rates. Trunks are required in sufficient quantities to meet the traffic demand.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.15 DIRECT INWARD DIALING SERVICE (DID) - GLOBAL VALLEY MARKET (Continued)

5.15.4 SPECIAL CONDITIONS (Continued)

5. Intercepting of numbers assigned to the customer that are vacant or not in use by the customer is the responsibility of the customer. Attendant or suitable machine intercept shall be arranged.

All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.

6. Foreign Exchange DID service will be furnished from a central office designated by the Utility. If a customer designates a central office other than that designated by the Utility, the service may be furnished where operating conditions permit, at the rates and charges applicable to Foreign Prefix service in addition to the rates and charges applicable to Foreign Prefix service in addition to the rates and charges for DID service as set forth above and in Special Conditions 7.

Usage allowance provided with foreign exchange service may not be used as a credit in connection with other service arrangements.

7. AT&T California's rates and charges for foreign exchange business private branch exchange trunk line service and other services will apply in addition to the above rates and charges.
8. Mileage rates set forth in Schedule Cal. P.U.C. No. A1 paragraph 1.7.3.1.a. will apply to DID Service provided within a different exchange of the Utility for each trunk furnished.
9. DID Service is subject to the surcharges set forth in Schedule Cal. P.U.C. No.'s A3 and A4.
10. The rates for DID are applicable for a minimum period of three years. In case of disconnection of or a reduction in this service within the minimum period, a basic termination charge, shown above, reduced by one thirty-sixth (1/36) for each full month or fraction thereof of service, shall be applied.

In connection with the foregoing, where a reduction in the service is requested, the last arrangement provided shall be considered to be the first removed.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS
(Continued)

5.16.2. REGULATIONS (Continued)

F. CANCELLATION FOR CAUSE

The Utility, by 5 days written notice to the customer, may discontinue furnishing of DID service without incurring liability upon:

1. Nonpayment or failure to make payment arrangement of any sum due the Utility or
2. A violation of any condition governing the furnishing of service not rectified by the Customer after notice by the Utility.

G. MAINTENANCE VISIT

The customer is responsible for payment of a service call, as set forth in Section 2 for visits by the Utility to the premises of the customer where the service difficulty or trouble report results from the use of equipment, systems or facilities provided by the customer.

H. ALLOWANCE FOR INTERRUPTIONS

Provisions concerning allowance for interruptions in service are set forth in Rule 14.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS
 (Continued)

5.16.3 RATES AND CHARGES

The rates and charges specified in this section apply for all services involving DID service.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	
		<u>Golden State Market</u>	<u>Tuolumne Market</u>
A. <u>DID SERVICE</u>			
1. <u>PBX Trunk, per trunk</u>	(1)		\$20.25 (2)
Westwood, Lake Almanor	(1)	\$31.40 (2)	
Clear Creek	(1)	31.40 (2)	
College City	(1)	31.40 (2)	
All Others	(1)	31.40 (2)	
2. <u>DID Premium Service, per trunk</u>	\$313.00	8.00	29.00
B. <u>DID TELEPHONE NUMBERS</u>			
1. 100 DID numbers assigned or reserved	77.00	209.50	209.50
2. 20 DID numbers assigned or reserved	15.40	41.90	41.90
3. Charge for activation of reserved DID numbers subsequent to initial installation.	77.00	None	None

Note 1: Business service connection and non-recurring charges in Section 2 apply.

Note 2: Local measured usage charges also apply per the Local Exchange Tariff, Schedule No. A1.

Effective: October 16, 2016

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS
 (Continued)

5.16.3 RATES AND CHARGES

The rates and charges specified in this section apply for all services involving DID service.

	<u>Installation Charge</u>	<u>Monthly Rate</u>	
		<u>Golden State Market</u>	<u>Tuolumne Market</u>
A. <u>DID SERVICE</u>			
1. <u>PBX Trunk, per trunk</u>	(1)		\$20.25 (2)
Westwood, Lake Almanor	(1)	\$31.40 (2)	
Clear Creek	(1)	31.40 (2)	
College City	(1)	31.40 (2)	
All Others	(1)	31.40 (2)	
2. <u>DID Premium Service, per trunk</u>	\$313.00	8.00	29.00
B. <u>DID TELEPHONE NUMBERS</u>			
1. 100 DID numbers assigned or reserved	77.00	209.50	209.50
2. 20 DID numbers assigned or reserved	15.40	41.90	41.90
3. Charge for activation of reserved DID numbers subsequent to initial installation.	77.00	None	None

Note 1: Business Service Charges in Section 2 apply.

(T)

Note 2: Local measured usage charges also apply per the Local Exchange Tariff, Schedule No. A1.

Effective: April 8, 2017

SECTION 5 – MISCELLANEOUS SERVICES

5.16 DIRECT INWARD DIALING SERVICE (DID) - GOLDEN STATE AND TUOLUMNE MARKETS
 (Continued)

5.16.3 RATES AND CHARGES

The rates and charges specified in this section apply for all services involving DID service.

	<u>Installation Charge</u>	<u>Monthly Rate</u>		
		<u>Golden State Market</u>	<u>Tuolumne Market</u>	
A. <u>DID SERVICE</u>				
1. <u>PBX Trunk, per trunk</u>	1		\$20.25 ²	
Westwood, Lake Almanor	1	\$33.00 ²		(I)
Clear Creek	1	33.00 ²		
College City	1	33.00 ²		
All Others	1	33.00 ²		(I)
2. <u>DID Premium Service, per trunk</u>	\$313.00	8.00	29.00	
B. <u>DID TELEPHONE NUMBERS</u>				
1. 100 DID numbers assigned or reserved	77.00	209.50	209.50	
2. 20 DID numbers assigned or reserved	15.40	41.90	41.90	
3. Charge for activation of reserved DID numbers subsequent to initial installation.	77.00	None	None	

¹ Business Service Charges in Section 2 apply.

² Local measured usage charges also apply per the Local Exchange Tariff, Schedule No. A1.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.19 ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP)

5.19.1 APPLICABILITY

EBPP provides residential customers an option to receive their telephone bill electronically and pay their bill online.

5.19.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing EBPP service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.19.3 GENERAL

Frontier Online Bill Payment program is an optional service that allows customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or Automated Clearing House (ACH) transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

5.19.4 RATES AND CHARGES

Monthly Rate

Rate for both a paper copy and an electronic bill copy

\$2.00

5.19.5 SPECIAL CONDITIONS

1. The EBPP is an optional Service.
2. The Company will send an electronic notification to the customer's designated email address when the bill is available on-line.
3. EBPP is available where technically feasible.
4. Service Connection Charges listed in Section 2 do not apply to this service.
5. Customers may discontinue using EBPP Service at any time without charge.
6. Bill inserts will be provided separately either electronically or via U.S. Mail service.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.20 EXTRA COPIES OF BILLS AND TOLL STATEMENTS – GLOBAL VALLEY MARKET

5.20.1 APPLICABILITY

Applicable to the furnishing of extra copies of bills for telephone service and extra copies of toll statements.

5.20.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Extra Copies of Bills and Toll Statements as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.20.3 RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Extra Copies Requested by the Customer:		
Bill for telephone service, each extra copy:		
Livingston, Patterson, Westley,		
San Antonio	\$ 0.75	
Guinda	1.50	
Toll statement, each extra copy:		
Livingston, Patterson, Westley,		
San Antonio	0.75	
Guinda	1.50	
Copy of current month billing, each account number		\$ 8.00

5.20.4 SPECIAL CONDITIONS

1. Charges for furnishing customers with extra copies of bills for telephone service and extra copies of toll statements are intended to cover, in part, the expense incurred by the Utility in the preparation of such extra copies.
2. Extra copies are those in addition to the number of copies regularly furnished by the Utility.
3. The above rates are in addition to applicable multi-element service charges.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

5.21.1 APPLICABILITY

N11 Service is a three-digit local dialing arrangement available in specified areas for the delivery of information services via voice grade facilities. N11 codes have been assigned by the FCC or designated by the telephone industry as follows:

<u>N11 Code</u>	<u>Purpose</u>
211	Allows access to community information and referral services. Assigned by the FCC.
311	Allows access to non-emergency police and government services. Assigned by the FCC.
411	Traditionally allows access to local directory assistance services of local telephone companies. Not formally assigned by the FCC.
511	Allows access to traveler information services. Assigned by the FCC.
611	Traditionally allows access to local telephone company repair and business offices. Not formally assigned by the FCC.
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC.
811	Federally mandated as the Nationwide Number for contractors and others to call before conducting excavation activities.
911	Federally mandated as the national Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress.
011/111	Not available. "0" and "1" are used for switching and routing purposes.

5.21.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing N11 Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.21.3 RATES AND CHARGES

1. A Business Service Order Charge listed in Section 22 of this Service Catalog will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Schedule A1 of the Local Exchange Tariff) used for transporting and terminating messages at the N11 subscriber's designated premises.

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST (T)
MARKETS

5.21.1 APPLICABILITY

N11 Service is a three-digit local dialing arrangement available in specified areas for the delivery of information services via voice grade facilities. N11 codes have been assigned by the FCC or designated by the telephone industry as follows:

<u>N11 Code</u>	<u>Purpose</u>
211	Allows access to community information and referral services. Assigned by the FCC.
311	Allows access to non-emergency police and government services. Assigned by the FCC.
411	Traditionally allows access to local directory assistance services of local telephone companies. Not formally assigned by the FCC.
511	Allows access to traveler information services. Assigned by the FCC.
611	Traditionally allows access to local telephone company repair and business offices. Not formally assigned by the FCC.
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC.
811	Federally mandated as the Nationwide Number for contractors and others to call before conducting excavation activities.
911	Federally mandated as the national Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress.
011/111	Not available. "0" and "1" are used for switching and routing purposes.

5.21.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing N11 Services as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.21.3 RATES AND CHARGES

1. A Business Service Order Charge listed in Section 22 of this Service Catalog will apply and is in addition to the rates listed below.
2. A Service Establishment charge will apply per point-to number.
3. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Service lines, etc.), (listed in Schedule A1 of the Local Exchange Tariff) used for transporting and terminating messages at the N11 subscriber's designated premises.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS
(Continued)

5.21.3 RATES AND CHARGES (Continued)

4. The Central Office Switch Activation charge listed below will apply per central office translated to the point-to number and to change the point-to number.
5. Charges applicable to N11 Service are as follows:
Nonrecurring
Charge

Service Establishment Charge	
• Per Point-to Number	\$150.00
Central Office Switch Activation Charge	
• Per Central Office Switch translated	50.00
Number Change Charge	50.00

5.21.4 SPECIAL CONDITIONS

N11 Service is available in the Company's territory only. To provide N11 access to end users in an another Local Exchange Telephone Company's (LEC) or to a Competitive Local Exchange Carrier's (CLEC) end user, the N11 subscriber must make appropriate arrangements with the LEC or CLEC serving that territory.

This service is provided subject to the availability of the N11 code.

N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).

All rules, regulations and limitations as specified elsewhere in the Local Exchange Tariff and/or Service Catalog for the respective services requested in the N11 Service shall apply.

Directory listings may be provided for N11 under the terms, conditions, rates and charges specified in Section 4 of this Service Catalog.

Access to N11 is not available to the following classes of service:

- 1+
- 0+, 0-(credit card, third-party billing, collect calls),
- 101XXXX,

In addition, operator assisted calls to the N11 subscriber will not be completed.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS
(Continued)

5.21.4 SPECIAL CONDITIONS (Continued)

The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller Identification Service as specified in Section 5 of this Service Catalog.

Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 Service is not provided will be advised that the service is not available from their number.

Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Public Utilities Commission of the state of California.

The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.

This service is available only where facilities are available and technically feasible.

The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing N11.

N11 will be provided under the following conditions:

The N11 subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company to handle calls to N11 without impairing the Company's general telephone service or telephone plant.

The N11 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS
(Continued)

5.21.4 SPECIAL CONDITIONS (Continued)

15. N11 will be provided under the following conditions: (Continued)

The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, action, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

Suspension of N11 Services is not allowed.

The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. At the Company's request, the N11 subscriber will assist in responding to complaints made to the Company concerning the subscriber's N11 service.

The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measure when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

The N11 subscriber will provide announcements. The Company will provide only delivery of the call.

The Company's provision of access to the N11 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under the Local Exchange Tariff and/or Service Catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.21 N11 SERVICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS
(Continued)

5.21.4 SPECIAL CONDITIONS (Continued)

17. The Company may take all legal and practical steps to disassociate it from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
18. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Service Catalog. The company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
19. Calls placed to the N11 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.23 BUSINESS TRAFFIC STUDY SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

5.23.1 APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

5.23.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.23.3 GENERAL

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

5.23.4 RATES AND CHARGES

Set up Charge and first week per access line or trunk group	\$60.00
Each additional week per access line or trunk group	25.00

5.23.5 SPECIAL CONDITIONS

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

Effective: January 15, 2010

SECTION 5 – MISCELLANEOUS SERVICES

5.24 TELEPHONE ANSWERING SERVICE - GOLDEN STATE AND TUOLUMNE MARKETS

5.24.1 APPLICABILITY

Applicable to telephone answering service.

5.24.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Telephone Answering Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.24.3 RATES AND CHARGES

	<u>Installation Charge</u>	<u>Monthly Rate</u>
A. <u>Line Rates</u> (See Special Condition No. C)		
1. Each extension station line terminating on telephone answering equipment located in the base rate area:		
a. Where the telephone answering equipment and the client's primary service are served from the same central office and are located within one-quarter mile of that central office	\$6.25	\$9.40
b. Where the telephone answering equipment and the client's primary service are served from the same central office and the primary service, the telephone answering switchboard or both are located beyond one-quarter mile from that central office	6.25	11.25
B. <u>Customer's Individual Primary Lines</u> (See Special Condition No. D)		
1. Each individual line terminated on telephone answering attendant's position	(1)	(1)

Note 1: The appropriate service connection charges and individual line service rate.

Effective: September 1, 2011

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

(N)

5.28.1 GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

5.28.2 APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

5.28.3 TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Service Catalog.

5.28.4 RATES AND CHARGES

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

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

² In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

(N)

Effective: July 1, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS (T)
(T)

5.28.1 GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

5.28.2 APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

5.28.3 TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Service Catalog.

5.28.4 RATES AND CHARGES

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

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

² In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

Effective: September 6, 2022

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS

5.28.1 GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

5.28.2 APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

5.28.3 TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Service Catalog.

5.28.4 RATES AND CHARGES

	<u>Monthly Rate</u>	
<u>2-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$752.38	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	767.38	
ISDN-PRI Bundle with 50 DID Numbers ²	772.38	
ISDN-PRI Bundle with 100 DID Numbers ²	777.38	
<u>3-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$620.13	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	635.13	
ISDN-PRI Bundle with 50 DID Numbers ²	640.13	
ISDN-PRI Bundle with 100 DID Numbers ²	645.13	
<u>5-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$554.00	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	569.00	
ISDN-PRI Bundle with 50 DID Numbers ²	574.00	
ISDN-PRI Bundle with 100 DID Numbers ²	579.00	

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

² In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE, TUOLUMNE AND WEST COAST MARKETS

5.28.1 GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

5.28.2 APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

5.28.3 TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Service Catalog.

5.28.4 RATES AND CHARGES

	<u>Monthly Rate</u>	
<u>2-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$934.23	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	949.23	
ISDN-PRI Bundle with 50 DID Numbers ²	954.23	
ISDN-PRI Bundle with 100 DID Numbers ²	959.23	
<u>3-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$768.91	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	783.91	
ISDN-PRI Bundle with 50 DID Numbers ²	788.91	
ISDN-PRI Bundle with 100 DID Numbers ²	793.91	
<u>5-Year Term</u> ¹		
ISDN-PRI Bundle ²	\$686.25	(l)
ISDN-PRI Bundle with 20 DID Numbers ²	701.25	
ISDN-PRI Bundle with 50 DID Numbers ²	706.25	
ISDN-PRI Bundle with 100 DID Numbers ²	711.25	

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

² In addition to these monthly recurring charges, usage rates apply as outlined in Section 3, Usage and Toll Charges.

Effective: September 1, 2011

SECTION 5 – MISCELLANEOUS SERVICES

5.28 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNLDED SERVICE - CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS
(Continued)

(N)

5.28.5 SPECIAL CONDITIONS

- A. ISDN PRI Bundle Service is available where technically feasible.
- B. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- C. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge as specified in Section 2 of this Service Catalog for the change and will pay the current rates in effect for the term commitment chosen.
- D. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- E. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
- F. Ports will be provided at the T-1 level only.
- G. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- H. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Service Catalog.
- J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in 5.28.4 Rates and Charges preceding.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued)

(N)

5.30.3 DEFINITION OF TERMS (Continued)

HUNTING

A search through a group of numbers until an idle station is found or the last number of the group is reached.

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.

SPEED CALLING

Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

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.

5.30.4 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 Centrex Service 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.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.30 SWITCHED DATA SERVICES – WEST COAST MARKET (Continued)

(N)

5.30.5 OPTIONAL FEATURES

Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group

This feature, restricted to Centrex Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

5.30.6 OPTIONAL FEATURE PACKAGE

The following feature packages are available for use with Switched Data service:

Feature Package Data 1000 includes:

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.

5.30.7 REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of this Service Catalog 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

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges as specified in Section 13 of Frontier's Tariff, FCC No. 4, will apply to Switched Data service.

(N)

Effective: July 1, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.31 INDIVIDUAL RESELLER LINE SERVICE – WEST COAST MARKET

(N)

5.31.1 GENERAL

- A. Individual Reseller Line service is furnished to pure reseller customers in conjunction with the resale of WATS or WATS-type services. Pure reseller customers are customers that gather originating intermarket area traffic of end users for the purpose of completing those intermarket area calls solely via resold WATS or WATS-type services, and are not facilities-based customers.
- B. In lieu of Switched Access rates as set forth in Schedule Cal. P.U.C. No. 1-T, Facilities For Intrastate Access, an Individual Reseller Line (IRL) rate will apply for each line-side facility provided to the pure reseller customer.
- C. The IRL is subject to the terms and conditions applicable to individual business line service for the exchange in which it is provided, except that the end user common line charge will not apply to the IRL.
- D. Within all exchange areas as said exchanges are defined on the maps contained in its Local Exchange, Schedule AB.

5.31.2 RATES AND CHARGES

Monthly Rate

- A. Individual Reseller Line, each
- B. Service connection charges in Section 2 will also apply.

\$ 33.70

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.32 PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE – WEST COAST MARKET

(N)

5.32.1 GENERAL

Applicable to all company or customer-provided private branch exchange services. Within exchange areas as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

5.32.2 SPECIAL CONDITIONS

A. Equipment Arrangement

1. This service is furnished where operating conditions and availability of facilities and equipment permit, subject to telephone number availability and in accordance with the rules, and special conditions set forth in the Utility's Tariff and/or Service Catalog.
2. The Utility will provide to the customer an equipment arrangement in the Utility's central office to provide direct inward dialing service from the exchange and the message toll network directly to dial switching equipment installed on customer premises. Where furnished with customer-provided switching equipment, regulations for connection with customer-provided facilities and devices, as set forth by the Utilities Commission of the State of California and/or the Rules and Regulations of the Federal Communications Commission.
3. The rates for this service are applicable for a minimum period of three years. In case of disconnection of, or a reduction in this service within the minimum period, a basic termination charge, as shown in rates, above, reduced by one thirty sixth (1/36) for each full month or fraction thereof of service provided, shall be applied.

In connection with the foregoing, where a reduction in the service is requested the last equipment arrangement provided shall be considered to be the first removed.

4. This service must be provided on all lines in an exchange trunk group arranged for inward dialing service. Numbers will be furnished and billed for in blocks of 100 at charges and rates shown herein. Spare telephone numbers reserved by the customer to assure growth capacity for direct inward dialing service will also be charged for at charges and rates shown herein. On customer-provided systems, the customer shall provide all necessary terminating equipment to maintain Utility specified service levels.
5. Customers either with Utility-provided or customer-provided switching systems, must agree to subscribe to sufficient direct inward dialing service trunks to maintain an average grade of service, whereby not more than one call out of each one hundred call attempts will be blocked during the average busy hour of the busy week of the busy season as measured at the Utility's central office.

If the customer fails to subscribe to a sufficient number of trunks, the service will be disconnected based on procedures outlined in the Utility's Section 2, Discontinuance and Restoration of Service.

(N)

Effective: July 1, 2013

SECTION 5 – MISCELLANEOUS SERVICES

5.32 PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE – WEST COAST MARKET (Continued)

(N)

5.32.2 SPECIAL CONDITIONS (Continued)

A. Equipment Arrangement (Continued)

6. Customer-provided switching systems must be arranged by the customer, to provide for the mechanical or operator intercepting of incoming calls to unassigned and/or disconnected station numbers that have been assigned to the customer.
7. Directory listings will be furnished in accordance with Section 9, as it applies to private branch exchange service. Direct inward dialing station numbers may be listed at appropriate rates. Customer-provided equipment customers are responsible for timely updating of all telephone number changes, disconnects, additions, etc., in order to meet time schedule requirements for entry in or exclusion from the Utility's telephone directory(s).
8. Customer-provided equipment must meet industry standards established under direct distance dialing network requirements with regard to trunking, signaling, intercept, tone signals, etc.
9. The above rates and charges are in addition to the rates and charges for other Utility services or facilities with which this service is associated. Such services or facilities include but are not limited to PBX switching equipment, PBX stations, tie lines or private lines, exchange trunk lines and connecting arrangements.
10. All changes in rearrangement of, or additions to this service made at the customer's request will be billed at the appropriate charges specified herein or in other applicable sections of this Service Catalog such as, but not limited to Section 5. Where changes in, rearrangements of, or additions to this service are caused by Utility-initiated telephone prefix (or code) reassignments, changes will be made by the Utility at no charge to the customer.
11. If the customer subscribes to less than 1000 numbers, service will be provided in separate groups of 100 numbers and a separate trunk group will be required for each group of 100 numbers, and two digits will be forwarded to the PBX.

If the customer subscribes to 1000 or more numbers, service will be provided in separate groups of 1000 numbers and the charges and rates, set forth above, will be applied to groups of 1000 numbers. A separate trunk group will be required for each group of 1000 numbers and three digits will be forwarded to the PBX.

Customers may reserve numbers in quantities mentioned above at the same charges and rates as previously noted.

12. When the operation of a PBX system is changed from regular type service to direct inward dialing operation, all trunks arranged for this operation will be considered new and the applicable service connection charges as shown in Section 5 will apply.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.32 PRIVATE BRANCH EXCHANGE TRUNK LINE SERVICE – WEST COAST MARKET (Continued)

(N)

5.32.3 RATES AND CHARGES

A. Direct Inward Dialing Service

	<u>Basic Termination Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Equipment arrangement in Utility central office necessary to provide in-dialing from the exchange and message toll network directly to a Utility-provided PBX or customer-provided dial switching equipment installed on the customer premises(1) (SEE CONDITION NO. 1)			
1. First 200 direct inward dialing (DID) station numbers			
Each 100 direct inward dialing (DID) Station numbers	\$7,150.00	\$220.00	\$440.00
2. Each additional 100 direct inward dialing (DID) station numbers over 200	1,210.00	38.50	77.00

(1) In addition to the charges and rates for other services and facilities including charges and rates applicable to private branch exchange trunks as shown in Section 4 and Section 5.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET

(N)

5.33.1 GENERAL

- A. Centrex Service is a Central Office based service, which provides PBX type features to multi-line business customers. Basic operating features include Basic Business Group, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Station-to-Station Dialing, and Automatic Identified Outward Dialing (AIOD), Dual Tone Multi-frequency (DTMF) and Distinctive Ring. Digital switches such as the GTD-5 EAX, and DMS-100 are primary serving technologies.
- B. Centrex Service will be offered in wire centers where facilities exist to provide the service.
- C. One directory listing is provided without charge for each Centrex system. Additional directory listings for Centrex Service stations may be provided to the customer at the regular business extra listing rate.
- D. Centrex lines may not terminate as trunks on PBX/PABX systems. The Utility will determine the central office configuration required to conform to Utility standards. Any request to deviate from these standards will be rated on an individual case basis.
- E. Tie lines for direct connections between a Centrex system and other systems are provided primarily for communication between stations of the two systems.

5.33.2 SERVICE OFFERING

- A. This service offering is designed for Centrex Service customers with a minimum of 2 and a maximum of 200 main station lines. If the Centrex Service falls below two lines it will no longer be considered a Centrex system. The remaining line will be converted to an individual business line with no features. All existing Tariff and/or Service Catalog rules, regulations, rates and charges associated with the conversion will apply. The Centrex price structure includes these functional elements:

- Network Access Register
- Monthly line rate
- Feature Package Rate
- Monthly subscriber line charge credit
- Charges for optional features
- Applicable Nonrecurring Charges

Centrex features are arranged in packages as shown in parts d, e, and f of this Service Catalog.

- Feature Series 1000
- Feature Series 2000
- Feature Series 3000

- B. A customer subscribing to one of the packages may order additional prescribed optional features at the rates shown in Rates and Charges of this section following.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.2 SERVICE OFFERING (Continued)

- C. Assigned Centrex Service Telephone Numbers - Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are “working at all times” to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

5.33.3 DEFINITIONS

Centrex Service includes the following basic features:

Automatic Identification of Outward Dial – Identifies all calls leaving the customer group by the station number from which calls are placed.

Business Group – A collection of stations having an inter-station abbreviated dialing plan for station-to-station calling and a common access to the public switched network.

Dual Tone Multiple Frequency (DTMF) – Permits a station user to have a telephone set with either rotary dial or dial pulse keypad.

Centrex Service includes the following basic features: (Continued)

Direct Inward Dialing – Enables a station user to receive local or long distance calls from outside of the business group without the aid of the attendant.

Direct Outward Dialing – Allows a station user to place local or long distance calls outside of the business group, without the aid of the attendant.

Distinctive Ring – Permits a station user to determine by the cadence of the ringing, whether a call is from another station or someone outside the business group.

Station-to-Station Calling – Allows the station users in a business group to do intercom calling with less than the full 7 digit station number, commonly 3, 4, or 5 digits.

In addition to the basic features above, Centrex Service subscribers select one of three packages, which offer additional station and system features. Optional features are also available. All packages include those features in the Feature Series 1000 Package. A customer having the Feature Series 2000 Package will also have all the features in the Feature Series 1000 Package while a customer having the Feature Series 3000 Package will have the features in all three packages. These features are described below:

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.4 FEATURE SERIES 1000 PACKAGE

Call Alternation – Allows a station user to hold one call, make another call, then talk alternately between the two parties.

Call Forwarding – Permits a station user to forward calls that encounter busy and/or no answer conditions, or all calls, to a pre-defined destination.

Call Hold – Enables a station user to put a call on hold and later retrieve the held call. The station user may originate or answer another call while the initial call is on hold.

Consultation Hold – Allows the transferring party to talk privately with the destination before transferring the call or establishing a Three Way Conference/transfer.

Call Transfer – Allows a station user to transfer a call to another party.

Dial Call Waiting – Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Directory Number Hunting – Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

Extended Call Pickup – Permits a station user to dial a code to apply call pickup to groups other than its own.

Group Call Pickup – Permits a station user to dial a code to answer a call, which is ringing at another station within the call pickup group.

Last Number Redial – Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number.

Pilot Number Hunting – Uses a pilot number to access a hunt list. When the pilot number is called, all lines in the list are hunted in order until an idle line is found.

Speed Calling 8 (Individual) – Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits.

Three Way Calling – Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction – Prevents customer designated stations from placing any chargeable calls.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.4 FEATURE SERIES 1000 PACKAGE

Call Alternation – Allows a station user to hold one call, make another call, then talk alternately between the two parties.

Call Forwarding – Permits a station user to forward calls that encounter busy and/or no answer conditions, or all calls, to a pre-defined destination. (T)

Call Hold – Enables a station user to put a call on hold and later retrieve the held call. The station user may originate or answer another call while the initial call is on hold.

Consultation Hold – Allows the transferring party to talk privately with the destination before transferring the call or establishing a 3 Way Conference/transfer. (T)

Call Transfer – Allows a station user to transfer a call to another party.

Dial Call Waiting – Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Directory Number Hunting – Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

Extended Call Pickup – Permits a station user to dial a code to apply call pickup to groups other than its own.

Group Call Pickup – Permits a station user to dial a code to answer a call, which is ringing at another station within the call pickup group.

Busy Number Redial *66 – Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (T)

Pilot Number Hunting – Uses a pilot number to access a hunt list. When the pilot number is called, all lines in the list are hunted in order until an idle line is found.

Speed Call 8 ⁽¹⁾ (Individual) – Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (C)

3 Way Calling – Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a 3 way connection. (T)
(T)

Toll Restriction – Prevents customer designated stations from placing any chargeable calls.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.5 FEATURE SERIES 2000 PACKAGE

The features below are in addition to the Feature Series 1000 Package features.

Automatic Callback – Enables a station user to camp-on to a busy station, go on-hook, and be called back when the busy station becomes idle.

Call Park – Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting – Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security – Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service – Assigns each station a class-of-service, which defines its calling privileges and any features restricted from its use.

Saved Number Redial – Permits a station user to store a number in memory and then later redial the number using a code.

Speed Calling 30 (System) – Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution – Distribution of calls to the pilot number throughout the hunt group to even the workload.

5.33.6 FEATURE SERIES 3000 PACKAGE

The features below are in addition to the Feature Series 1000, 2000 Package features.

Executive Busy Override – Allows an executive to break-in, with a break-in tone, on an existing call.

Incoming Call Forwarding – Restricts call forwarding of all calls to those from outside the business group.

Off-Hook Queuing – Permits a station user to wait off-hook for the next available facility when all lines are busy.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.6 FEATURE SERIES 3000 PACKAGE (Continued)

Remote Access to Features – Enables a member of the business group to call into the business location from a remote location, and after entering a proper authorization code, can make use of the business facilities. This feature includes enabling the member to activate, change or deactivate their call forwarding service from the remote location.

Ringback Queuing – Permits a station user who has activated queuing to go on-hook and be called when the busy facility comes available.

Speed Calling 30 (Individual) – Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing three to four digits.

Within Group Call Forwarding – Restricts a station user so that calls may only be forwarded to other stations in the business group.

5.33.7 OPTIONAL SYSTEM FEATURES

The features below can be ordered individually at the rates shown in J.5. and 6. of this Service Catalog.

Additional Numbers – A software number, which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional number.

Automatic Route Selection (ARS) – Analyzes numbers to determine the low cost choice of routes, as previously established by the customer.

Expensive Route Warning – Inserts a tone to warn the station user when a call is to be routed over an expensive route.

Facilities Restriction Level – Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS. In order for a station user to access a facility, the station must have a restriction level at least equal to that of the facility.

Time of Day Routing – Allows Automatic Route Selection to change as the day progresses to ensure the most economical routing choices.

Authorization Codes – Permits the caller to override the calling restrictions placed on a particular line.

Conference Calling – Permits a station user or attendant to form a conference with up to eight parties, including other stations and/or parties reached over trunks.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.7 OPTIONAL SYSTEM FEATURES (Continued)

Code Call Access – Accesses a code call circuit in the central office, which sounds codes throughout the customer's premises.

FX Access – Connects to foreign exchange line facilities.

Limited Automatic Call Distribution – Allows incoming calls to be directed to and distributed among a select group of stations using distributive hunting. At least one of the members of the hunt group is assigned as the controller for 'group make busy'. Each member of the group has the ability to remove its station from the ACD hunting list.

Music-on-Hold – Provides access to a common music source for use with call hold, transfer, park, and queuing features.

Paging/Public Address Access – Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups – A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting – Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing – Provides two levels of priority in the handling of queued calls: high priority and low priority.

Recorded Announcement Custom – Routes specified calls to a recorded announcement at the Utilities central office. The recording may be customized at the customer's option.

Speed Calling 30 (System) – See Features Series 2000 Package definitions.

Stop Hunt – Uses a code to stop the hunting process when a particular line is reached in a hunting sequence. This feature is most often used with Pilot Number Hunting to shorten the list in off-hours. This feature may require a hardware key in some central offices.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.9 CENTREX FEATURE PACKAGES

<u>Centrex Features</u>	<u>Feature Series 1000</u>	<u>Feature Series 2000</u>	<u>Feature Series 3000</u>
Call Hold	X	X	X
Consultation Hold	X	X	X
Call Alternation	X	X	X
Dial Call Waiting	X	X	X
Speed Calling 8	X	X	X
Call Transfer	X	X	X
Call Forwarding	X	X	X
Three-Way Calling	X	X	X
Last Number Redial	X	X	X
Toll Restriction	X	X	X
Directory Number Hunting	X	X	X
Pilot Number Hunting (2)	X	X	X
Group Call Pickup	X	X	X
Extended Call Pickup (1)	X	X	X
Automatic Callback		X	X
Call Park		X	X
Data Line Security		X	X
Saved Number Redial (1)		X	X
Multiple Classes of Service		X	X
Circular Hunting (2)		X	X
Speed Calling 30 (System)		X	X
Uniform Call Distribution		X	X
Remote Access to Features			X
Off Hook Queuing			X
Ringback Queuing			X
Executive Busy Override			X
Incoming Call Forwarding			X
Within Group Call Forwarding			X
Speed Calling 30 (Individual)			X

A customer may upgrade to another package and pay a Nonrecurring Charge in addition to the appropriate Service Charge in Section 2 of this Service Catalog. Line Connection charges will be rated as shown in Rates and Charges following.

- (1) Where facilities and conditions permit.
- (2) Requires one or more hunt groups at the rates in Rates and Charges following.

(N)

Effective: July 20, 2014

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.9 CENTREX FEATURE PACKAGES

<u>Centrex Features</u>	<u>Feature Series 1000</u>	<u>Feature Series 2000</u>	<u>Feature Series 3000</u>	
Call Hold	X	X	X	
Consultation Hold	X	X	X	
Call Alternation	X	X	X	
Dial Call Waiting	X	X	X	
Speed Call 8 ⁽³⁾	X	X	X	(T)(C)
Call Transfer	X	X	X	
Basic Call Forward	X	X	X	(T)
3 Way Calling	X	X	X	
Busy Number Redial *66	X	X	X	(T)
Toll Restriction	X	X	X	
Directory Number Hunting	X	X	X	
Pilot Number Hunting ⁽²⁾	X	X	X	
Group Call Pickup	X	X	X	
Extended Call Pickup ⁽¹⁾	X	X	X	
Call Return *69		X	X	(T)
Call Park		X	X	
Data Line Security		X	X	
Saved Number Redial ⁽¹⁾		X	X	
Multiple Classes of Service		X	X	
Circular Hunting ⁽²⁾		X	X	
Speed Call 30 (System)		X	X	(T)
Uniform Call Distribution		X	X	
Remote Access to Features			X	
Off Hook Queuing			X	
Ringback Queuing			X	
Executive Busy Override			X	
Incoming Call Forwarding			X	
Within Group Call Forwarding			X	
Speed Calling 30 (Individual)			X	

A customer may upgrade to another package and pay a Nonrecurring Charge in addition to the appropriate Service Charge in Section 2 of this Service Catalog. Line Connection charges will be rated as shown in Rates and Charges following.

(1) Where facilities and conditions permit.

(2) Requires one or more hunt groups at the rates in Rates and Charges following.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.9 CENTREX FEATURE PACKAGES

<u>Centrex Features</u>	<u>Feature Series 1000</u>	<u>Feature Series 2000</u>	<u>Feature Series 3000</u>	
Call Hold	X	X	X	
Consultation Hold	X	X	X	
Call Alternation	X	X	X	
Dial Call Waiting	X	X	X	
Speed Call 8 ⁽³⁾	X	X	X	
Call Transfer	X	X	X	
Basic Call Forward	X	X	X	
3 Way Calling	X	X	X	
*66 Busy Number Redial	X	X	X	(T)
Toll Restriction	X	X	X	
Directory Number Hunting	X	X	X	
Pilot Number Hunting ⁽²⁾	X	X	X	
Group Call Pickup	X	X	X	
Extended Call Pickup ⁽¹⁾	X	X	X	
*69 Call Return		X	X	(T)
Call Park		X	X	
Data Line Security		X	X	
Saved Number Redial ⁽¹⁾		X	X	
Multiple Classes of Service		X	X	
Circular Hunting ⁽²⁾		X	X	
Speed Call 30 (System)		X	X	
Uniform Call Distribution		X	X	
Remote Access to Features			X	
Off Hook Queuing			X	
Ringback Queuing			X	
Executive Busy Override			X	
Incoming Call Forwarding			X	
Within Group Call Forwarding			X	
Speed Calling 30 (Individual)			X	

A customer may upgrade to another package and pay a Nonrecurring Charge in addition to the appropriate Service Charge in Section 2 of this Service Catalog. Line Connection charges will be rated as shown in Rates and Charges following.

(1) Where facilities and conditions permit.

(2) Requires one or more hunt groups at the rates in Rates and Charges following.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.10 RATES AND CHARGES (Continued)

A. Monthly Charges(1) (Continued)

NETWORK ACCESS REGISTER (NAR)

A software defined path in the Centrex system, which provides network access to and from the Centrex stations in that system. The quantity of NARs needed is dependent on the customer's incoming and outgoing network traffic requirements.

	<u>Monthly Rate</u>
Network Access Register, each	\$31.40

The following access quantities are suggested with the Centrex Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

(N)

Effective: January 20, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

A. Monthly Charges(1) (Continued)

NETWORK ACCESS REGISTER (NAR)

A software defined path in the Centrex system, which provides network access to and from the Centrex stations in that system. The quantity of NARs needed is dependent on the customer's incoming and outgoing network traffic requirements.

	<u>Monthly Rate</u>	
Network Access Register, each	\$33.40	(I)

The following access quantities are suggested with the Centrex Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

A. Monthly Charges(1) (Continued)

NETWORK ACCESS REGISTER (NAR)

A software defined path in the Centrex system, which provides network access to and from the Centrex stations in that system. The quantity of NARs needed is dependent on the customer's incoming and outgoing network traffic requirements.

	<u>Monthly Rate</u>	
Network Access Register, each	\$35.15	(I)

The following access quantities are suggested with the Centrex Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

Effective: February 23, 2021

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

A. Monthly Charges(1) (Continued)

NETWORK ACCESS REGISTER (NAR)

A software defined path in the Centrex system, which provides network access to and from the Centrex stations in that system. The quantity of NARs needed is dependent on the customer's incoming and outgoing network traffic requirements.

	<u>Monthly Rate</u>	
Network Access Register, each	\$37.15	(I)

The following access quantities are suggested with the Centrex Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

5.33.10 RATES AND CHARGES (Continued)

A. Monthly Charges(1) (Continued)

NETWORK ACCESS REGISTER (NAR)

A software defined path in the Centrex system, which provides network access to and from the Centrex stations in that system. The quantity of NARs needed is dependent on the customer's incoming and outgoing network traffic requirements.

	<u>Monthly Rate</u>	
Network Access Register, each	\$42.15	(I)

The following access quantities are suggested with the Centrex Feature Packages 1000, 2000, and 3000 to provide a P.01 grade-of-service for up to 200 lines.

NAR SIZING

<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>	<u>Lines</u>	<u>NARs</u>
02	2				
03-04	3	28-37	8	78-89	13
05-08	4	38-45	9	90-100	14
09-13	5	46-55	10	101-125	15
14-19	6	56-66	11	126-150	16
20-27	7	67-77	12	151-175	18
				176-200	20

(1) Does Not Include Subscriber Line Charge. Refer to Frontier's Tariff FCC No. 4, Section 13 for Subscriber Line Charge. Also refer to Rates and Charges for Subscriber Line Charge Credit following.

SECTION 5 – MISCELLANEOUS SERVICES

5.33 CENTREX SERVICE – WEST COAST MARKET (Continued)

(N)

5.33.10 RATES AND CHARGES (Continued)

E. <u>Optional System Features</u> (8)	<u>Monthly Rate</u>
Additional Numbers	\$ 2.00
WATS Access, per trunk	3.00
800/888 Service Access, per termination	3.00
Tie Facility Access, per trunk	5.00
Limited Automatic Call Distribution, per group	1.00
Preferential Hunting (2), per line	0.50
Stop Hunt (2)(3), per hunt group	3.00
Pilot Number of Hunt Groups, per number	0.10
Priority Queuing (4), per system	1.00
Authorization Codes/per 10 codes	1.00
Speed Calling 30 (System), per list of 30	0.30
Terminal Make Busy (3), per hunt group	3.00
Paging/Public Address Access (1), per 100 lines	50.00
Code Call Access (1), per system	25.00
Music On Hold (1), per 50 lines	25.00
Recorded Announcement – Custom	75.00
Conference Calling 8 Port, per conference card	60.00
T1 Access, per T1	105.00
Automatic Route Selection (ARS), per system	175.00
Expensive Route Warning	
Facilities Restriction Level	
Time of Day Routing	
 F. <u>Optional Attendant Features</u>	
Data Link Console Interface	90.00
Attendant Identification Multiple Directory Number	1.00
Pre-Determined Night Answer (PNA)	1.00
Universal Night Answer (UNA)(5)(6)	1.00
Mixed Night Answer (1)(6)(7)	1.00
Additional Console Member	90.00
Flexible Night Answer (6)	1.00

Note:

- (1) Where facilities and conditions permit. Does not include music source for Music on Hold.
- (2) Requires one or more hunt groups.
- (3) May require additional hardware.
- (4) Requires off-hook queuing.
- (5) Requires listed directory number.
- (6) Requires data-link console.
- (7) Requires PNA and UNA.
- (8) Requires multiline appearances normally assigned to a rotary hunt group.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

(N)

5.34.2 CONDITIONS (Continued)

- H. The Customer must subscribe to a number of trunks or Centrex Service lines sufficient to insure service standards as determined by the Utility.
- I. Each Customer subscribing to User Transfer service is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line. User Transfer (Call Transfer) is part of the standard Centrex Service. Therefore, User Transfer rates from this section are not billed to Centrex Customers.
- J. Each Customer, such as an ESP, ordering services from the Utility on behalf of its customers (the Customer's clients) is responsible for payment of all rates and charges associated with the services ordered. Should a client dispute the Customer's authority, the Customer will be held responsible by the Utility, whether or not an agency agreement (any agreement between Customer and client) exists.
- K. The Nonrecurring Charges, specified in Section 2, Service Charges will be billed to the Customer for each client whenever services associated with a client's line and subscribed to by the Customer on behalf of the Customer's client are established. One NRC will apply when more than one of the following services are ordered at the same time for the same client on the same line:

Call Forwarding Busy Line
Call Forwarding Busy Line/Don't Answer
Call Forwarding - Don't Answer
Forward Call Information
Message Waiting Indication
Three Service Package

- L. The Customer is responsible for placing orders for disconnecting or discontinuing ESP services subscribed to on behalf of clients. Should a Customer's client's telephone service be discontinued or disconnected for any reason, the Utility will continue billing the Customer for ESP services subscribed to on behalf of the client until the Customer requests that the service be disconnected or discontinued.
- M. Each Customer and each client, directly or indirectly subscribing to a call forwarding service, is responsible for the payment of applicable calling charges for each completed call forwarded from its line to another line.
- N. Unless otherwise indicated, services available to Centrex Service Customers will be billed in accordance with the rates, charges, and conditions included in the Centrex Service section of this Service Catalog.
- O. Each call forward service, each Message Waiting Indication service, and each Forwarded Call Information service and each ESP package containing any of these services must be associated with a specific individual line, with a specific telephone trunk-line telephone number, or with a specific Centrex Service station line from which calls are forwarded and to which calls are forwarded and to which is subscribed by a Customer or a Customer's client.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

(N)

5.34.2 CONDITIONS (Continued)

- P. A Customer must specify which services are to be associated with each client's telephone service.
- Q. Each Customer providing voice message services must subscribe to either business trunk or Centrex Service for access to the Utility's switched network. The network connection will be used to pass messages to and from the ESP's equipment, and the client's equipment must be compatible.
- R. Services are limited in their offering to where facilities are available.

5.34.3 DEFINITIONS

Call Forwarding-Busy Line is a permanently activated service, which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters a normal busy-line condition.

Call Forwarding-Busy Line/Don't Answer is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

Call Forwarding-Don't Answer is a permanently activated service which automatically redirects calls placed to a Customer's or a Customer's (such as an ESP's) client's telephone number to another telephone number, if the caller encounters a no answer condition after a specified number of rings.

Customer Controllable Ringing is a service, which provides a client with the ability to program the number of rings generated before a call is forwarded. A client may program the service to complete as many as nine ring cycles. This service provides clients with the ability to adjust the number of ring cycles that are used prior to forwarding a call in a "No Answer" situation. To select the number of rings desired (1-9), the client will dial a special access code and then input a digit that corresponds to the number of ring cycles desired before the forwarding takes place.

Data Link service provides the capability to deliver Forwarded Call Information to an ESP (requires subscription to Forwarded Call Information-Intraoffice). A Data Link is required for each central office serving area per system. Data Link service is limited to the provisioning of voice messaging by voice message providers.

Enhanced Call Transfer allows the user of a two-way trunk with DID to transfer incoming calls to another number and then leave the connection without disconnecting the call. This frees the line to receive another call. Enhanced Call Transfer is available to Customers who have existing facilities and does not require any additional equipment for connectivity.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

(N)

5.34.4 RATES AND CHARGES

	<u>NRC</u>	<u>Monthly Rate</u>
Call Forwarding Busy Line Per line arranged	(1)	\$1.25
Call-Forwarding Busy Line/Don't Answer Per line arranged	(1)	1.50
Call Forwarding – Don't Answer Per line arranged	(1)	1.25
Customer Controllable Ringing Per line arranged	(1)	1.00
Data Link (Requires Subscription to Forwarded Call Information) Per Data Link	713.67 ⁽²⁾	350.00
Enhanced Call Transfer Per trunk	713.67 ⁽²⁾	19.00

⁽¹⁾ Nonrecurring charges in Section 2 of this Service Catalog are applicable.

⁽²⁾ Nonrecurring charge is applied per customer. Nonrecurring charges from Section 2 of this Service Catalog are applicable in addition to this charge.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.34 ENHANCED SERVICE PROVIDERS (ESPs) SERVICE – WEST COAST MARKET

(N)

5.34.4 RATES AND CHARGES (Continued)

	<u>NRC</u>	<u>Monthly Rate</u>
ESP Package 1 A fixed package of service which includes: Call Forwarding Busy-Line/Don't Answer Forwarded Call Information Message Waiting Indication Per Line Arranged	(1)	2.00
ESP Package 2 A fixed package of services which includes: Call Forwarding Busy-Line/Don't Answer Customer Controllable Ringing Forward Call Information-Intraoffice Message Waiting Indication-Audible Per Line Arranged	(1)	2.75
Forwarded Call Information-Intraoffice (Requires Subscription to Data Link) Per Line Arranged	(1)	1.00
Message Waiting Indication-Audible Per Line Arranged	(1)	0.50
Message Waiting Indication-Visual Per Line Arranged	(1)	0.50
User Transfer Per Centrex Service line or trunk line	(1)	1.50
Queing Per Centrex Service line or trunk line	(1)	1.50

(1) Nonrecurring charges in Section 2 are applicable.

(N)

SECTION 5 – MISCELLANEOUS SERVICES

5.35 INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI) – WEST COAST MARKET (Continued)

(N)

5.35.3 DEFINITION OF TERMS

"B" CHANNEL

The "B" channel carries digitized customer traffic (voice, data) at 64 Kbps.

"D" CHANNEL

The "D" Channel is a signaling channel at 64 Kbps used to control and route "B" channel traffic.

INTERMEDIARY CUSTOMER (IC) SERVICES

"B" channels may be dedicated to interconnect with various compatible services provided by other service providers such as interexchange carriers or competitive access providers. The customer shall be responsible for the ordering of these services.

ISDN-PRI SERVICE

Provides the communications path between the customer's premises and the equipped central office for access to switched voice and switched data services. Each ISDN-PRI Service employs a Primary Rate Interface (PRI) Facility and Primary Rate Interface (PRI) Access.

ISDN-PRI SERVICE ARRANGEMENT

Denotes one or more PRI Facilities plus PRI Access arranged together in the same central office or different central office to provide one single service for the same customer. Primary Rate Interface (PRI) - denotes the connection of a 1.544 Mbps high capacity digital service to the serving central office switch. Software in the central office switch defines 24 channels within the 1.544 Mbps bandwidth of the high capacity digital service. The 24 channels are typically divided into 23 "B" channels plus one "D" channel.

REMOTE SWITCHING CLUSTER

Exists when the remote switch is dependent on the host switch for its software processing. A remote switch can process only intra-office calls with the host switch. Customers served from a Remote Switching Cluster may subscribe to ISDN-PRI from the host switch at no additional charge, provided the customer's local calling area and telephone numbers are those provided from the remote switch.

(N)

Effective: January 22, 2017

SECTION 5 – MISCELLANEOUS SERVICES

5.36 CONVENIENCE FEE

5.36.1 GENERAL

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

1. 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.

5.36.2 RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence

\$4.50

(N)

(N)

Effective: July 24, 2019

SECTION 5 – MISCELLANEOUS SERVICES

5.36 VACATION GET AWAY SERVICE

(N)

5.36.1 GENERAL

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

5.36.2 CONDITIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers, multi-party customers or optional measure service customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
7. 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.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

5.36.3 RATES AND CHARGES

NONRECURRING CHARGE:

\$39.99

(N)

Effective: January 15, 2010

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

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Effective: July 1, 2013

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

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Effective: March 6, 2014

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

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Effective: January 15, 2010

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>		
1. Frontier Wire Care:	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & & Tuolumne Markets</u>
a. Business (Applicable to all exchanges)	\$2.99	\$0.75	\$1.00
b. Residence (Applicable to all exchanges)	4.99	0.75	1.00

6.1.4 SPECIAL CONDITIONS

- A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines.
- B. The monthly rate applies to 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 monthly rate includes work preparation, actual work, materials and cleanup.
- C. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. 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.
- D. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a \$39.99 activation charge with a one-year service commitment.

Effective: January 1, 2011

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>		
1. Frontier Wire Care:	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & & Tuolumne Markets</u>
a. Business (Applicable to all exchanges)	\$2.99	\$2.99 (I)	\$2.99 (I)
b. Residence (Applicable to all exchanges)	4.99	2.99 (I)	2.99 (I)

6.1.4 SPECIAL CONDITIONS

- A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines.
- E. The monthly rate applies to 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 monthly rate includes work preparation, actual work, materials and cleanup.
- F. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. 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.
- G. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a \$39.99 activation charge with a one-year service commitment.

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>				
1. Frontier Wire Care:	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & & Tuolumne Markets</u>	<u>West Coast Market</u>	(N)
a. Business (Applicable to all exchanges)	\$2.99	\$2.99	\$2.99	\$1.50	
b. Residence (Applicable to all exchanges)	4.99	2.99	2.99	1.50	
			<u>Charge</u>		
c. Business and Residence Service, per line West Coast Market			\$10.00		(N)

6.1.4 SPECIAL CONDITIONS

A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines.

H. The monthly rate applies to 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 monthly rate includes work preparation, actual work, materials and cleanup.

I. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. 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.

J. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a \$39.99 activation charge with a one-year service commitment.

Effective: August 25, 2013

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>		
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>
1. Frontier Wire Care:			
a. Business (Applicable to all exchanges)	\$2.99	\$2.99	\$1.50
b. Residence (Applicable to all exchanges)	5.50	4.00	3.00 (l)
<u>Charge</u>			
c. Business and Residence Service, per line West Coast Market			\$10.00

6.1.4 SPECIAL CONDITIONS

- A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines.
- K. The monthly rate applies to 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 monthly rate includes work preparation, actual work, materials and cleanup.
- L. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. 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.
- M. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a \$39.99 activation charge with a one-year service commitment.

Effective: October 31, 2013

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>		
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>
1. Frontier Wire Care:			
a. Business (Applicable to all exchanges)	\$2.99	\$2.99	\$1.50
b. Residence (Applicable to all exchanges)	5.50	4.00	1.50 (C)
<u>Charge</u>			
c. Business and Residence Service, per line West Coast Market			\$10.00

6.1.4 SPECIAL CONDITIONS

A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other, to common equipment of a Private Branch Exchange (PBX) or Key System, or to customers with more than four access lines.

N. The monthly rate applies to 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 monthly rate includes work preparation, actual work, materials and cleanup.

O. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. 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.

P. New Frontier Wire Care customers who activate the service and use it within 30 days of the activation date will incur a \$39.99 activation charge with a one-year service commitment.

Effective: March 6, 2014

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>			
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
1. Frontier Wire Care:				
a. Business (Applicable to all exchanges)	\$2.99	\$2.99	\$1.50	
b. Residence (Applicable to all exchanges)	5.50	4.00	1.50	
<u>Charge</u>				
c. Business and Residence Service, per line West Coast Market			\$10.00	
2. Frontier Wire Care Alternative Offer				(N)
		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Initial charge for immediate coverage			\$39.99	
b. Residence service without a package subscription, Each Line, with a 12-month commitment		\$6.99		
Charge for cancellation prior to the end of the 12-month period				
Early termination fee			50.00	(N)

Special Conditions relocated to Sheet 2.

(N)

Effective: March 16, 2015

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

1. Frontier Wire Care:	<u>Rate Per Month Per Access Line</u>		
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>
a. Business (Applicable to all exchanges)	\$2.99	\$2.99	\$1.50
b. Residence (Applicable to all exchanges)	5.50	4.00	1.50
<u>Charge</u>			(D) (D)
2. Frontier Wire Care Alternative Offer			
		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Initial charge for immediate coverage			\$39.99
b. Residence and Business service without a package subscription, Each Line, with a 12-month commitment		\$6.99	(C)
Charge for cancellation prior to the end of the 12-month period			
Early termination fee			50.00

Special Conditions relocated to Sheet 2.

Effective: March 19, 2017

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>			
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
1. Frontier Wire Care:				
a. Business (Applicable to all exchanges)	\$3.99	\$3.99	\$2.50	(I)
b. Residence (Applicable to all exchanges)	6.25	5.00	2.50	(I)
2. Frontier Wire Care Alternative Offer				
		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Initial charge for immediate coverage			\$39.99	
b. Residence and Business service without a package subscription, Each Line, with a 12-month commitment		\$6.99		
Charge for cancellation prior to the end of the 12-month period				
Early termination fee			50.00	

Special Conditions relocated to Sheet 2.

Effective: December 1, 2017

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

1. Frontier Wire Care:	<u>Rate Per Month Per Access Line</u>			
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
a. Business (Applicable to all exchanges)	\$3.99	\$4.99	\$3.50	(I)
b. Residence (Applicable to all exchanges)	7.00	6.00	3.50	(I)
2. Frontier Wire Care Alternative Offer				
		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Initial charge for immediate coverage			\$39.99	
b. Residence and Business service without a package subscription, Each Line, with a 12-month commitment		\$7.99		(I)
Charge for cancellation prior to the end of the 12-month period				
Early termination fee			50.00	

Special Conditions relocated to Sheet 2.

Effective: July 22, 2018

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

1. Frontier Wire Care:	<u>Rate Per Month Per Access Line</u>			
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
a. Business (Applicable to all exchanges)	\$5.99	\$5.99	\$4.50	(I)
b. Residence (Applicable to all exchanges)	\$8.00	\$7.00	\$4.50	(I)
2. Frontier Wire Care Alternative Offer				
		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Initial charge for immediate coverage			\$39.99	
b. Residence and Business service without a package subscription, Each Line, with a 12-month commitment				
Residence		\$8.00		(I)
Business		\$8.50		(I)
Charge for cancellation prior to the end of the 12-month period Early termination fee			\$50.00	

Special Conditions relocated to Sheet 2.

Effective: March 17, 2019

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE

6.1.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple telephone inside wire running between the Standard Network Interface (SNI), protector or terminal and the jack.

6.1.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.1.3 RATES AND CHARGES

	<u>Rate Per Month Per Access Line</u>			
	<u>California Embedded Market</u>	<u>Global Valley, Golden State & Tuolumne Markets</u>	<u>West Coast Market</u>	
1. Frontier Wire Care:				
a. Business (Applicable to all exchanges)	\$7.00	\$7.00	\$6.00	(I)
b. Residence (Applicable to all exchanges)	\$8.50	\$8.00	\$5.75	(I)
2. Frontier Wire Care Alternative Offer				
		<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
a. Initial charge for immediate coverage			\$39.99	
b. Residence and Business service without a package subscription, Each Line, with a 12-month commitment				
Residence		\$8.50		(I)
Business		\$9.00		(I)
Charge for cancellation prior to the end of the 12-month period Early termination fee			\$50.00	

Special Conditions relocated to Sheet 2.

Effective: January 15, 2010

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.1 FRONTIER WIRE CARE (Continued)

6.1.4 SPECIAL CONDITIONS

- Q. New Frontier Wire Care customers who do not use their service within 30 days of the activation date will not incur an activation charge and will not be required to have a one-year service commitment.
- R. Nonpayment of charges for Frontier Wire Care services are subject to disconnection of services as specified in Schedule Cal. P.U.C. No. R1 Rule No. 12 of the Utility's Local filed Exchange Tariff.
- S. When a customer enrolls in a Frontier Wire Care plan, the Utility will verify the condition of the customer's inside wire by performing a line test from the Utility's test facility.
- T. No additional service order charge will apply to add Frontier Wire Care to an existing customer's account.

Effective: January 15, 2010

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.2 FRONTIER WIRE CARE NON-PLAN

6.2.1 APPLICABILITY

Applicable to customers requesting Frontier Wire Care on simple inside wire running between the Intrabuilding Network Cable Demarcation Point (INCDP) and the Inside Wire Demarcation Point (ISWDP) or where there is no INCDP, the inside wire running between the Local Loop Demarcation Point (LLDP) and the ISWDP.

6.2.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Wire Care Non-Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

6.2.3 RATES AND CHARGES

Business or Residence

	<u>Labor Rates</u>		
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Markets</u>
<u>Schedule 1</u>			
Applicable to billable work performed Monday through Saturday, generally between 8:00 a.m. and 5:00 p.m., except holidays.			
- First 15 minutes or fraction thereof		\$35.00	
- First 30 minutes or fraction thereof			\$60.00
- First hour or portion thereof	\$85.00		
- Each additional 1/4 hour or portion thereof	21.25	15.00	15.00
<u>Schedule 2</u>			
Applicable to billable work performed Monday Through Saturday at hours other than Schedule 1, except holidays.			
- First 15 minutes or fraction thereof		40.00	
- First 30 minutes or fraction thereof			90.00
- First hour or portion thereof	127.50		
- Each additional 1/4 hour or portion thereof	31.85	15.00	22.50

Effective: January 15, 2010

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.2 FRONTIER WIRE CARE NON-PLAN (Continued)

6.2.3 RATES AND CHARGES (Continued)

Business or Residence

	<u>Labor Rates</u>		
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State & Tuolumne Markets</u>
<u>Schedule 3</u>			
Applicable to billable work performed on Sundays and holidays observed by the Utility			
- First 15 minutes or fraction thereof		\$45.00	
- First 30 minutes or fraction thereof			\$90.00
- First hour or portion thereof	\$170.00		
- Each additional 1/4 hour or portion thereof	42.50	15.00	22.50

6.2.4 SPECIAL CONDITIONS

- A. Frontier Wire Care does not include repair of inside wiring which connects station components to each other or to common equipment of a Private Branch Exchange (PBX) or Key System.
- B. Labor charges apply to work performed on or at the customer premises by the Utility representative at the customer's request and not covered by other charges. The labor rate includes time and materials. Billable time includes travel time to the customer's premises, and begins when the Utility representative leaves the Utility's premises or previous job location and ends when the Utility representative departs from the customer premises.
- C. Nonpayment of charges for Frontier Wire Care services is subject to disconnection of service as specified in Schedule Cal. P.U.C. No. R1 Rule No. 12 of the Utility's filed Local Exchange Tariff.

Effective: July 1, 2013

SECTION 6
FRONTIER WIRE CARE AND INTRABUILDING NETWORK CABLE SERVICES

6.4 TIME AND MATERIAL – WEST COAST MARKET

(N)

6.4.1 APPLICABILITY

Applicable to each service call by the Company for a trouble report from customer-provided equipment and/or facilities and for all time resulting from customer's requests to perform work on an overtime basis.

6.4.2 GENERAL

- A. Time and Material Charges apply in addition to applicable Service Ordering Charges.
- B. Time and Material Charges will apply when the Company extends wiring from the outside plant distribution terminal to a premises in a multi-unit residence or business structure.
- C. Charges as specified in 6.4.3 Rates and Charges following apply for work performed Monday through Friday between 8:00 a.m. and 5:00 p.m. Work requested at other hours and on Saturdays, Sundays and Holidays, if agreed to by the Company and the customer (or private vendor for the customer), will be subject to the surcharge shown below in addition to the regular labor rate:

Overtime Monday through Friday	50%
Saturdays	50%
Sundays and Holidays	100%

- D. When a customer elects to have the Company install inside wire and/or jacks (wiring and/or jack installation on the customer side of the demarcation point).

6.4.3 RATES AND CHARGES

- A. Time Charge - each 15 minutes or fraction thereof per employee \$9.30 \$9.30
- Overtime Charges Refer to 6.4.2.C. preceding
- Material Charge At Cost At Cost
- B. A five-minute allowance into the next time increment will be granted.

(N)

Effective: January 15, 2010

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Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT

7.1.1 GENERAL

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

A. Citizens Select – California Embedded, Golden State and Tuolumne Markets

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

- Call Forward Busy
- Call Forward No Answer
- Call Forwarding Variable
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

B. Citizens Select Plus - California Embedded and Golden State Markets

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

- Anonymous Call Rejection
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding Variable
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- Toll Restriction
- Priority Ring
- Voice Mail Basic
- *69 (Automatic Call Return)
- *66 (Automatic Busy Redial)

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT

7.1.1 GENERAL

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

A. Citizens Select – California Embedded, Golden State and Tuolumne Markets

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

- | | | |
|--|-------------------------------|-----|
| - Call Forward Busy | - Busy Number Redial *66 | (T) |
| - Call Forward No Answer | - Distinctive Ring | (C) |
| - Basic Call Forward | - Speed Call 8 ⁽³⁾ | |
| - Call Waiting/Call Waiting ID/Cancel Call Waiting | - 3 Way Calling | (T) |
| - Caller ID with Name ⁽¹⁾ | - Call Return *69 | |

B. Citizens Select Plus - California Embedded and Golden State Markets

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

- | | | |
|-------------------------------------|----------------------------------|-----|
| - Anonymous Call Rejection | - Selective Call Rejection | (T) |
| - Call Forward Busy | - Speed Call 8 ^(2, 3) | (C) |
| - Call Forward No Answer | - Speed Call 30 ⁽²⁾ | |
| - Call Forwarding Variable | - Three Way Calling | (T) |
| - Call Waiting/Cancel Call Waiting | - Toll Restriction | |
| - Call Waiting ID | - Priority Ring | (T) |
| - Caller ID w/Number ⁽¹⁾ | - Voice Mail Basic | |
| - Caller ID w/Name ⁽¹⁾ | - *69 (Automatic Call Return) | (T) |
| - Distinctive Ring | - *66 (Automatic Busy Redial) | |
| - Selective Call Acceptance | | |

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT

7.1.1 GENERAL

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

A. Citizens Select – California Embedded, Golden State and Tuolumne Markets

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

- | | | |
|--------------------------------------|-------------------------------|-----|
| - Call Forward Busy | - *66 Busy Number Redial | (T) |
| - Call Forward No Answer | - Distinctive Ring | |
| - Basic Call Forward | - Speed Call 8 ⁽³⁾ | |
| - Call Waiting/Cancel Call Waiting | - 3 Way Calling | (T) |
| - Caller ID with Name ⁽¹⁾ | - *69 Call Return | (T) |

B. Citizens Select Plus - California Embedded and Golden State Markets

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

- | | | |
|--|----------------------------------|-----|
| - Anonymous Call Block/Rejection | - Selective Call Rejection | (T) |
| - Call Forward Busy | - Speed Call 8 ^(2, 3) | |
| - Call Forward No Answer | - Speed Call 30 ⁽²⁾ | |
| - Call Forward Busy/No Answer | - 3 Way Calling | (T) |
| - Call Waiting/Cancel Call Waiting | - Toll Restriction | |
| - Call Waiting ID | - Priority Ring | |
| - Caller ID Number Only ⁽¹⁾ | - Voice Mail Basic | (T) |
| - Caller ID with Name ⁽¹⁾ | - *69 Call Return | |
| - Distinctive Ring | - *66 Busy Number Redial | (T) |
| - Selective Call Acceptance | | |

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT (Continued)

7.1.1 GENERAL (Continued)

C. Citizens Business Select - California Embedded and Golden State Markets

Citizens Business Select plan provides a flat rate for services/features as listed below. Business customers subscribing to the plan are entitled to unlimited use of the selected services/features. The Business Select plan is provided in conjunction with a single party business access line. Included in the Business Select plan is Call Central feature, as described in Section 5.

Customers subscribing to this plan may select up to five (5) features from the following list

- Anonymous Call Rejection
- Call Forwarding
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number⁽¹⁾
- Caller ID w/Name⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Selective Call Forwarding
- Speed Call 8⁽²⁾
- Speed Call 30⁽²⁾
- Three Way Calling
- Priority Ring
- *69 (Automatic Call Return)
- *66 (Automatic Busy Redial)

D. Citizens Select Plans and Citizens Business Select Plan - California Embedded and Golden State Markets

All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective services/features requested in a Citizens Select or Citizens Business Select plan shall apply.

7.1.2 RATES AND CHARGES

- A. The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section for a period of ninety (90) days from the time the Business Bundle is available in the serving Wire Center. When a Citizens Select or Citizens Business Select plan is provided at the time of initial installation for an additional residence or business individual line flat rate service or the move of a residence or business individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 2 of this Service Catalog.
- B. Service Charges are not applicable for a Citizens Select or Citizens Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT (Continued)

7.1.1 GENERAL (Continued)

C. Citizens Business Select - California Embedded and Golden State Markets

Citizens Business Select plan provides a flat rate for services/features as listed below. Business customers subscribing to the plan are entitled to unlimited use of the selected services/features. The Business Select plan is provided in conjunction with a single party business access line. Included in the Business Select plan is Call Central feature, as described in Section 5.

Customers subscribing to this plan may select up to five (5) features from the following list

- | | |
|--|----------------------------------|
| - Anonymous Call Rejection | - Selective Call Acceptance |
| - Basic Call Forward | - Selective Call Rejection |
| - Call Forward Busy | - Selective Call Forward |
| - Call Forward No Answer | - Speed Call 8 ^(2, 3) |
| - Call Waiting/Call Waiting ID/Cancel Call Waiting | - Speed Call 30 ⁽²⁾ |
| - Caller ID with Name ⁽¹⁾ | - 3 Way Calling |
| - Distinctive Ring | - Priority Call |
| - Call Return *69 | - Busy Number Redial *66 |

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D. Citizens Select Plans and Citizens Business Select Plan - California Embedded and Golden State Markets

All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective services/features requested in a Citizens Select or Citizens Business Select plan shall apply.

7.1.2 RATES AND CHARGES

- A. The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section for a period of ninety (90) days from the time the Business Bundle is available in the serving Wire Center. When a Citizens Select or Citizens Business Select plan is provided at the time of initial installation for an additional residence or business individual line flat rate service or the move of a residence or business individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 2 of this Service Catalog.
- B. Service Charges are not applicable for a Citizens Select or Citizens Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT (Continued)

7.1.1 GENERAL (Continued)

C. Citizens Business Select - California Embedded and Golden State Markets

Citizens Business Select plan provides a flat rate for services/features as listed below. Business customers subscribing to the plan are entitled to unlimited use of the selected services/features. The Business Select plan is provided in conjunction with a single party business access line. Included in the Business Select plan is Call Central feature, as described in Section 5.

Customers subscribing to this plan may select up to five (5) features from the following list

- | | | |
|--------------------------------------|----------------------------------|-----|
| - Anonymous Call Block/Rejection | - Selective Call Acceptance | (T) |
| - Basic Call Forward | - Selective Call Rejection | |
| - Call Forward Busy | - Selective Call Forward | |
| - Call Forward No Answer | - Speed Call 8 ^(2, 3) | |
| - Call Waiting/Cancel Call Waiting | - Speed Call 30 ⁽²⁾ | (T) |
| - Caller ID with Name ⁽¹⁾ | - 3 Way Calling | |
| - Distinctive Ring | - Priority Call | (T) |
| - *69 Call Return | - *66 Busy Number Redial | |

D. Citizens Select Plans and Citizens Business Select Plan - California Embedded and Golden State Markets

All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective services/features requested in a Citizens Select or Citizens Business Select plan shall apply.

7.1.2 RATES AND CHARGES

- A. The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section for a period of ninety (90) days from the time the Business Bundle is available in the serving Wire Center. When a Citizens Select or Citizens Business Select plan is provided at the time of initial installation for an additional residence or business individual line flat rate service or the move of a residence or business individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 2 of this Service Catalog.
- B. Service Charges are not applicable for a Citizens Select or Citizens Business Select plan provided at the same time as the initial installation for a residence or business individual flat rate line service.

⁽¹⁾ May select only one Caller ID feature.

⁽²⁾ May select only one Speed Call feature.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.1 CITIZENS SELECT (Continued)

7.1.2 RATES AND CHARGES (Continued)

- C. Service Charges as specified in Section 2 of this Service Catalog do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Select or Citizens Business Select plan.
- D. When a Citizen Select plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.
- E. Existing Citizens Select and Citizens Business Select customers cannot take advantage of promotions for any of the services/features specified in 7.1.1 A. and B., preceding unless specifically allowed by the terms and conditions of the promotion.
- F. Citizens Select plans are provided at the following rates:

Monthly
Rate

Citizens Select - California Embedded, Golden State and Tuolumne Markets

Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in 7.1.1 A., preceding. \$26.95

Citizens Select Plus - California Embedded and Golden State Markets

Per individual flat rate residence line – May select any or all services/features as specified in 7.1.1 B., preceding. 31.00

Citizens Business Select - California Embedded and Golden State Markets

Per individual flat rate business line (does not include the business flat rate line) – Includes choice of 5 services/features as specified in 7.1.1 B, preceding. 19.95

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.2 FRONTIER FEATURE5 PACK PACKAGE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.2.1 GENERAL

- A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward (1) features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- B. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting
 - *66 Busy Redial
 - *69 Call Return
 - 3 Way Conference Calling
 - Hunting
 - Speed Call 8 (also known as Speed Call Short)
- C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
- D. All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- E. A description of services and special conditions pertaining to the features as specified in 7.2.1 A. B. and C., preceding are listed in Section 5 of this Service Catalog.

* May select only one Speed Call feature.

Note 1: Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer Fixed and Call Forward Fixed.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.2 FRONTIER FEATURE5 PACK PACKAGE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.2.1 GENERAL

A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward (1) features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.

B. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:

- Call Waiting
- Busy Number Redial *66
- Call Return *69
- 3 Way Calling
- Hunting
- Speed Call 8 ^(2, 3)

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C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):

Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.

D. All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.

E. A description of services and special conditions pertaining to the features as specified in 7.2.1 A, B, and C., preceding are listed in Section 5 of this Service Catalog.

(1) May select only one Speed Call feature.

(2) Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer Fixed and Call Forward Fixed.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.2 FRONTIER FEATURE5 PACK PACKAGE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.2.1 GENERAL

- A. Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward (1) features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- B. In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting/Cancel Call Waiting
 - *66 Busy Number Redial
 - *69 Call Return
 - 3 Way Calling
 - Hunting
 - Speed Call 8 ^(2, 3)
- C. Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
- D. All rules, regulations and limitations as specified elsewhere in this Service Catalog for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- E. A description of services and special conditions pertaining to the features as specified in 7.2.1 A, B, and C., preceding are listed in Section 5 of this Service Catalog.

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(1) May select only one Speed Call feature.

(2) Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer Fixed and Call Forward Fixed.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.2 FRONTIER FEATURE5 PACK PACKAGE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.2.2 RATES AND CHARGES

- A. The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- B. The Company reserves the right to waive the Service Order - Subsequent Nonrecurring Charge as specified in Section 2 of this Service Catalog for a period of one hundred twenty (120) days from the time the Frontier Feature5 Pack Package is available in the serving Wire Center.
- C. Service Charges as specified in Section 2 of this Service Catalog do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package.
- D. Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in 7.2.1 A., B. and C., preceding unless specifically allowed by the terms and conditions of the promotion.
- E. Frontier Feature5 Pack Package is provided at the following rates:

Monthly
Rate

Frontier Feature5 Pack Package and three additional features

- Per individual business line - Includes two constants and 3 additional features as specified in 7.2.1 B., preceding. \$11.95

Optional Frontier Feature5 Pack Basic Voice Mail

- Per individual business line - Includes Frontier Feature5 Pack Package as specified in 7.2.1 A., B. and C., preceding. 14.95

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.3.1 APPLICABILITY

Applicable to residence service.

7.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Choices Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.3.3 GENERAL

A. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

B. Frontier Choices - Enhanced Line

- | | |
|--|-----------------------------|
| - One – Single Party Residential Access line | - Selective Call Acceptance |
| - Anonymous Call Rejection | - Selective Call Rejection |
| - Call Forwarding | - Speed Call 8 (2) |
| - Call Forward Busy | - Speed Call 30 (2) |
| - Call Forward No Answer | - Three Way Calling |
| - Call Waiting/Cancel Call Waiting | - Toll Restriction |
| - Call Waiting ID | - Priority Ringing |
| - Caller ID w/Number (1) | - Voice Mail Basic |
| - Caller ID w/Name (1) | - *69 (Call Return) |
| - Ring Plus | - *66 (Repeat Dialing) |
| - 10 local Directory Assistance Calls | |

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.3.1 APPLICABILITY

Applicable to residence service.

7.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Choices Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.3.3 GENERAL

A. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

B. Frontier Choices - Enhanced Line

- | | |
|--|-----------------------------|
| - One – Single Party Residential Access line | - Selective Call Acceptance |
| - Anonymous Call Rejection | - Selective Call Rejection |
| - Basic Call Forward | - Speed Call 8 (2, 3) |
| - Call Forward Busy | - Speed Call 30 (2) |
| - Call Forward No Answer | - 3 Way Calling |
| - Call Waiting/Call Waiting ID/Cancel Call Waiting | - Toll Restriction |
| - Caller ID with Name (1) | - Priority Call |
| - Call Return *69 | - Voice Mail Basic |
| - Distinctive Ring | - Busy Number Redial *66 |
| - 10 local Directory Assistance Calls | |

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(1) May select only one Caller ID feature.

(2) May select only one Speed Call feature.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.3.1 APPLICABILITY

Applicable to residence service.

7.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Choices Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.3.3 GENERAL

A. Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to those plans may select any or all of the following services/features for a monthly flat rate charge.

B. Frontier Choices - Enhanced Line

- | | | |
|--|-----------------------------|-----|
| - One – Single Party Residential Access line | - Selective Call Acceptance | |
| - Anonymous Call Block/Rejection | - Selective Call Rejection | (T) |
| - Basic Call Forward | - Speed Call 8 (2, 3) | |
| - Call Forward Busy | - Speed Call 30 (2) | |
| - Call Forward No Answer | - 3 Way Calling | |
| - Call Waiting/Cancel Call Waiting | - Toll Restriction | (T) |
| - Caller ID with Name (1) | - Priority Call | |
| - *69 Call Return | - Voice Mail Basic | (T) |
| - Distinctive Ring | - *66 Busy Number Redial | (T) |
| - 10 local Directory Assistance Calls | | |

(1) May select only one Caller ID feature.

(2) May select only one Speed Call feature.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.3.3 GENERAL (Continued)

C. Frontier Choices - Enhanced Line with Second Line

- Two Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID w/Number (1)
- Caller ID w/Name (1)
- Ring Plus
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 (2)
- Speed Call 30 (2)
 - Three Way Calling
- Toll Restriction
- Priority Ringing
- Voice Mail Basic
 - *69 (Call Return)
 - *66 (Repeat Dialing)
- 10 local Directory Assistance Calls

7.3.4 RATES AND CHARGES

- A. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
- B. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- C. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
- D. Service Charges as specified in Section 2 of this Service Catalog do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
- E. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.

Note 1: May select only one Caller ID feature.

Note 2: May select only one Speed Call feature.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.3.3 GENERAL (Continued)

3. Frontier Choices - Enhanced Line with Second Line

- | | |
|--|-----------------------------|
| - Two Single Party Residential Access Lines | - Selective Call Acceptance |
| - Federal non-primary End User Common Line (“EULC”) charge | - Selective Call Rejection |
| - Anonymous Call Rejection | - Speed Call 8 (2) |
| - Basic Call Forward - | - Speed Call 30 (2) |
| - Call Forward Busy - | 3 Way Calling |
| - Call Forward No Answer | Toll Restriction |
| - Call Waiting/Call Waiting ID/Cancel Call Waiting | - Priority Call |
| - Caller ID with Name (1) | - Voice Mail Basic |
| - 10 local Directory Assistance Calls | - Call Return *69 |
| - Distinctive Ring | - Busy Number Redial *66 |

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7.3.4 RATES AND CHARGES

- A. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
- B. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- C. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
- D. Service Charges as specified in Section 2 of this Service Catalog do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
- E. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.

(1) May select only one Caller ID feature.

(2) May select only one Speed Call feature.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.3.3 GENERAL (Continued)

C. Frontier Choices - Enhanced Line with Second Line

- | | | |
|--|-----------------------------|-----|
| - Two Single Party Residential Access Lines | - Selective Call Acceptance | |
| - Federal non-primary End User Common Line (“EULC”) charge | - Selective Call Rejection | |
| - Anonymous Call Block/Rejection | - Speed Call 8 (2) | |
| - Basic Call Forward | - Speed Call 30 (2) | (T) |
| - Call Forward Busy | - 3 Way Calling | |
| - Call Forward No Answer | - Toll Restriction | |
| - Call Waiting/Cancel Call Waiting | - Priority Call | |
| - Caller ID with Name (1) | - Voice Mail Basic | (T) |
| - 10 local Directory Assistance Calls | - *69 Call Return | (T) |
| - Distinctive Ring | - *66 Busy Number Redial | |

7.3.4 RATES AND CHARGES

- F. The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
- G. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- H. Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
- I. Service Charges as specified in Section 2 of this Service Catalog do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
- J. When a Frontier Choices plan is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a \$10.00 credit per line for each line on which the plan is ordered.

(1) May select only one Caller ID feature.

(2) May select only one Speed Call feature.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.3.4 RATES AND CHARGES (Continued)

F. Frontier Choices bundles are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$35.00
Frontier Choices - Enhanced Line with Second Line	70.00

7.3.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities are available and technically feasible.
- B. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
- C. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
- E. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
- F. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

Effective: June 7, 2010

SECTION 7 - BUNDLED SERVICES

7.3 FRONTIER CHOICES – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.3.4 RATES AND CHARGES (Continued)

F. Frontier Choices bundles are provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Choices - Enhanced Line	\$37.00	(I)
Frontier Choices - Enhanced Line with Second Line	72.00	(I)

7.3.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities are available and technically feasible.
- B. The calling features are provided subject to their individual service regulations as specified in the applicable sections of this Service Catalog.
- C. Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
- E. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
- F. The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET

7.4.1 APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Small Business Solutions.

7.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorkssm Small Business Solutions Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.4.3 GENERAL

FrontierWorkssm Small Business Solutions are package offerings available to business customers and includes Call Forward Busy Line and Call Forward No Answer, plus Optional Services as listed in 10.4.3.C.

- A. Bundle 1 – FrontierWorks – with Voice Mail, Call Forward Busy Line and Call Forward No Answer.
- B. Bundle 2 – FrontierWorks – with Call Forward Busy Line and Call Forward No Answer.
- C. Optional Services

The following services may be added to the bundles above:

- 1. FrontierWorkssm Select5 – available for bundle No. 1, Section 7.4.3.A

Choice of five of the following:

- Caller ID—Name and Number
- Call Forward or Call Forward Variable⁽¹⁾
- Call Waiting
- Speed Calling 8 Code or Speed Calling 30 Code
- Three-Way Calling
- Busy Redial
- Call Return
- Hunting⁽²⁾

Note 1: In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same.

Note 2: In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET

7.4.1 APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Small Business Solutions.

7.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorkssm Small Business Solutions Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.4.3 GENERAL

FrontierWorkssm Small Business Solutions are package offerings available to business customers and includes Call Forward Busy and Call Forward No Answer, plus Optional Services as listed in 10.4.3.C.

B. Bundle 1 – FrontierWorks – with Voice Mail, Call Forward Busy and Call Forward No Answer.

B. Bundle 2 – FrontierWorks – with Call Forward Busy and Call Forward No Answer.

C. Optional Services

The following services may be added to the bundles above:

1. FrontierWorkssm Select5 – available for bundle No. 1, Section 7.4.3.A

Choice of five of the following:

- Caller ID with Name
- Basic Call Forward ⁽¹⁾
- Call Waiting
- Speed Call 8 ⁽³⁾ or 30
- 3 Way Calling
- Busy Number Redial *66
- Call Return *69
- Hunting ⁽²⁾

(1) In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same.

(2) In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET

7.4.1 APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Small Business Solutions.

7.4.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorkssm Small Business Solutions Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.4.3 GENERAL

FrontierWorkssm Small Business Solutions are package offerings available to business customers and includes Call Forward Busy and Call Forward No Answer, plus Optional Services as listed in 10.4.3.C.

C. Bundle 1 – FrontierWorks – with Voice Mail, Call Forward Busy and Call Forward No Answer.

B. Bundle 2 – FrontierWorks – with Call Forward Busy and Call Forward No Answer.

C. Optional Services

The following services may be added to the bundles above:

1. FrontierWorkssm Select5 – available for bundle No. 1, Section 7.4.3.A

Choice of five of the following:

Caller ID with Name
Basic Call Forward ⁽¹⁾
Call Waiting/Cancel Call Waiting
Speed Call 8 ⁽³⁾ or 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting ⁽²⁾

(T)
(T)

(1) In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same.

(2) In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

(3) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.4.3 GENERAL (Continued)

C. Optional Services (Continued)

2. FrontierWorkssm Select5 with Voice Mail – available for bundle No. 2, Section 7.4.3.B

Voice Mail Service, plus choice of five of the following:

Caller ID—Name and Number
Call Forward or Call Forward Variable⁽¹⁾
Call Waiting
Speed Calling 8 Code or Speed Calling 30 Code
Three-Way Calling
Busy Redial
Call Return
Hunting⁽²⁾

7.4.4 RATES AND CHARGES

- A. The FrontierWorkssm Small Business Solutions Packages are provided in conjunction with single- party business access lines. The applicable single party business access line charges as specified in Schedule A1 of the Local Exchange Tariff apply.
- B. Unless otherwise stated elsewhere in this Section, the applicable Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundles.
- C. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- D. Service Connection Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.

Note 1: In the FrontierWorks Select5 package, “Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. “Call Forward Variable” is the name for “Call Forward” in some markets. They are functionally the same.

Note 2: In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.4.3 GENERAL (Continued)

C. Optional Services (Continued)

2. FrontierWorkssm Select5 with Voice Mail – available for bundle No. 2, Section 7.4.3.B

Voice Mail Service, plus choice of five of the following:

Caller ID with Name
Basic Call Forward ⁽¹⁾
Call Waiting
Speed Call 8 ⁽³⁾ or 30
3 Way Calling
Busy Number Redial *66
Call Return *69
Hunting⁽²⁾

(T)

(C)

(T)

7.4.4 RATES AND CHARGES

- A. The FrontierWorkssm Small Business Solutions Packages are provided in conjunction with single-party business access lines. The applicable single party business access line charges as specified in Schedule A1 of the Local Exchange Tariff apply.
- B. Unless otherwise stated elsewhere in this Section, the applicable Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundles.
- C. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- D. Service Connection Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.

⁽¹⁾ In the FrontierWorks Select5 package, “Basic Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer. (T)

⁽²⁾ In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting. (T)

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.4.3 GENERAL (Continued)

C. Optional Services (Continued)

2. FrontierWorkssm Select5 with Voice Mail – available for bundle No. 2, Section 7.4.3.B

Voice Mail Service, plus choice of five of the following:

Caller ID with Name

Basic Call Forward ⁽¹⁾

Call Waiting/Cancel Call Waiting

Speed Call 8 ⁽³⁾ or 30

3 Way Calling

*66 Busy Number Redial

*69 Call Return

Hunting ⁽²⁾

(T)

(T)

(T)

7.4.4 RATES AND CHARGES

A. The FrontierWorkssm Small Business Solutions Packages are provided in conjunction with single-party business access lines. The applicable single party business access line charges as specified in Schedule A1 of the Local Exchange Tariff apply.

B. Unless otherwise stated elsewhere in this Section, the applicable Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundles.

C. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.

D. Service Connection Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value.

⁽¹⁾ In the FrontierWorks Select5 package, "Basic Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.4.3 GENERAL (Continued)

C. Optional Services (Continued)

2. FrontierWorkssm Select5 with Voice Mail – available for bundle No. 2, Section 7.4.3.B

Voice Mail Service, plus choice of five of the following:

Caller ID with Name
Basic Call Forward ⁽¹⁾
Call Waiting/Cancel Call Waiting
Speed Call 8 ⁽³⁾ or 30
3 Way Calling
*66 Busy Number Redial
*69 Call Return
Hunting ⁽²⁾

7.4.4 RATES AND CHARGES

- A. The FrontierWorkssm Small Business Solutions Packages are provided in conjunction with single- party business access lines. The applicable single party business access line charges as specified in Schedule A1 of the Local Exchange Tariff apply.
- B. Unless otherwise stated elsewhere in this Section, the applicable Service Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundles. (T)
- C. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- D. Service Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value. (T)

⁽¹⁾ In the FrontierWorks Select5 package, “Basic Call Forward” forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.

⁽²⁾ In the FrontierWorks Select5 package, “Hunting” can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing Service Catalog. Call Forward Busy Line cannot be used with Hunting.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
 (Continued)

7.4.4 RATES AND CHARGES (Continued)

E. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Connection Charge.

F. Monthly Rates

<u>Years</u>	<u>Term</u>		
	<u>One Year</u>	<u>Two Years</u>	<u>Three</u>
Bundle 1 - FrontierWorks – with Voice Mail	\$9.88	\$6.29	\$3.81
Bundle 2 - FrontierWorks – without Voice Mail	3.86	2.46	1.40
	<u>Monthly</u> <u>Rate</u>		
FrontierWorks sm Select5	\$ 9.95		
FrontierWorks sm Select5 With Voice Mail	12.95		

7.4.5 SPECIAL CONDITIONS

A. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

B. The bundles are offered only under one-year, two-year or three-year term contracts.

1. If the rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
3. To cancel the contract after 30 days but before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
 (Continued)

7.4.4 RATES AND CHARGES (Continued)

E. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge. (T)

F. Monthly Rates

<u>Years</u>	<u>Term</u>		
	<u>One Year</u>	<u>Two Years</u>	<u>Three</u>
Bundle 1 - FrontierWorks – with Voice Mail	\$9.88	\$6.29	\$3.81
Bundle 2 - FrontierWorks – without Voice Mail	3.86	2.46	1.40
	<u>Monthly</u>		
	<u>Rate</u>		
FrontierWorks sm Select5	\$ 9.95		
FrontierWorks sm Select5 With Voice Mail	12.95		

7.4.5 SPECIAL CONDITIONS

- A. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year or three-year term contracts.
 - 1. If the rates change during the term of the contract, the contract rates will remain in effect during the term of the customer’s contract.
 - 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - 3. To cancel the contract after 30 days but before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.4.5 SPECIAL CONDITIONS (Continued)

- B. The bundles are offered only under one-year, two-year or three-year term contracts.
(Continued)
4. Early Termination Liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
- a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the bundle rate under the contract and the bundle rate under a contract of the longest available term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate under the three-year contract and the rate under a two-year contract. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the rate under contract and the month-to-month rates of the component services of the bundle listed in the utility's tariff. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) to which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.
- b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. The FrontierWorkssm Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorkssm Select5 packages are available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
- G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.4 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.4.5 SPECIAL CONDITIONS (Continued)

- H. The FrontierWorkssm Small Business Solutions bundles and the FrontierWorkssm Select5 packages are available to Business customers that subscribe to either Frontier dial-up Internet Service, Frontier DSL Max Internet Service or Frontier 512 Kbps Business DSL Internet Service.
- I. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A Utility may not use this contract change provision to change term-contract rates or charges.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.5 ENHANCED CUSTOM CALLING FEATURE PACKAGE – CALIFORNIA EMBEDDED MARKET

7.5.1 APPLICABILITY

Applicable to Single-party line Residential Measured Service.

7.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Custom Calling Feature Package as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.5.3 GENERAL

A. Enhanced Custom Calling Feature Package offering provides Single Party Line Residential Measured Service customers and Switched Foreign Exchange Residential Measured Service customers a combination of advanced calling features and voice mail services. This offering is only available to Residential Measured Service customers that subscribe to the Utility's Optional Local Calling Plan listed in Schedule A1 of the Local Exchange Tariff.

B. Enhanced Custom Calling Feature Package includes the following Features:

- Call Waiting w/Call Waiting ID
- Caller ID
- Caller ID w/Name
- Voice Mail Basic

7.5.4 RATES AND CHARGES

A. The Enhanced Custom Calling Feature Package is provided in conjunction with Single Party Line Residential Measured Service listed in Sections 1.1.3.D and 1.4.3.D and the Optional Local Calling Plan listed in Section A10.6 of the Utility's tariff. The applicable Single Party Measured and Local Calling Plan rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Service Connection charges listed in Section 2 of this Service Catalog are not applicable if the customer agrees to purchase the Enhanced Custom Calling Feature Package for a 12-month period. Otherwise the applicable Service Connection Charges specified in Section 2 of this Service Catalog apply to the installation of the package.

C. Service Connection Charges apply if the customer switches from the package to an unbundled service.

D. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Enhanced Custom Calling Feature Package offering.

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.5 ENHANCED CUSTOM CALLING FEATURE PACKAGE – CALIFORNIA EMBEDDED MARKET

7.5.1 APPLICABILITY

Applicable to Single-party line Residential Measured Service.

7.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Custom Calling Feature Package as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.5.3 GENERAL

A. Enhanced Custom Calling Feature Package offering provides Single Party Line Residential Measured Service customers and Switched Foreign Exchange Residential Measured Service customers a combination of advanced calling features and voice mail services. This offering is only available to Residential Measured Service customers that subscribe to the Utility's Optional Local Calling Plan listed in Schedule A1 of the Local Exchange Tariff.

B. Enhanced Custom Calling Feature Package includes the following Features:

- Call Waiting/Call Waiting ID/Call Waiting ID
- Caller ID with Name
- Voice Mail Basic

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(T)

7.5.4 RATES AND CHARGES

A. The Enhanced Custom Calling Feature Package is provided in conjunction with Single Party Line Residential Measured Service listed in Sections 1.1.3.D and 1.4.3.D and the Optional Local Calling Plan listed in Section A10.6 of the Utility's tariff. The applicable Single Party Measured and Local Calling Plan rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Service Connection charges listed in Section 2 of this Service Catalog are not applicable if the customer agrees to purchase the Enhanced Custom Calling Feature Package for a 12-month period. Otherwise the applicable Service Connection Charges specified in Section 2 of this Service Catalog apply to the installation of the package.

C. Service Connection Charges apply if the customer switches from the package to an unbundled service.

D. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Enhanced Custom Calling Feature Package offering.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.5 ENHANCED CUSTOM CALLING FEATURE PACKAGE – CALIFORNIA EMBEDDED MARKET

7.5.1 APPLICABILITY

Applicable to Single-party line Residential Measured Service.

7.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Custom Calling Feature Package as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.5.3 GENERAL

A. Enhanced Custom Calling Feature Package offering provides Single Party Line Residential Measured Service customers and Switched Foreign Exchange Residential Measured Service customers a combination of advanced calling features and voice mail services. This offering is only available to Residential Measured Service customers that subscribe to the Utility's Optional Local Calling Plan listed in Schedule A1 of the Local Exchange Tariff.

B. Enhanced Custom Calling Feature Package includes the following Features:

- Call Waiting/Cancel Call Waiting
- Caller ID with Name
- Voice Mail Basic

(T)

7.5.4 RATES AND CHARGES

A. The Enhanced Custom Calling Feature Package is provided in conjunction with Single Party Line Residential Measured Service listed in Sections 1.1.3.D and 1.4.3.D and the Optional Local Calling Plan listed in Section A10.6 of the Utility's tariff. The applicable Single Party Measured and Local Calling Plan rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Service Connection charges listed in Section 2 of this Service Catalog are not applicable if the customer agrees to purchase the Enhanced Custom Calling Feature Package for a 12-month period. Otherwise the applicable Service Connection Charges specified in Section 2 of this Service Catalog apply to the installation of the package.

C. Service Connection Charges apply if the customer switches from the package to an unbundled service.

D. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Enhanced Custom Calling Feature Package offering.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.5 ENHANCED CUSTOM CALLING FEATURE PACKAGE – CALIFORNIA EMBEDDED MARKET

7.5.1 APPLICABILITY

Applicable to Single-party line Residential Measured Service.

7.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Enhanced Custom Calling Feature Package as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.5.3 GENERAL

A. Enhanced Custom Calling Feature Package offering provides Single Party Line Residential Measured Service customers and Switched Foreign Exchange Residential Measured Service customers a combination of advanced calling features and voice mail services. This offering is only available to Residential Measured Service customers that subscribe to the Utility's Optional Local Calling Plan listed in Schedule A1 of the Local Exchange Tariff.

C. Enhanced Custom Calling Feature Package includes the following Features:

- Call Waiting/Cancel Call Waiting
- Caller ID with Name
- Voice Mail Basic

7.5.4 RATES AND CHARGES

E. The Enhanced Custom Calling Feature Package is provided in conjunction with Single Party Line Residential Measured Service listed in Sections 1.1.3.D and 1.4.3.D and the Optional Local Calling Plan listed in Section A10.6 of the Utility's tariff. The applicable Single Party Measured and Local Calling Plan rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

F. Service Charges listed in Section 2 of this Service Catalog are not applicable if the customer agrees to purchase the Enhanced Custom Calling Feature Package for a 12-month period. (T)
Otherwise the applicable Service Charges specified in Section 2 apply to the installation of the package. (T)

G. Service Charges apply if the customer switches from the package to an unbundled service. (T)

H. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Enhanced Custom Calling Feature Package offering.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.5 ENHANCED CUSTOM CALLING FEATURE PACKAGE – CALIFORNIA EMBEDDED MARKET
(Continued)

7.5.4 RATES AND CHARGES (Continued)

- I. When a Enhanced Custom Calling Feature Package is ordered at the same time as the installation or move of Local Exchange Service, the customer will receive a one-time \$10.00 credit per line for each line on which the package is ordered.
- J. Enhanced Custom Calling Feature Package is provided at the following rate:

	<u>Monthly Rate</u>
Enhanced Custom Calling Feature Package – Per Line	\$7.90

7.5.5 SPECIAL CONDITIONS

- A. The package is available only where facilities are available and technically feasible.
- B. The enhanced calling features are provided subject to their individual service regulations as specified in the applicable sections of this Service Catalog.
- C. Nonpayment or partial payment of the basic local service charges may result in disconnection of the Enhanced Custom Calling Feature Package. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.6 OPTIONAL LOCAL CALLING PLAN – CALIFORNIA EMBEDDED MARKET

7.6.1 APPLICABILITY

Applicable to Single-party line Residential Measured Service.

7.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Optional Local Calling Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.6.3 GENERAL

The Optional Local Calling Plan (LCP) is available only to Single-party line Residential Measured Service customers and Switched Foreign Exchange Residential Measured Service customers located within exchanges that are technologically capable and authorized by the California Public Utilities Commission to offer Local Measured Service, Extended Area Service, Zone Usage Measurement and IntraLATA Message Toll Telephone Service.

The LCP provides unlimited Local, Extended Area Service, Zone Usage Measurement Service and toll-free calling to all exchanges located within LATA 726.

7.6.4 RATES AND CHARGES

The LCP rate listed below is in addition to the single-party line Residential Measured rates specified in Section the Schedule A1 of the Local Exchange Tariff.

	<u>Monthly Rate</u>	<u>Non-Recurring Installation Charge</u>
Local Calling Plan – Per Line	\$17.50	\$20.00

7.6.5 SPECIAL CONDITIONS

- A. Calls originating and terminating within LATA 726 shall be direct dialed in order to qualify for the LCP. All other call types are excluded from the LCP and will be billed in accordance with their tariffed rates.
- B. The LCP will not be offered to WATS, 800, Feature Group A and Party-Line Service customers.
- C. Call detail for Local, Extended Area Service, Zone Usage Measurement and Intra LATA toll calls will not be displayed on the customer's monthly bill. The Utility shall provide, upon request and without charge, the total number of toll minutes of use in a billing period.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.6 OPTIONAL LOCAL CALLING PLAN – CALIFORNIA EMBEDDED MARKET (Continued)

7.6.5 SPECIAL CONDITIONS (Continued)

- D. Service Connection Charges listed in Section 2 of this Service Catalog and the Non-recurring Installation Charge listed in 7.6.4 preceding are not applicable if the customer agrees to purchase the LCP for a 12-month period. In the event the customer cancels the LCP after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Connection Charges and Non-recurring Installation Charge will apply.
- E. Residential Measured Service customers must select the Utility as their IntraLATA local toll provider in order to qualify for the LCP.
- F. The LCP is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the LCP is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the LCP or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this tariff, the Utility may immediately suspend, restrict or cancel the service without advance notice.
- G. The \$3.00 monthly measured usage allowance as defined in the Local Exchange Tariff, Schedule A1 is not applicable to the LCP.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.6 OPTIONAL LOCAL CALLING PLAN – CALIFORNIA EMBEDDED MARKET (Continued)

7.6.5 SPECIAL CONDITIONS (Continued)

- D. Service Charges listed in Section 2 of this Service Catalog and the Non-recurring Installation Charge listed in 7.6.4 preceding are not applicable if the customer agrees to purchase the LCP for a 12-month period. In the event the customer cancels the LCP after 30 days of activation and before the 12-month period an early termination charge equal to the applicable Service Charges and Non-recurring Installation Charge will apply. (T)
- E. Residential Measured Service customers must select the Utility as their IntraLATA local toll provider in order to qualify for the LCP. (T)
- F. The LCP is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Use of the LCP is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the LCP or any other activity that would be inconsistent with normal residential usage patterns. If it is determined that usage of the unlimited service is not consistent with residential usage or is otherwise prohibited as specified in this tariff, the Utility may immediately suspend, restrict or cancel the service without advance notice.
- G. The \$3.00 monthly measured usage allowance as defined in the Local Exchange Tariff, Schedule A1 is not applicable to the LCP.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET

7.7.1 APPLICABILITY

Applicable to business customers requesting FrontierWorks Business Solutions.

7.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.7.3 GENERAL

FrontierWorkssm Business Connections are package offerings available to business customers. The bundles are listed below.

- A. Bundle 1- Frontier Business Connections-with Voicemail, and Caller ID Name and Number.
- B. Bundle 2- Frontier Business Connections Centrex Package-Call Forward Variable, Call Transfer, Caller ID Name and Number, Three Way Calling. Multiline Hunting and Voice Mail.
- C. Optional Services

- 1. FrontierWorks Optional Business Feature Package (available to Bundle 1 only)

Choice of five of the following:

- Call Waiting w/ Cancel Call Waiting
- Short Speed Calling or Long Speed Calling
- Three-Way Calling
- Automatic Call Return
- Last Number Redial
- Selective Call Forward

- 2. Frontier Works Optional Centrex Features (available to bundle 2 only)

- Call Waiting w/ Cancel Call Waiting
- Speed Calling Individual List or Shared List
- Busy Number Redial
- Automatic Call Return
- Call Forward Busy
- Call Forward No Answer
- Priority Ring

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET

7.7.1 APPLICABILITY

Applicable to business customers requesting FrontierWorks Business Solutions.

7.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.7.3 GENERAL

FrontierWorkssm Business Connections are package offerings available to business customers. The bundles are listed below.

A. Bundle 1- Frontier Business Connections-with Voicemail, and Caller ID Name and Number.

B. Bundle 2- Frontier Business Connections Centrex Package-Basic Call Forward, Call Transfer, Caller ID with Name, 3 Way Calling. Multiline Hunting and Voice Mail. (T)
(T)

C. Optional Services

1. FrontierWorks Optional Business Feature Package (available to Bundle 1 only)

Choice of five of the following:

Call Waiting/Call Waiting ID/Cancel Call Waiting (T)

Speed Call 8 ⁽¹⁾ or 30 (C)

3 Way Calling

Call Return *69

Busy Number Redial *66 (T)

Selective Call Forward

2. Frontier Works Optional Centrex Features (available to bundle 2 only)

Call Waiting/Call Waiting ID/Cancel Call Waiting (T)

Speed Call 8 ⁽¹⁾ or 30 (C)

Busy Number Redial *66 (T)

Call Return *69

Call Forward Busy

Call Forward No Answer

Priority Call (T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET

7.7.1 APPLICABILITY

Applicable to business customers requesting FrontierWorks Business Solutions.

7.7.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.7.3 GENERAL

FrontierWorkssm Business Connections are package offerings available to business customers. The bundles are listed below.

- A. Bundle 1- Frontier Business Connections-with Voicemail, and Caller ID Name and Number.
- B. Bundle 2- Frontier Business Connections Centrex Package-Basic Call Forward, Call Transfer, Caller ID with Name, 3 Way Calling. Multiline Hunting and Voice Mail.
- C. Optional Services

- 1. FrontierWorks Optional Business Feature Package (available to Bundle 1 only)

Choice of five of the following:

- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽¹⁾ or 30 (T)
- 3 Way Calling
- *69 Call Return (T)
- *66 Busy Number Redial (T)
- Selective Call Forward (T)

- 2. Frontier Works Optional Centrex Features (available to bundle 2 only)

- Call Waiting/Cancel Call Waiting (T)
- Speed Call 8 ⁽¹⁾ or 30 (T)
- *66 Busy Number Redial (T)
- *69 Call Return (T)
- Call Forward Busy
- Call Forward No Answer
- Priority Call

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET
 (Continued)

7.7.4 RATES AND CHARGES

- A. The FrontierWorks Business Connections Packages are provided in conjunction with single-party business and Centrex access lines. The applicable single-party business access line charges as specified in Section 1 of this Service Catalog apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundles.
- C. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- D. Service Connection Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- E. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.
- F. Monthly Rates

1. Bundles

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1	\$16.92	\$15.92	\$14.92
Bundle 2	\$16.92	\$15.92	\$14.92

2. Optional Features

	<u>Monthly Rate</u>
a. FrontierWorks Optional Business Feature Package, per line	\$9.99
b. Optional Centrex Features, per line	\$1.99
c. Voice Mail	
Additional Voice Mail Box	\$6.99
More than 8 Voice Mail Boxes, per Mail Box	\$3.99

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET
 (Continued)

7.7.4 RATES AND CHARGES

- A. The FrontierWorks Business Connections Packages are provided in conjunction with single-party business and Centrex access lines. The applicable single-party business access line charges as specified in Section 1 of this Service Catalog apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundles. (T)
- C. Service Charges apply if the customer switches from a bundle to an unbundled service. (T)
- D. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value. (T)
- E. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.

F. Monthly Rates

1. Bundles

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1	\$16.92	\$15.92	\$14.92
Bundle 2	\$16.92	\$15.92	\$14.92

2. Optional Features

	<u>Monthly Rate</u>
a. FrontierWorks Optional Business Feature Package, per line	\$9.99
b. Optional Centrex Features, per line	\$1.99
c. Voice Mail	
Additional Voice Mail Box	\$6.99
More than 8 Voice Mail Boxes, per Mail Box	\$3.99

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.7.5 SPECIAL CONDITIONS

- A. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under a one-year, two-year, and three-year term commitment and requires a contract.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
 - 4. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - 1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
- D. The Frontier Works Optional Business Feature Package or the Optional Centrex Features associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.7 FRONTIERWORKSsm BUSINESS CONNECTIONS – CALIFORNIA EMBEDDED MARKET
(Continued)

7.7.5 SPECIAL CONDITIONS (Continued)

- E. The Frontier Works Optional Business Feature Package and the Optional Centrex Features are available only in association with a FrontierWorks Business Connections bundles.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- H. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.]
- I. FrontierWorks is a service mark of the Company.
- J. The FrontierWorks Business Connections bundles are available to Business customers that subscribe to either Frontier DSL Max Internet Service or Frontier 512 Business DSL Internet Service.
- K. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- L. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET

7.8.1 APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

7.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.8.3 GENERAL

A. Frontier Small Business Advantage is a package offering available to Business customers.

B. The package includes the following features:

- Call Forwarding Variable or Fixed
- Call Transfer
- Caller ID W/ Name
- Access Line Hunting (where available)
- Three-Way Calling
- Frontier Deluxe Voice Mail

C. The following optional features may be added to the package and will be billed on a per feature basis as defined in 7.8.4.E following.

Optional Features:

- Busy Number Redial
- Call Return
- Call Forward Busy
- Call Forward No Answer
- Custom Speed Calling Eight-Code Capacity or Thirty-Code Capacity
- Priority Ring
- Call Waiting/Cancel Call Waiting

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET

7.8.1 APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

7.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.8.3 GENERAL

A. Frontier Small Business Advantage is a package offering available to Business customers.

B. The package includes the following features:

Basic Call Forward	(T)
Caller ID with Name	(T)
Access Line Hunting (where available)	
3 Way Calling	(T)
Frontier Deluxe Voice Mail	

C. The following optional features may be added to the package and will be billed on a per feature basis as defined in 7.8.4.E following.

Optional Features:

Busy Number Redial *66	(T)
Call Return *69	(T)
Call Forward Busy	
Call Forward No Answer	
Speed Call 8 ⁽¹⁾ or 30	(T)(C)
Priority Call	
Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET

7.8.1 APPLICABILITY

Applicable to business customers requesting Frontier Small Business Advantage.

7.8.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.8.3 GENERAL

A. Frontier Small Business Advantage is a package offering available to Business customers.

B. The package includes the following features:

Basic Call Forward
Caller ID with Name
Access Line Hunting (where available)
3 Way Calling
Frontier Deluxe Voice Mail

C. The following optional features may be added to the package and will be billed on a per feature basis as defined in 7.8.4.E following.

Optional Features:

*66 Busy Number Redial

*69 Call Return

Call Forward Busy

Call Forward No Answer

Speed Call 8 ⁽¹⁾ or 30

Priority Call

Call Waiting/Cancel Call Waiting

(T)

(T)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET (Continued)

7.8.4 RATES AND CHARGES

- A. The Frontier Small Business Advantage Package is provided in conjunction with Single-Party Business Service. The applicable Single-Party business access line charges as specified in Section 1 of this Service Catalog apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the package.
- C. Service Connection Charges apply if the customer switches from a package to an unpackaged service.
- D. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.
- E. Monthly Rate

	<u>Two Year Monthly Rate</u>
Frontier Small Business Advantage Package	\$7.50
Optional Features (per feature)	\$1.99

7.8.5 SPECIAL CONDITIONS

- A. The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Utility to the customer.
- B. The package is offered only under a two-year term commitment and requires a contract.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 2. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET (Continued)

7.8.4 RATES AND CHARGES

- A. The Frontier Small Business Advantage Package is provided in conjunction with Single-Party Business Service. The applicable Single-Party business access line charges as specified in Section 1 of this Service Catalog apply.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the package. (T)
- C. Service Charges apply if the customer switches from a package to an unpackaged service. (T)
- D. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

E. Monthly Rate

	<u>Two Year Monthly Rate</u>
Frontier Small Business Advantage Package	\$7.50
Optional Features (per feature)	\$1.99

7.8.5 SPECIAL CONDITIONS

- A. The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Utility to the customer.
- B. The package is offered only under a two-year term commitment and requires a contract.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 2. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.8 FRONTIER SMALL BUSINESS ADVANTAGE – CALIFORNIA EMBEDDED MARKET (Continued)

7.8.5 SPECIAL CONDITIONS (Continued)

- B. The package is offered only under a two-year term commitment and requires a contract.
(Continued)
 - 3. Early termination liability charges shall apply if the customer cancels the package before the end of the contract term. The package is considered to be cancelled if any of its component services are cancelled.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$500 for a two-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - 1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of the package within 30 days of activation.
 - 3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.
- C. The package rate will appear as a single line item on the customer's bill.
- D. Frontier Small Business Advantage is a service mark of the Company.
- E. The package rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the package rate.
- F. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the package rate.
- G. The package cannot be used in association with a Residential Line, PBX Service or ISDN service.
- H. No Utility initiated change in a term contract that may result in more restrictive terms or conditions is enforceable unless the change is otherwise allowed by applicable law and the change is also communicated to the customer in a written notice 25 days prior to the change taking effect. Such notice shall present in a clear and conspicuous manner the current term or condition and the change being made in that term or condition. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A utility may not use this contract change provision to change term-contract rates or charges.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE

7.9.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.9.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.9.3 GENERAL

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

- Single Party Flat Rate Access Line
- Call Forward Busy & Call Forward No Answer
- Unlimited Extended Area Service
- Voice Mail – Residential Basic
- Call Waiting, Cancel Call Waiting
- Unlimited Zone Usage Measurement Service
- Caller ID w/Name

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7.9.4.C.

- Three-Way calling
- Anonymous Call Rejection
- Automatic Call Return
- Automatic Busy Redial
- Call Tracing Service
- Caller ID
- Call Forward Variable or Fixed
- Call Waiting ID
- Distinctive Ringing
- Selective Call Forwarding
- Selective Call Acceptance
- Selective Call Rejection
- Priority Ring
- Custom Speed Calling Eight-Code Capacity or -
Thirty-Code Capacity

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE

7.9.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.9.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.9.3 GENERAL

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

- | | | |
|--|--|-----|
| - Single Party Flat Rate Access Line | - Call Waiting/Call Waiting ID/Cancel Call Waiting | (T) |
| - Call Forward Busy/Call Forward No Answer | - Unlimited Zone Usage Measurement Service | (T) |
| - Unlimited Extended Area Service | - Caller ID with Name | |
| - Voice Mail – Residential Basic | | |

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7.9.4.C.

- | | | |
|----------------------------|-------------------------------------|--------|
| - 3 Way Calling | - Distinctive Ring | (T) |
| - Anonymous Call Rejection | - Selective Call Forward | |
| - Call Return *69 | - Selective Call Acceptance | |
| - Busy Number Redial *66 | - Selective Call Rejection | |
| - Call Trace | - Priority Call | |
| - Caller ID with Name | - Speed Call 8 ⁽¹⁾ or 30 | |
| - Basic Call Forward | | (T)(C) |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE

7.9.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.9.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.9.3 GENERAL

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

- | | | |
|--------------------------------------|--|-----|
| - Single Party Flat Rate Access Line | - Call Waiting/Cancel Call Waiting | (T) |
| - Call Forward Busy/No Answer | - Unlimited Zone Usage Measurement Service | (T) |
| - Unlimited Extended Area Service | - Caller ID with Name | |
| - Voice Mail – Residential Basic | | |

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 7.9.4.C.

- | | | |
|----------------------------------|-------------------------------------|-----|
| - 3 Way Calling | - Distinctive Ring | |
| - Anonymous Call Block/Rejection | - Selective Call Forward | (T) |
| - *69 Call Return | - Selective Call Acceptance | |
| - *66 Busy Number Redial | - Selective Call Rejection | (T) |
| - Call Trace | - Priority Call | |
| - Caller ID with Name | - Speed Call 8 ⁽¹⁾ or 30 | |
| - Basic Call Forward | | |

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Service bundle is provided at the following rates:

	<u>Monthly Rate</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99			
2. Elk Grove and Meadowview exchanges	29.99			
3. Golden State Market			\$21.85	
4. Tuolumne Market				\$23.95
5. Zones 1, 2, 3 and San Antonio Exchanges		\$24.99		
6. Stay Connected Seasonal Offering See Special Condition (H)	6.74	6.74	9.99	9.99
7. Digital Phone Enhanced Feature Pack	2.99	2.99	2.99	2.99

7.9.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

Effective: April 30, 2010

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Service bundle is provided at the following rates:

	<u>Monthly Rate</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99			
2. Elk Grove and Meadowview exchanges	29.99			
3. Golden State Market			\$21.85	
4. Tuolumne Market				\$23.95
5. Zones 1, 2, 3 and San Antonio Exchanges		\$24.99		
6. Stay Connected Seasonal Offering See Special Condition (H)	9.99	9.99	9.99	9.99
7. Digital Phone Enhanced Feature Pack	2.99	2.99	2.99	2.99

(T)

7.9.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- F. Frontier Digital Phone Service bundle is provided at the following rates:

	<u>Monthly Rate</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
8. All exchanges, excluding Elk Grove and Meadowview	\$39.99			
9. Elk Grove and Meadowview exchanges	29.99			
10. Golden State Market			\$21.85	
11. Tuolumne Market				\$23.95
12. Zones 1, 2, 3 and San Antonio Exchanges		\$24.99		
13. Stay Connected Seasonal Offering See Special Condition (H)	9.99	9.99	9.99	9.99
14. Digital Phone Enhanced Feature Pack	2.99	2.99	2.99	2.99

7.9.5 SPECIAL CONDITIONS

- D. The bundles are available only where facilities and operating systems are available and technically feasible.
- E. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- F. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Digital Phone Service bundle is provided at the following rates:

		<u>Monthly Rate</u>			
		<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
15.	All exchanges, excluding Elk Grove and Meadowview	\$39.99			
16.	Elk Grove and Meadowview exchanges	\$29.99			
17.	Golden State Market			\$21.85	
18.	Tuolumne Market				\$23.95
19.	Zones 1, 2, 3 and San Antonio Exchanges		\$24.99		
20.	Stay Connected Seasonal Offering See Special Condition (H)	\$9.99	\$9.99	\$9.99	\$9.99
21.	Digital Phone Enhanced Feature Pack	\$3.99	\$3.99	\$3.99	\$3.99

(I)

7.9.5 SPECIAL CONDITIONS

- G. The bundles are available only where facilities and operating systems are available and technically feasible.
- H. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- I. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- L. Frontier Digital Phone Service bundle is provided at the following rates:

		<u>Monthly Rate</u>			
		<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
22.	All exchanges, excluding Elk Grove and Meadowview	\$39.99			
23.	Elk Grove and Meadowview exchanges	\$29.99			
24.	Golden State Market			\$21.85	
25.	Tuolumne Market				\$23.95
26.	Zones 1, 2, 3 and San Antonio Exchanges		\$24.99		
27.	Stay Connected Seasonal Offering See Special Condition (H)	\$9.99	\$9.99	\$9.99	\$9.99
28.	Digital Phone Enhanced Feature Pack	\$4.99	\$4.99	\$4.99	\$4.99

(I)

7.9.5 SPECIAL CONDITIONS

- J. The bundles are available only where facilities and operating systems are available and technically feasible.
- K. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- L. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- O. Frontier Digital Phone Service bundle is provided at the following rates:

		<u>Monthly Rate</u>			
		<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
29.	All exchanges, excluding Elk Grove and Meadowview	\$39.99			
30.	Elk Grove and Meadowview exchanges	\$29.99			
31.	Golden State Market			\$21.85	
32.	Tuolumne Market				\$23.95
33.	Zones 1, 2, 3 and San Antonio Exchanges		\$24.99		
34.	Stay Connected Seasonal Offering See Special Condition (H)	\$9.99	\$9.99	\$9.99	\$9.99
35.	Digital Phone Enhanced Feature Pack	\$5.99	\$5.99	\$5.99	\$5.99

(I)

7.9.5 SPECIAL CONDITIONS

- M. The bundles are available only where facilities and operating systems are available and technically feasible.
- N. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- O. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.5 SPECIAL CONDITIONS (Continued)

- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- H. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
- I. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- J. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: April 30, 2010

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.5 SPECIAL CONDITIONS (Continued)

- P. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- Q. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- R. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- S. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- T. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate. (N)
- I. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- J. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.9 FRONTIER DIGITAL PHONE SERVICE (Continued)

7.9.5 SPECIAL CONDITIONS (Continued)

- U. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- V. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- W. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- X. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- Y. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
 - 8. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 9. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering. (T)
 - 10. The applicable Service Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service. (T)
 - 11. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 - 12. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 - 13. This service does not change any other terms and conditions of the product.
 - 14. All applicable taxes and surcharges apply.
 - 15. The Federal Subscriber Line Charge is included in the monthly rate.
- I. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- J. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

7.10.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.10.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Unlimited Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.10.3 GENERAL

A. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forwarding Fixed or Variable
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Voice Mail – Frontier Deluxe Voice Mail
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Custom Speed Calling – Thirty-Code Capacity

7.10.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE

(T)

7.10.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.10.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Unlimited Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.10.3 GENERAL

A. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy Line
Call Forward No Answer
Caller ID W/ Name
Voice Mail – Frontier Deluxe Voice Mail
Two features from the feature package listed in item C below

(C)

(C)

C. Frontier Business All In Feature Package

(N)

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.10.4.C.

Call Waiting/Cancel Call Waiting	Priority Ring
Anonymous Call Rejection	Call Forward, All
Busy Number Redial	Distinctive Ringing
Call Return	Speed Calling Thirty-Code Capacity
Selective Call Acceptance	Speed Calling Eight-Code Capacity
Selective Call Rejection	Three-Way Calling
Selective Call Forwarding	Caller ID Blocking
Basic Voice Mail with 5 Subs and Unified Messaging	Call Waiting ID
Deluxe Voice Mail with Unified Messaging	Hunting

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE

7.10.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.10.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Unlimited Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.10.3 GENERAL

A. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy Line
Call Forward No Answer
Caller ID with Name
Voice Mail – Frontier Deluxe Voice Mail
Two features from the feature package listed in item C below

(T)

C. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.10.4.C.

Call Waiting/Cancel Call Waiting	Selective Call Forward
Anonymous Call Block/Rejection	Priority Call
*66 Busy Number Redial	Basic Call Forward
*69 Call Return	Distinctive Ring
Selective Call Acceptance	Speed Call 30
Selective Call Rejection	Speed Call 8 ⁽¹⁾
Basic Voice Mail with 5 Subs and Unified Messaging	3 Way Calling
Deluxe Voice Mail with Unified Messaging	Hunting

(T)

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(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.10.4 RATES AND CHARGES (Continued)

C. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate for</u>	
	<u>One Year or Two Year Term</u>	<u>Two Year Term</u>
California Embedded Market - Elk Grove and Meadowview exchanges	\$48.70	
California Embedded Market - All Exchanges, excluding Elk Grove and Meadowview		\$58.70
	<u>Monthly Rate for</u>	
	<u>A One Year or Two Year Term</u>	
Golden State and Tuolumne Markets – All Exchanges	\$58.70	

7.10.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Call Detail for Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- D. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Unlimited long-distance plan for each bundle ordered.
- E. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's tariff.
- F. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

(T)

7.10.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Business Unlimited Service	\$35.00	(R)
Frontier Business All In Feature Package	4.99	(N)

7.10.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Call Detail for Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- D. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Unlimited long-distance plan for each bundle ordered.
- E. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's tariff.
- F. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

7.10.4 RATES AND CHARGES

- D. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- E. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- F. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$35.00
Frontier Business All In Feature Package	4.99

7.10.5 SPECIAL CONDITIONS

- G. The bundle is available only where facilities and operating systems are available and technically feasible.
- H. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- I. Call Detail for Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- J. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Unlimited long-distance plan for each bundle ordered.
- K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's tariff.
- L. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

7.10.5 SPECIAL CONDITIONS (Continued)

- G. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- H. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- I. The bundle rate will appear as a single line item on the customer's bill.
- J. 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.
- K. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.
- L. The bundle is offered only under a one-year or two-year term commitment and requires a contract.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE (Continued) (T)

7.10.5 SPECIAL CONDITIONS (Continued)

G. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

H. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

I. The bundle rate will appear as a single line item on the customer's bill.

J. 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.

K. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services. (C)

(D)

(D)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

7.10.5 SPECIAL CONDITIONS (Continued)

- M. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- N. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- O. The bundle rate will appear as a single line item on the customer's bill.
- P. 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.
- Q. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

(T)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.10 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

7.10.5 SPECIAL CONDITIONS (Continued)

- A. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- C. The bundle rate will appear as a single line item on the customer's bill.
- 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.
- E. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

(T)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS

7.11.1 APPLICABILITY

Applicable to Single Party Business Flat rate service.

7.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Essentials Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.11.3 GENERAL

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

B. Flat Rate Business Line

Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)

Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

Caller ID W/ Name

Call Waiting

Call Waiting ID

Call Forwarding

Basic Voice Mail

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

C. Optional Features Package

Busy Redial

Call Return

Three-Way calling

Speed Calling Eight-Code Capacity or Thirty-Code Capacity

Call Forwarding - Variable

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS

7.11.1 APPLICABILITY

Applicable to Single Party Business Flat rate service.

7.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Essentials Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.11.3 GENERAL

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

B. Features and Services

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forwarding
Frontier Business Basic Voice Mail
One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month
Three features from the feature package listed in item D following

(C)
|
(C)

C. Optional Features Package*

(C)

Busy Redial
Call Return
Three-Way calling
Speed Calling Eight-Code Capacity or Thirty-Code Capacity
Call Forwarding - Variable

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

(N)
(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS

7.11.1 APPLICABILITY

Applicable to Single Party Business Flat rate service.

7.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Essentials Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.11.3 GENERAL

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

B. Features and Services

Flat Rate Business Line

Unlimited Extended Area Service

Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

Call Forwarding

Frontier Business Basic Voice Mail

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

Three features from the feature package listed in item D following

(T)

C. Optional Features Package*

Busy Redial

Call Return

Three-Way calling

Speed Calling Eight-Code Capacity or Thirty-Code Capacity

Call Forwarding - Variable

(T)

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(C)

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(T)

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS

7.11.1 APPLICABILITY

Applicable to Single Party Business Flat rate service.

7.11.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Essentials Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.11.3 GENERAL

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

B. Features and Services

Flat Rate Business Line

Unlimited Extended Area Service

Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

Basic Call Forward

Frontier Business Basic Voice Mail

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

Three features from the feature package listed in item D following

(T)

C. Optional Features Package*

*66 Busy Number Redial

*69 Call Return

3 Way calling

Speed Call 8 ⁽¹⁾ or 30

Basic Call Forward

(T)

|

(T)

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS (Continued)

7.11.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this Section, Multi-Element Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package	3.99
Deluxe Voice Mail	2.99

7.11.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a month-to-month basis.
- D. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex, or ISDN service.
- G. Deluxe Voice Mail will be offered as an add on to this bundle.
- H. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS (Continued)

7.11.3 GENERAL (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.11.4.C.

Caller ID with Name	Call Return	(N) (N)
Call Waiting/Cancel Call Waiting	Priority Ring	
Anonymous Call Rejection	Call Forward, All	
Busy Number Redial	Call Forwarding Busy	
Selective Call Acceptance	Call Forwarding No Answer	
Selective Call Rejection	Distinctive Ring	
Selective Call Forwarding	Speed Calling Thirty-Code Capacity	
Basic Voice Mail with Unified Messaging	Speed Calling Eight-Code Capacity	
Basic Voice Mail with 5 Subs	Three-Way Calling	
Basic Voice Mail with 5 Subs and Unified Messaging	Caller ID Blocking	
Deluxe Voice Mail	Call Waiting ID	
Deluxe Voice Mail with Unified Messaging	Hunting	

7.11.4 RATES AND CHARGES

D. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.

E. Unless otherwise stated elsewhere in this Section, Multi-Element Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

F. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Business Essentials	\$39.99	
Optional Features Package*	3.99	(C)
Deluxe Voice Mail*	2.99	(C)
Frontier Business All In Feature Package	4.99	(N)

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010. (N)
 (N)

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS (Continued)

7.11.3 GENERAL (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.11.4.C.

Caller ID with Name	Selective Call Forward	(T) (C) (T)
Call Waiting/Call Waiting ID/Cancel Call Waiting	Call Return *69	
Anonymous Call Rejection	Priority Call	
Busy Number Redial *66	Basic Call Forward	
Selective Call Acceptance	Call Forward Busy	
Selective Call Rejection	Call Forward No Answer	
Basic Voice Mail with Unified Messaging	Distinctive Ring	
Basic Voice Mail with 5 Subs	Speed Call 30	
Basic Voice Mail with 5 Subs and Unified Messaging	Speed Call 8 ⁽¹⁾	
Deluxe Voice Mail	3 Way Calling	
Deluxe Voice Mail with Unified Messaging	Hunting	

7.11.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this Section, Multi-Element Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail*	2.99
Frontier Business All In Feature Package	4.99

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS (Continued)

7.11.3 GENERAL (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.11.4.C.

Caller ID with Name	Selective Call Forward	
Call Waiting/Cancel Call Waiting	*69 Call Return	(T)
Anonymous Call Block/Rejection	Priority Call	
*66 Busy Number Redial	Basic Call Forward	(T)
Selective Call Acceptance	Call Forward Busy	
Selective Call Rejection	Call Forward No Answer	
Basic Voice Mail with Unified Messaging	Distinctive Ring	
Basic Voice Mail with 5 Subs	Speed Call 30	
Basic Voice Mail with 5 Subs and Unified Messaging	Speed Call 8 ⁽¹⁾	
Deluxe Voice Mail	3 Way Calling	
Deluxe Voice Mail with Unified Messaging	Hunting	

7.11.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this Section, Multi-Element Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail*	2.99
Frontier Business All In Feature Package	4.99

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS (Continued)

7.11.3 GENERAL (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Rates and Charges, item 7.11.4.C.

Caller ID with Name	Selective Call Forward
Call Waiting/Cancel Call Waiting	*69 Call Return
Anonymous Call Block/Rejection	Priority Call
*66 Busy Number Redial	Basic Call Forward
Selective Call Acceptance	Call Forward Busy
Selective Call Rejection	Call Forward No Answer
Basic Voice Mail with Unified Messaging	Distinctive Ring
Basic Voice Mail with 5 Subs	Speed Call 30
Basic Voice Mail with 5 Subs and Unified Messaging	Speed Call 8 ⁽¹⁾
Deluxe Voice Mail	3 Way Calling
Deluxe Voice Mail with Unified Messaging	Hunting

7.11.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- C. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Deluxe Voice Mail*	2.99
Frontier Business All In Feature Package	4.99

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.11 FRONTIER BUSINESS ESSENTIALS (Continued)

7.11.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. The bundle is offered on a month-to-month basis.
- D. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service. (C)
- G. Deluxe Voice Mail will be offered as an add on to this bundle.* (C)
- H. In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.

* This service offering is limited to all existing subscribers at their existing locations as of November 8, 2010.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER DIGITAL PHONE PLUS SERVICE – CALIFORNIA EMBEDDED MARKET

7.12.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Plus Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.12.3 GENERAL

A. The Frontier Digital Phone Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Voice Mail, Unlimited Extended Area Service, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

Two Single Party Flat Rate Access Lines
Call Forward Busy & Call Forward No Answer
Unlimited Extended Area Service
Voice Mail – Residential Basic
Unlimited Zone Usage Measurement Service
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

7.12.4 GENERAL

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.12.4.A.3 following.

Three-Way calling	Distinctive Ringing
Anonymous Call Rejection	Selective Call Forwarding
Automatic Call Return	Selective Call Acceptance
Automatic Busy Redial	Selective Call Rejection
Call Tracing Service	Priority Ring
Caller ID	Custom Speed Calling Eight-Code Capacity or
Call Forward Variable or Fixed	Thirty-Code Capacity
Call Waiting ID	

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.12 RESERVED FOR FUTURE USE

(T)

(L)

(L)

Relocated to Section 11, Grandfathered Services.

(N)

Effective: October 28, 2012

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

(N)

7.12.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the tariff.

7.12.3 GENERAL

A. Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Deluxe Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tarified in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (California Embedded Market)
Voice Mail – Frontier Deluxe Voice Mail
Caller ID w/Name
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Multiline Hunt Service	Repeat Dialing
Anonymous Call Rejection	Call Forward - Variable
Call Forward No Answer	Call Forward - Busy
Priority Ringing	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Selective Call Rejection	

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

7.12.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the tariff.

7.12.3 GENERAL

A. Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Deluxe Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (California Embedded Market)
Voice Mail – Frontier Deluxe Voice Mail
Caller ID w/Name
Eight features from the feature package listed below

(T)

C. Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	Selective Call Rejection	(C)
Speed Call 8 ⁽¹⁾ or 30	Call Return *69	
Multiline Hunt Service	Busy Number Redial *66	(T)
Anonymous Call Rejection	Basic Call Forward	
Call Forward No Answer	Call Forward Busy	(T)
Priority Call	Selective Call Forward	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER

7.12.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.12.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the tariff.

7.12.3 GENERAL

B. Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Deluxe Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (California Embedded Market)
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name (T)
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	Selective Call Rejection	
Speed Call 8 ⁽¹⁾ or 30	*69 Call Return	(T)
Multiline Hunt Service	*66 Busy Number Redial	
Anonymous Call Block/Rejection	Basic Call Forward	(T)
Call Forward No Answer	Call Forward Busy	
Priority Call	Selective Call Forward	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: April 30, 2010

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER DIGITAL PHONE PLUS SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

7.12.5 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- C. Frontier Digital Phone Plus Service is provided at the following rates:

	<u>Monthly Rate</u>	
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99	
2. Elk Grove and Meadowview exchanges	29.99	
3. Stay Connected Seasonal Offering See Special Condition (K)	9.99	(T)
4. Digital Phone Enhanced Feature Pack	2.99	

7.12.6 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Frontier Digital Phone Plus Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- F. The custom calling features and voice mail service included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.
- G. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.12 RESERVED FOR FUTURE USE

(T)

(L)

(L)

Relocated to Section 11, Grandfathered Services.

Effective: October 28, 2012

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER – Continued

(N)

7.12.4 RATES AND CHARGES

- A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

7.12.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- E. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. When the customer purchases the fourth through twelfth bundle additional discounts are given.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER – Continued

7.12.4 RATES AND CHARGES

- A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

7.12.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- E. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services. (T)
- J. The bundle is offered on a month-to-month basis.
- K. When the customer purchases the fourth through twelfth bundle additional discounts are given.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER – Continued

7.12.4 RATES AND CHARGES

- C. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

7.12.5 SPECIAL CONDITIONS

- M. The bundle is available only where facilities and operating systems are available and technically feasible.
- N. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- O. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- P. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- Q. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- R. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- S. The bundle rate will appear as a single line item on the customer's bill.
- T. 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.
- U. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- V. The bundle is offered on a month-to-month basis.
- W. When the customer purchases the fourth through twelfth bundle additional discounts are given.
- X. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: April 30, 2010

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER DIGITAL PHONE PLUS SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

7.12.6 SPECIAL CONDITIONS (Continued)

- H. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- I. The bundle is offered on a one, two or three year term.
 - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
 - 2. If the customer terminates service within 30 days from the effective date of the change, the customer shall not be assessed any otherwise applicable early termination penalty. A Utility may not use this contract change provision to change term-contract rates or charges.
 - 3. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- J. The bundle will appear as a single line item on the bill.
- K. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- L. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.

(N)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.12 FRONTIER DIGITAL PHONE PLUS SERVICE – CALIFORNIA EMBEDDED MARKET (Continued)

7.12.6 SPECIAL CONDITIONS (Continued)

- M. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- N. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE

7.13.1 APPLICABILITY

Applicable to Single Party Business flat rate service.

7.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Metro Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.13.3 GENERAL

A. Frontier Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Line Bundle:

Flat Rate Business Line
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Caller ID w/ Name
Call Waiting
Call Forward Fixed
Basic Voice Mail with Message Waiting Indication

C. Add-on Feature Pack:

Repeat Dialing
Call Return
Three-Way Calling
Custom Speed Calling Thirty-Code Capacity
Call Forward Variable

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE

7.13.1 APPLICABILITY

Applicable to Single Party Business flat rate service.

7.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Metro Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.13.3 GENERAL

A. Frontier Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Line Bundle:

Flat Rate Business Line

Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)

Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)

Caller ID with Name

Call Waiting

Call Forward No Answer

Basic Voice Mail with Message Waiting Indication

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C. Add-on Feature Pack:

Busy Number Redial *66

Call Return *69

3 Way Calling

Speed Call 30

Basic Call Forward

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE

7.13.1 APPLICABILITY

Applicable to Single Party Business flat rate service.

7.13.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Metro Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.13.3 GENERAL

A. Frontier Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Line Bundle:

Flat Rate Business Line
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Caller ID with Name
Call Waiting
Call Forward No Answer
Basic Voice Mail with Message Waiting Indication

C. Add-on Feature Pack:

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Basic Call Forward

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Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE (Continued)

7.13.4 RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- B. Frontier Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
1. Frontier Business Metro Bundle	\$39.99
2. Add-on Feature Pack	3.99
3. Upgrade to Deluxe Voice Mail	2.99

7.13.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a monthly basis.
- D. Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. The customer may add or delete the services or features of the bundle without incurring a Service Charge.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- G. Service Charges apply if the customer switches from a bundle to an unbundled service.
- H. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.
- I. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE (Continued)

7.13.4 RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- B. Frontier Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
1. Frontier Business Metro Bundle	\$39.99
2. Add-on Feature Pack	3.99
3. Upgrade to Deluxe Voice Mail	2.99

7.13.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a monthly basis.
- D. Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. The customer may add or delete the services or features of the bundle without incurring a Service Charge.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- G. Service Charges apply if the customer switches from a bundle to an unbundled service.
- H. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.
- I. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE (Continued)

7.13.5 SPECIAL CONDITIONS (Continued)

- J. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Metro long-distance plan for each bundle ordered.
- K. Deluxe Voice Mail will be offered as an add-on to this bundle.
- L. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.13 FRONTIER BUSINESS METRO SERVICE (Continued)

7.13.5 SPECIAL CONDITIONS (Continued)

- J. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Metro long-distance plan for each bundle ordered.
- L. Deluxe Voice Mail will be offered as an add-on to this bundle.
- L. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

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Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA

7.14.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.14.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier UnlimitedCA Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.14.3 GENERAL

A. The Frontier UnlimitedCA is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting

C. The following enhanced features may be added to the bundle at the rates listed in the rate section:

- | | |
|------------------------------------|--------------------------------------|
| - Call Forward | - Call Return |
| - Call Forwarding – Variable | - Repeat Dial |
| - Call Forwarding Busy Line | - Three-Way calling |
| - Call Waiting/Cancel Call Waiting | - Speed Calling Thirty-Code Capacity |
| - Caller ID | - Anonymous Call Rejection |
| - Caller ID With Name | - Anonymous Call Acceptance |
| - Call Waiting ID | - Call Trace |

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA

7.14.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.14.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier UnlimitedCA Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.14.3 GENERAL

A. The Frontier UnlimitedCA is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting

C. The following enhanced features may be added to the bundle at the rates listed in the rate section:

- | | |
|--|-----------------------------|
| - Basic Call Forward | - Busy Number Redial *66 |
| - Call Forwarding No Answer | - 3 Way calling |
| - Call Forwarding Busy | - Speed Call 30 |
| - Call Waiting/Call Waiting ID/Cancel Call Waiting | - Anonymous Call Rejection |
| - Caller ID With Name | - Anonymous Call Acceptance |
| - Call Return *69 | - Call Trace |

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA

7.14.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.14.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier UnlimitedCA Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.14.3 GENERAL

A. The Frontier UnlimitedCA is a bundled offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting

C. The following enhanced features may be added to the bundle at the rates listed in the rate section:

- | | | |
|------------------------------------|----------------------------------|-----|
| - Basic Call Forward | - *66 Busy Number Redial | (T) |
| - Call Forwarding No Answer | - 3 Way Calling | |
| - Call Forwarding Busy | - Speed Call 30 | |
| - Call Waiting/Cancel Call Waiting | - Anonymous Call Block/Rejection | (T) |
| - Caller ID With Name | - Anonymous Call Acceptance | |
| - *69 Call Return | - Call Trace | (T) |

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA (Continued)

7.14.4 RATES AND CHARGES

A. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

B. Frontier UnlimitedCA is provided at the following rates:

	<u>Monthly Rate</u>
- All exchanges, excluding Elk Grove and Meadowview	\$28.99
- California Embedded Market - Elk Grove and Meadowview exchanges	18.99
- Golden State Market - Arbuckle, Colusa, Grimes, Maxwell, Needles, Princeton and Williams exchanges	18.99
- Global Valley Market – Zone 1, 2, 3 & San Antonio Exchange	18.99
- One Feature	5.99
- Two Features	7.99
- Three Features	9.99
- All Listed Features	12.99
- Stay Connected Seasonal Offering	9.99

7.14.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA (Continued)

7.14.4 RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this Section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- B. Frontier UnlimitedCA is provided at the following rates:

	<u>Monthly Rate</u>
- All exchanges, excluding Elk Grove and Meadowview	\$28.99
- California Embedded Market - Elk Grove and Meadowview exchanges	18.99
- Golden State Market - Arbuckle, Colusa, Grimes, Maxwell, Needles, Princeton and Williams exchanges	18.99
- Global Valley Market – Zone 1, 2, 3 & San Antonio Exchange	18.99
- One Feature	5.99
- Two Features	7.99
- Three Features	9.99
- All Listed Features	12.99
- Stay Connected Seasonal Offering	9.99

7.14.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA (Continued)

7.14.5 SPECIAL CONDITIONS (Continued)

- E. The bundle is offered on a month-to-month basis.
- F. The bundle will appear as a single line item on the bill.
- G. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- H. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedCA Service while they are away, a minimum of one month and up to nine months during a 12 period.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedCA bundle and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. All applicable taxes and surcharges apply.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.14 FRONTIER UNLIMITEDCA (Continued)

7.14.5 SPECIAL CONDITIONS (Continued)

- E. The bundle is offered on a month-to-month basis.
- F. The bundle will appear as a single line item on the bill.
- G. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- I. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier UnlimitedCA Service while they are away, a minimum of one month and up to nine months during a 12 period.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier UnlimitedCA bundle and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. All applicable taxes and surcharges apply.

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Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE ESSENTIALS

7.15.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Essentials Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.15.3 GENERAL

A. Frontier Digital Phone Essentials is a bundled offering available to Residential customers that subscribe to flat rate service.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Speed Calling Eight-Code Capacity

C. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section.

- | | |
|------------------------------------|--------------------------------------|
| - Call Forward | - Call Return |
| - Call Forwarding – Variable | - Repeat Dial |
| - Call Forwarding Busy Line | - Three-Way calling |
| - Call Waiting/Cancel Call Waiting | - Speed Calling Thirty-Code Capacity |
| - Caller ID | - Anonymous Call Rejection |
| - Caller ID With Name | - Anonymous Call Acceptance |
| - Call Waiting ID | - Call Trace |

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE 100 (T)

7.15.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone 100 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB. (T)

7.15.3 GENERAL

A. Frontier Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service. (T)

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Speed Calling Eight-Code Capacity

C. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section.

- | | |
|------------------------------------|--------------------------------------|
| - Call Forward | - Call Return |
| - Call Forwarding – Variable | - Repeat Dial |
| - Call Forwarding Busy Line | - Three-Way calling |
| - Call Waiting/Cancel Call Waiting | - Speed Calling Thirty-Code Capacity |
| - Caller ID | - Anonymous Call Rejection |
| - Caller ID With Name | - Anonymous Call Acceptance |
| - Call Waiting ID | - Call Trace |

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE 100

7.15.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone 100 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.15.3 GENERAL

A. Frontier Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Speed Call 8 ⁽¹⁾

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C. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section.

- | | |
|--|-----------------------------|
| - Basic Call Forward | - Busy Number Redial *66 |
| - Call Forward Busy | - 3 Way Calling |
| - Call Forward No Answer | - Speed Call 30 |
| - Call Waiting/Call Waiting ID/Cancel Call Waiting | - Anonymous Call Rejection |
| - Caller ID With Name | - Anonymous Call Acceptance |
| - Call Return *69 | - Call Trace |

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE 100

7.15.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.15.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone 100 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.15.3 GENERAL

A. Frontier Digital Phone 100 is a bundled offering available to Residential customers that subscribe to flat rate service.

B. The Basic Line Bundle includes the following:

One Flat Rate Residential Access Line
Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Speed Call 8 ⁽¹⁾

C. Digital Phone Enhanced Feature Pack

The following enhanced features may be added to the bundle at the rates listed in the rate section.

- Basic Call Forward	- *66 Busy Number Redial	(T)
- Call Forward Busy	- 3 Way Calling	
- Call Forward No Answer	- Speed Call 30	
- Call Waiting/Cancel Call Waiting	- Anonymous Call Block/Rejection	(T)
- Caller ID with Name	- Anonymous Call Acceptance	
- *69 Call Return	- Call Trace	(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 1, 2010

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.15.4 RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- B. Frontier Digital Phone Essentials bundle is provided at the following rates:

Monthly Rate

- Frontier Digital Phone Essentials	\$18.99
- One Feature	5.99
- Two Features	7.99
- Three Features	9.99
- All Listed Features	12.99
- Stay Connected Seasonal Offering	9.99

7.15.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. The bundle is offered on a month-to-month basis.
- F. The bundle will appear as a single line item on the bill.
 - a. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
 - b. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE 100 (Continued) (T)

7.15.4 RATES AND CHARGES

A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

B. Frontier Digital Phone 100 bundle is provided at the following rates: (T)

Monthly Rate

- Frontier Digital Phone 100	\$18.99	(T)
- One Feature	5.99	
- Two Features	7.99	
- Three Features	9.99	
- All Listed Features	12.99	
- Stay Connected Seasonal Offering	9.99	

7.15.5 SPECIAL CONDITIONS

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

E. The bundle is offered on a month-to-month basis.

F. The bundle will appear as a single line item on the bill.

a. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.

b. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE 100 (Continued)

7.15.4 RATES AND CHARGES

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- B. Frontier Digital Phone 100 bundle is provided at the following rates:

	<u>Monthly Rate</u>
- Frontier Digital Phone 100	\$18.99
- One Feature	5.99
- Two Features	7.99
- Three Features	9.99
- All Listed Features	12.99
- Stay Connected Seasonal Offering	9.99

7.15.5 SPECIAL CONDITIONS

- G. The bundle is available only where facilities and operating systems are available and technically feasible.
- H. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- I. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- J. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- K. The bundle is offered on a month-to-month basis.
- L. The bundle will appear as a single line item on the bill.
- c. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
- d. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

Effective: January 1, 2010

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.15.5 SPECIAL CONDITIONS (Continued)

- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials for a minimum period of one month and up to nine months during a 12-month period.
 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials bundle and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 6. All applicable taxes and surcharges apply.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.15 FRONTIER DIGITAL PHONE 100 (Continued)

7.15.5 SPECIAL CONDITIONS (Continued)

- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone 100 for a minimum period of one month and up to nine months during a 12-month period.
 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 bundle and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 6. All applicable taxes and surcharges apply.

(T)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.16 GLOBAL VALLEY UNLIMITED PLAN – GLOBAL VALLEY MARKET

7.16.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.16.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Global Valley Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.16.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.16.4 RATES AND CHARGES

Monthly Rate(2)

A. Global Valley Unlimited Plan, each line (1)

1. Zone 1	\$44.95
2. Zone 2	46.65
3. Zone 3	48.35

B. Global Valley Unlimited Plan includes the following monthly rates and services:

1 Flat Rate Exchange Residence Service	
a. Zone 1	16.85
b. Zone 2	18.55
c. Zone 3	20.25
2. Caller ID Number Service	4.95
3. Call Waiting	2.00
4. Caller ID Call Waiting	0.95
5. Packaged Feature Discounts (25% on any three features,	(1.98)
6. Basic Voice Mailbox	3.95
7. National Unlimited (see GVN Service Catalog)	

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Note 2: The customer can have Caller ID Name and Number Service for \$1 more plus the applicable discount.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.16 GLOBAL VALLEY UNLIMITED PLAN – GLOBAL VALLEY MARKET

7.16.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.16.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Global Valley Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.16.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.16.4 RATES AND CHARGES

Monthly Rate(2)

A. Global Valley Unlimited Plan, each line ⁽¹⁾

1. Zone 1	\$44.95
2. Zone 2	46.65
3. Zone 3	48.35

B. Global Valley Unlimited Plan includes the following monthly rates and services:

1 Flat Rate Exchange Residence Service	
a. Zone 1	16.85
b. Zone 2	18.55
c. Zone 3	20.25
2. Caller ID Number Only ⁽²⁾ ⁽³⁾	4.95
3. Call Waiting/Cancel Call Waiting	2.00
4. Caller ID Call Waiting	0.95
5. Packaged Feature Discounts (25% on any three features,	(1.98)
6. Basic Voice Mailbox	3.95
7. National Unlimited (see GVN Service Catalog)	

(T)

⁽¹⁾ See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

⁽²⁾ The customer can have Caller ID Name and Number Service for \$1 more plus the applicable discount.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.16 GLOBAL VALLEY UNLIMITED PLAN – GLOBAL VALLEY MARKET

7.16.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.16.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Global Valley Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.16.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.16.4 RATES AND CHARGES

Monthly Rate(2)

A. Global Valley Unlimited Plan, each line ⁽¹⁾

1. Zone 1	\$44.95
2. Zone 2	46.65
3. Zone 3	48.35

B. Global Valley Unlimited Plan includes the following monthly rates and services:

1 Flat Rate Exchange Residence Service	
a. Zone 1	16.85
b. Zone 2	18.55
c. Zone 3	20.25
2. Caller ID Number Only ⁽²⁾ ⁽³⁾	4.95
3. Call Waiting/Cancel Call Waiting	2.00
4. Caller ID Call Waiting	0.95
5. Packaged Feature Discounts (25% on any three features,	(1.98)
6. Basic Voice Mailbox	3.95
7. National Unlimited (see GVN Service Catalog)	

⁽¹⁾ See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate. (T)

⁽²⁾ The customer can have Caller ID Name and Number Service for \$1 more plus the applicable discount.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.16 GLOBAL VALLEY UNLIMITED PLAN – GLOBAL VALLEY MARKET (Continued)

7.16.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.17 GLOBAL VALLEY COMPLETE PLAN – GLOBAL VALLEY MARKET

7.17.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.17.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Global Valley Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.17.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.17.4 RATES AND CHARGES

Monthly Rate(2)

A. Global Valley Complete Plan, each line (1)

1. Zone 1	\$74.95
2. Zone 2	76.65
3. Zone 3	78.35

B. Global Valley Complete Plan includes the following monthly rates and services:

1 Flat Rate Exchange Residence Service	
a. Zone 1	16.85
b. Zone 2	18.55
c. Zone 3	20.25
2. Caller ID Number Service	4.95
3. Call Waiting	2.00
4. Caller ID Call Waiting	0.95
5. Packaged Feature Discounts (25% on any three features,	(1.98)
6. Basic Voice Mailbox	3.95
7. National Unlimited (see GVN Service Catalog)	

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Note 2: The customer can have Caller ID Name and Number Service for \$1 more plus the applicable discount.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.17 GLOBAL VALLEY COMPLETE PLAN – GLOBAL VALLEY MARKET

7.17.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.17.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Global Valley Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.17.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.17.4 RATES AND CHARGES

Monthly Rate(2)

A. Global Valley Complete Plan, each line ⁽¹⁾

1. Zone 1	\$74.95
2. Zone 2	76.65
3. Zone 3	78.35

B. Global Valley Complete Plan includes the following monthly rates and services:

1 Flat Rate Exchange Residence Service		
a. Zone 1	16.85	
b. Zone 2	18.55	
c. Zone 3	20.25	
2. Caller ID Number Only ⁽²⁾ ⁽³⁾	4.95	(T)
3. Call Waiting/Cancel Call Waiting	2.00	(T)
4. Caller ID Call Waiting	0.95	
5. Packaged Feature Discounts (25% on any three features,	(1.98)	
6. Basic Voice Mailbox	3.95	
7. National Unlimited (see GVN Service Catalog)		

⁽¹⁾ See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

⁽²⁾ The customer can have Caller ID Name and Number Service for \$1 more plus the applicable discount.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.17 GLOBAL VALLEY COMPLETE PLAN – GLOBAL VALLEY MARKET

7.17.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.17.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Global Valley Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.17.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.17.4 RATES AND CHARGES

Monthly Rate(2)

A. Global Valley Complete Plan, each line ⁽¹⁾

1. Zone 1	\$74.95
2. Zone 2	76.65
3. Zone 3	78.35

B. Global Valley Complete Plan includes the following monthly rates and services:

1 Flat Rate Exchange Residence Service	
a. Zone 1	16.85
b. Zone 2	18.55
c. Zone 3	20.25
2. Caller ID Number Only ⁽²⁾ ⁽³⁾	4.95
3. Call Waiting/Cancel Call Waiting	2.00
4. Caller ID Call Waiting	0.95
5. Packaged Feature Discounts (25% on any three features,	(1.98)
6. Basic Voice Mailbox	3.95
7. National Unlimited (see GVN Service Catalog)	

⁽¹⁾ See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate. (T)

⁽²⁾ The customer can have Caller ID Name and Number Service for \$1 more plus the applicable discount.

⁽³⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.17 GLOBAL VALLEY COMPLETE PLAN – GLOBAL VALLEY MARKET (Continued)

7.17.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.18 VALLEY BIZ BASIC UNLIMITED PLAN – GLOBAL VALLEY MARKET

7.18.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.18.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Basic Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.18.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.18.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Basic Unlimited Plan, first line (1)

1. Zone 1	\$65.30
2. Zone 2	67.30
3. Zone 3	71.30

B. Valley BIZ Basic Unlimited Plan, each additional line (1)

1. Zone 1	52.35
2. Zone 2	54.35
3. Zone 3	58.35

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.18 VALLEY BIZ BASIC UNLIMITED PLAN – GLOBAL VALLEY MARKET (Continued)

7.18.4 RATES AND CHARGES (Continued)

Monthly Rate

C. Valley BIZ Basic Unlimited Plan includes the following monthly rates and services:

1	Flat Rate Exchange Business One-Party Service	
	a. Zone 1	\$25.25
	b. Zone 2	27.25
	c. Zone 3	31.25
2.	Caller ID Number Service	5.95
3.	Call Waiting	3.50
4.	Caller ID Call Waiting	0.95
5.	Packaged Feature Discounts (25% on any three features,	(2.60)
6.	Enhanced Mailbox, include on first line	7.95
7.	National Unlimited (see GVN Service Catalog)	

7.18.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.18 VALLEY BIZ BASIC UNLIMITED PLAN – GLOBAL VALLEY MARKET (Continued)

7.18.4 RATES AND CHARGES (Continued)

Monthly Rate

C. Valley BIZ Basic Unlimited Plan includes the following monthly rates and services:

1	Flat Rate Exchange Business One-Party Service		
	a. Zone 1	\$25.25	
	b. Zone 2	27.25	
	c. Zone 3	31.25	
2.	Caller ID Number Only ⁽¹⁾	5.95	(T)
3.	Call Waiting/Cancel Call Waiting	3.50	(T)
4.	Caller ID Call Waiting	0.95	
5.	Packaged Feature Discounts (25% on any three features,	(2.60)	
6.	Enhanced Mailbox, include on first line	7.95	
7.	National Unlimited (see GVN Service Catalog)		

7.18.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.19 VALLEY BIZ CENTREX UNLIMITED PLAN – GLOBAL VALLEY MARKET

7.19.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.19.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Centrex Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.19.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.19.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Centrex Unlimited Plan, first line
with 2 line minimum (1)

1. Zone 1	\$67.90
2. Zone 2	71.90
3. Zone 3	79.90

B. Valley BIZ Centrex Unlimited Plan, each additional
line up to 8 lines (1)

1. Zone 1	54.95
2. Zone 2	58.95
3. Zone 3	66.95

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.19 VALLEY BIZ CENTREX UNLIMITED PLAN – GLOBAL VALLEY MARKET

7.19.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.19.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Centrex Unlimited Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.19.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.19.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Centrex Unlimited Plan, first line
with 2 line minimum (1)

1. Zone 1	\$67.90
2. Zone 2	71.90
3. Zone 3	79.90

B. Valley BIZ Centrex Unlimited Plan, each additional
line up to 8 lines (1)

1. Zone 1	54.95
2. Zone 2	58.95
3. Zone 3	66.95

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

(T)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.19 VALLEY BIZ CENTREX UNLIMITED PLAN – GLOBAL VALLEY MARKET (Continued)

7.19.4 RATES AND CHARGES (Continued)

Monthly Rate

C. Valley BIZ Centrex Unlimited Plan includes the following monthly rates and services:

1. Flat Rate Exchange Business One-Party Service
 - a. Zone 1 \$25.25
 - b. Zone 2 27.25
 - c. Zone 3 31.25
2. Digital Centrex Service – Intragroup Calling, each line
 - a. Zone 1 8.95
 - b. Zone 2 10.95
 - c. Zone 3 14.95
3. Digital Centrex Service – Call Forward Feature Package, each line 1.45
4. Enhanced Mailbox, included on first line 7.95
5. National Unlimited (see GVN Service Catalog)

7.19.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.20 VALLEY BIZ COMPLETE PLAN – GLOBAL VALLEY MARKET

7.20.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.20.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.20.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.20.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Complete Plan, first line (1)

1. Zone 1	\$100.30
2. Zone 2	102.30
3. Zone 3	106.30

B. Valley BIZ Complete Plan, each additional line up to 8 lines (1)

1. Zone 1	52.35
2. Zone 2	54.35
3. Zone 3	58.35

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.20 VALLEY BIZ COMPLETE PLAN – GLOBAL VALLEY MARKET

7.20.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.20.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.20.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.20.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Complete Plan, first line (1)

1. Zone 1	\$100.30
2. Zone 2	102.30
3. Zone 3	106.30

B. Valley BIZ Complete Plan, each additional line up to 8 lines (1)

1. Zone 1	52.35
2. Zone 2	54.35
3. Zone 3	58.35

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

(T)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.20 VALLEY BIZ COMPLETE PLAN – GLOBAL VALLEY MARKET (Continued)

7.20.4 RATES AND CHARGES (Continued)

Monthly Rate

C. Valley BIZ Complete Plan includes the following monthly rates and services:

1. Flat Rate Exchange Business One-Party Service
 - a. Zone 1 \$25.25
 - b. Zone 2 27.25
 - c. Zone 3 31.25
2. Caller ID Number Service 5.95
The customer can have Caller ID and Number Service for \$1 more plus the applicable discount.
3. Call Waiting 3.50
4. Caller ID Call Waiting .95
5. Packaged Feature Discounts (25% on any three features) (2.60)
6. Enhanced Mailbox, included on first line 7.95
7. National Unlimited (see GVN Service Catalog)
8. High Speed Internet (Non-regulated)

7.20.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.20 VALLEY BIZ COMPLETE PLAN – GLOBAL VALLEY MARKET (Continued)

7.20.4 RATES AND CHARGES (Continued)

Monthly Rate

C. Valley BIZ Complete Plan includes the following monthly rates and services:

- | | | |
|---|---------|-----|
| 1. Flat Rate Exchange Business One-Party Service | | |
| a. Zone 1 | \$25.25 | |
| b. Zone 2 | 27.25 | |
| c. Zone 3 | 31.25 | |
| 2. Caller ID Number Only ⁽¹⁾ | 5.95 | (T) |
| The customer can have Caller ID and Number Service for \$1 more plus the applicable discount. | | |
| 3. Call Waiting/Cancel Call Waiting | 3.50 | (T) |
| 4. Caller ID Call Waiting | .95 | |
| 5. Packaged Feature Discounts (25% on any three features) | (2.60) | |
| 6. Enhanced Mailbox, included on first line | 7.95 | |
| 7. National Unlimited (see GVN Service Catalog) | | |
| 8. High Speed Internet (Non-regulated) | | |

7.20.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.21 VALLEY BIZ CENTREX COMPLETE PLAN – GLOBAL VALLEY MARKET

7.21.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.21.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Centrex Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.21.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.21.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Centrex Complete Plan, first line (1)

1. Zone 1	\$102.90
2. Zone 2	106.90
3. Zone 3	114.90

B. Valley BIZ Centrex Complete Plan, each additional line up to 8 lines
With a 3 line minimum: (1)

1. Zone 1	54.95
2. Zone 2	58.95
3. Zone 3	66.95

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.21 VALLEY BIZ CENTREX COMPLETE PLAN – GLOBAL VALLEY MARKET

7.21.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.21.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Valley BIZ Centrex Complete Plan as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.21.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.21.4 RATES AND CHARGES

Monthly Rate

A. Valley BIZ Centrex Complete Plan, first line (1)

1. Zone 1	\$102.90
2. Zone 2	106.90
3. Zone 3	114.90

B. Valley BIZ Centrex Complete Plan, each additional line up to 8 lines
With a 3 line minimum: (1)

1. Zone 1	54.95
2. Zone 2	58.95
3. Zone 3	66.95

Note 1: See Section 2, Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

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Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.21 VALLEY BIZ CENTREX COMPLETE PLAN – GLOBAL VALLEY MARKET (Continued)

7.21.4 RATES AND CHARGES (Continued)

Monthly Rate

C. Valley BIZ Centrex Complete Plan includes the following monthly rates and services:

1. Flat Rate Exchange Business One-Party Service
 - a. Zone 1 \$25.25
 - b. Zone 2 27.25
 - c. Zone 3 31.25
2. Digital Centrex Service – Intragroup Calling, each line
 - a. Zone 1 8.95
 - b. Zone 2 10.95
 - c. Zone 3 14.95
3. Digital Centrex Service – Call Forward Feature Package, each line 1.45
4. Enhanced Mailbox, included on first line 7.95
5. National Unlimited (see GVN Service Catalog)
6. High Speed Internet (Non-regulated)

7.21.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER BUSINESS UNLIMITED - GLOBAL VALLEY MARKET

7.22.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.22.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Unlimited Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.22.3 DESCRIPTION

The Utility may refer to groups of products and/or services by distinctive plan names. The plan name will be used when discussing the Utility's product line with customers. The Utility shall make available each product and/or service that make up these groups along with the rate and charge information for each individual product and/or service. The Utility shall inform its customers that the components of a product/service grouping may be purchased individually at the current rates for each individual service.

7.22.4 RATES AND CHARGES

Monthly Rate

A. Frontier Business Unlimited (1)

1. Zone 1	\$43.62
2. Zone 2	45.62
3. Zone 3	49.62

B. Frontier Business Unlimited

Flat Rate Exchange Business One-Party Service

1. Zone 1	25.25
2. Zone 2	27.25
3. Zone 3	31.25
4. Caller ID Name and Number	6.95
5. Call Forward, All	2.00
6. Call Waiting	3.50
7. Cancel Call Waiting	3.00
8. Speed Calling 30 Code	3.50
9. Packaged Feature Discount (45% on any five or more features)	(8.53)
10. Voice Mail – Enhanced Mailbox	7.95

Note 1: See Section 2, Multi-Element Service Charges. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundled rate.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.22 RESERVED FOR FUTURE USE

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Effective: September 20, 2015

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE

(N)

7.22.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.22.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.22.3 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 and Custom Calling features, Basic Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Caller ID
Call Forwarding Busy/No Answer	Anonymous Call Rejection
Unlimited Extended Area Service	Call Forward
Voice Mail - Basic	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling

Premium Feature Package

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

7.22.4 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER BUSINESS UNLIMITED – GLOBAL VALLEY MARKET (Continued)

7.22.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
- C. Non-payment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Local Exchange Tariff, Rule No. 11 pertaining to non-payment of bills.
- D. The bundle will appear as a single line item on the bill.

Effective: November 8, 2010

SECTION 7 - BUNDLED SERVICES

7.22 RESERVED FOR FUTURE USE (Continued)

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Effective: September 20, 2015

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE (Continued)

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7.22.4 SPECIAL CONDITIONS (Continued)

- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. 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.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

7.22.5 RATES AND CHARGES

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE (Continued)

7.22.4 SPECIAL CONDITIONS (Continued)

- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services. (T)
- II. The bundle is offered on a month-to-month, one, two or three year term basis.
- L. 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.
- M. Term plans will auto renew unless notification is received from the customer sixty days in advance.

7.22.5 RATES AND CHARGES

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

Monthly Rate

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

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE (Continued)

7.22.4 SPECIAL CONDITIONS (Continued)

- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- III. The bundle is offered on a month-to-month, one, two or three year term basis.
- N. 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.
- O. Term plans will auto renew unless notification is received from the customer sixty days in advance.

7.22.5 RATES AND CHARGES

- C. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- D. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

Monthly Rate

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

Effective: August 16, 2020

SECTION 7 - BUNDLED SERVICES

7.22 FRONTIER ONEVOICE (Continued)

7.22.4 SPECIAL CONDITIONS (Continued)

- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
 - E. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
 - F. The bundle rate will appear as a single line item on the customer's bill.
 - G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
 - H. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.
- IV. The bundle is offered on a month-to-month, one, two or three year term basis.

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7.22.5 RATES AND CHARGES

- E. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. New customers will incur a non-recurring charge up to \$95.00 per account. This charge supersedes the Initial Order and Connection charges.

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Monthly Rate

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

Effective: January 15, 2010

SECTION 7 – BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET

7.23.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.23.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone X1 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.23.3 GENERAL

A. Frontier Digital Phone X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Forwarding Busy & Call Forward No Answer
Voice Mail – Residential Basic
Call Waiting, Cancel Call Waiting
Caller ID w/Name

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.22.4.

- Three-Way calling
- Anonymous Call Rejection
- Automatic Call Return
- Automatic Busy Redial
- Call Tracing Service
- Caller ID
- Call Forward Variable or Fixed
- Call Waiting ID
- Distinctive Ringing
- Selective Call Forwarding
- Selective Call Acceptance
- Selective Call Rejection
- Priority Ring
- Custom Speed Calling Eight-Code Capacity or -
- Thirty-Code Capacity

Effective: July 20, 2014

SECTION 7 – BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET

7.23.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.23.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone X1 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.23.3 GENERAL

A. Frontier Digital Phone X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Forwarding Busy & Call Forward No Answer
Voice Mail – Residential Basic
Call Waiting/Call Waiting ID/Cancel Call Waiting
Caller ID with Name

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C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.22.4.

- | | |
|----------------------------|-------------------------------------|
| - 3 Way Calling | - Distinctive Ring |
| - Anonymous Call Rejection | - Selective Call Forward |
| - Call Return *69 | - Selective Call Acceptance |
| - Busy Number Redial *66 | - Selective Call Rejection |
| - Call Trace | - Priority Call |
| - Caller ID with Name | - Speed Call 8 ⁽¹⁾ or 30 |
| - Basic Call Forward | |

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 – BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET

7.23.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.23.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone X1 Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.23.3 GENERAL

A. Frontier Digital Phone X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features and Voice Mail. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Forward Busy/No Answer

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Voice Mail – Residential Basic

Call Waiting/Cancel Call Waiting

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Caller ID with Name

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.22.4.

- 3 Way Calling

- Distinctive Ring

- Anonymous Call Block/Rejection

- Selective Call Forward

- *69 Call Return

- Selective Call Acceptance

- *66 Busy Number Redial

- Selective Call Rejection

- Call Trace

- Priority Call

- Caller ID with Name

- Speed Call 8 ⁽¹⁾ or 30

- Basic Call Forward

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.4 RATES AND CHARGES

- A. Frontier Digital Phone X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.
- B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- D. Frontier Digital Phone X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
- Frontier Digital Phone X1	\$18.15
- Stay Connected Seasonal Offering See Special Condition (f)	9.99
- Digital Phone Enhanced Feature Pack	2.99

7.23.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier Digital Phone X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.4 RATES AND CHARGES

- A. Frontier Digital Phone X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.
- B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- D. Frontier Digital Phone X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
- Frontier Digital Phone X1	\$18.15
- Stay Connected Seasonal Offering See Special Condition (f)	9.99
- Digital Phone Enhanced Feature Pack	2.99

7.23.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier Digital Phone X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.4 RATES AND CHARGES

- A. Frontier Digital Phone X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.
- B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- D. Frontier Digital Phone X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
- Frontier Digital Phone X1	\$18.15
- Stay Connected Seasonal Offering See Special Condition (f)	\$9.99
- Digital Phone Enhanced Feature Pack	\$3.99

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7.23.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier Digital Phone X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.4 RATES AND CHARGES

- A. Frontier Digital Phone X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.
- B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- D. Frontier Digital Phone X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
- Frontier Digital Phone X1	\$18.15
- Stay Connected Seasonal Offering See Special Condition (f)	\$9.99
- Digital Phone Enhanced Feature Pack	\$4.99

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7.23.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier Digital Phone X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.4 RATES AND CHARGES

- A. Frontier Digital Phone X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.
- B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- C. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- D. Frontier Digital Phone X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
- Frontier Digital Phone X1	\$18.15
- Stay Connected Seasonal Offering See Special Condition (f)	\$9.99
- Digital Phone Enhanced Feature Pack	\$5.99

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7.23.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier Digital Phone X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.5 SPECIAL CONDITIONS (Continued)

- F. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone X1 Service for a minimum period of one month and up to nine months during a 12-month period.
1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in its Local Exchange Tariff,
 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone X1 service will be temporarily deactivated.
 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone X1 Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone X1 features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The monthly rate includes the Federal Subscriber Line Charge.
- G. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- H. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.23 FRONTIER DIGITAL PHONE X1 – GOLDEN STATE MARKET (Continued)

7.23.5 SPECIAL CONDITIONS (Continued)

- F. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone X1 Service for a minimum period of one month and up to nine months during a 12-month period.
1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in its Local Exchange Tariff,
 2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering. (T)
 3. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone X1 service will be temporarily deactivated.
 5. If the customer does not notify the Utility to reactive their Frontier Digital Phone X1 Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone X1 features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The monthly rate includes the Federal Subscriber Line Charge.
- G. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- H. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.24 FRONTIER UNLIMITEDCA X1 – GOLDEN STATE MARKET

7.24.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.24.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedCA X1 service as said exchanges are defined on the maps contained in its Local Exchange Tariff,

7.24.3 GENERAL

A. Frontier UnlimitedCA X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Waiting, Cancel Call Waiting
Call Forwarding
Three-Way Calling
Speed Calling 8
Caller ID w/Name

7.24.4 RATES AND CHARGES

A. Frontier UnlimitedCA X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

C. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

D. Frontier UnlimitedCA X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedCA X1	\$10.90

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.24 FRONTIER UNLIMITEDCA X1 – GOLDEN STATE MARKET

7.24.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.24.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedCA X1 service as said exchanges are defined on the maps contained in its Local Exchange Tariff,

7.24.3 GENERAL

A. Frontier UnlimitedCA X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Waiting/Call Waiting ID/Cancel Call Waiting
Basic Call Forward
3 Way Calling
Speed Call 8 ⁽¹⁾
Caller ID with Name

(T)
|
(C)
(T)

7.24.4 RATES AND CHARGES

A. Frontier UnlimitedCA X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

C. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

D. Frontier UnlimitedCA X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedCA X1	\$10.90

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.24 FRONTIER UNLIMITEDCA X1 – GOLDEN STATE MARKET

7.24.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.24.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedCA X1 service as said exchanges are defined on the maps contained in its Local Exchange Tariff,

7.24.3 GENERAL

A. Frontier UnlimitedCA X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Waiting/Cancel Call Waiting
Basic Call Forward
3 Way Calling
Speed Call 8 ⁽¹⁾
Caller ID with Name

(T)

7.24.4 RATES AND CHARGES

A. Frontier UnlimitedCA X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

C. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

D. Frontier UnlimitedCA X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedCA X1	\$10.90

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.24 FRONTIER UNLIMITEDCA X1 – GOLDEN STATE MARKET

7.24.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.24.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier UnlimitedCA X1 service as said exchanges are defined on the maps contained in its Local Exchange Tariff,

7.24.3 GENERAL

A. Frontier UnlimitedCA X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Call Waiting/Cancel Call Waiting
Basic Call Forward
3 Way Calling
Speed Call 8 ⁽¹⁾
Caller ID with Name

7.24.4 RATES AND CHARGES

A. Frontier UnlimitedCA X1 service is provided in conjunction with Single Party Line Flat Rate Residential Service listed in Schedule A1 of the Local Exchange Tariff. The applicable Single Party Line Flat Rate rates specified in Schedule A1 of the Local Exchange Tariff are in addition to the rate listed below.

B. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

C. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

D. Frontier UnlimitedCA X1 service bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier UnlimitedCA X1	\$10.90

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.24 FRONTIER UNLIMITEDCA X1 – GOLDEN STATE MARKET (Continued)

7.24.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier UnlimitedCA X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. Customers must designate Frontier Communications of America, Inc. as their primary Interexchange carrier for both their Intra and InterLATA Long Distance services and select Frontier's Residential UnlimitedCA Long Distance Plan for each bundle ordered.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.24 FRONTIER UNLIMITEDCA X1 – GOLDEN STATE MARKET (Continued)

7.24.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Frontier UnlimitedCA X1 bundle includes non-basic local services.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. Customers must designate Frontier Communications of America, Inc. as their primary Interexchange carrier for both their Intra and InterLATA Long Distance services and select Frontier's Residential UnlimitedCA Long Distance Plan for each bundle ordered.

(T)

Effective: January 15, 2010

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE

7.25.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.25.2 TERRITORY

Applicable to the territory within the Ferndale exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone X1 as said exchanges are defined on the maps contained in its Local Exchange Tariff,

7.25.3 GENERAL

A. Frontier Digital Phone X1 is a bundled offering available to Residential customers in the Ferndale Exchange that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line	Call Waiting, Cancel Call Waiting
Call Forward Busy & Call Forward No Answer	Caller ID w/Name
Unlimited Extended Area Service	Speed Calling eight Code Capacity
Voice Mail – Residential Basic	

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section No. 7.25 following.

Three-Way calling	Distinctive Ringing
Anonymous Call Rejection	Selective Call Forwarding
Automatic Call Return	Selective Call Acceptance
Automatic Busy Redial	Selective Call Rejection
Call Tracing Service	Priority Ring
Caller ID	Custom Speed Calling Thirty-Code Capacity
Call Forward Variable or Fixed	
Call Waiting ID	

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE

7.25.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.25.2 TERRITORY

Applicable to the territory within the Ferndale exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone X1 as said exchanges are defined on the maps contained in its Local Exchange Tariff,

7.25.3 GENERAL

A. Frontier Digital Phone X1 is a bundled offering available to Residential customers in the Ferndale Exchange that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line	Call Forward Busy/Call Forward No Answer	(T)
Unlimited Extended Area Service	Call Waiting/Call Waiting ID/Cancel Call Waiting	(C)
Caller ID with Name	Speed Call 8 ⁽¹⁾	(T)
Voice Mail – Residential Basic		

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section No. 7.25 following.

3 Way Calling	Distinctive Ring	(T)
Anonymous Call Rejection	Selective Call Forward	
Call Return *69	Selective Call Acceptance	
Busy Number Redial *66	Selective Call Rejection	
Call Trace	Priority Call	
Caller ID with Name	Speed Call 30	(T)
Basic Call Forward		

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: April 30, 2010

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone X1 is provided at the following rate:

	Monthly Rate	
1. Ferndale exchange	\$29.99	
2. Stay Connected Seasonal Offering See Special Condition (H)	9.99	(T)
3. Digital Phone Enhanced Feature Pack	2.99	

7.25.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)
- E. Frontier Digital Phone X1 is provided at the following rate:

	<u>Monthly Rate</u>
4. Ferndale exchange	\$29.99
5. Stay Connected Seasonal Offering See Special Condition (H)	9.99
6. Digital Phone Enhanced Feature Pack	2.99

7.25.5 SPECIAL CONDITIONS

- G. The bundles are available only where facilities and operating systems are available and technically feasible.
- H. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- I. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- K. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- F. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- G. Frontier Digital Phone X1 is provided at the following rate:

	Monthly Rate	
7. Ferndale exchange	\$29.99	
8. Stay Connected Seasonal Offering See Special Condition (H)	\$9.99	
9. Digital Phone Enhanced Feature Pack	\$3.99	(I)

7.25.5 SPECIAL CONDITIONS

- M. The bundles are available only where facilities and operating systems are available and technically feasible.
- N. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- O. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- P. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- Q. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- R. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Digital Phone X1 is provided at the following rate:

	<u>Monthly Rate</u>	
10. Ferndale exchange	\$29.99	
11. Stay Connected Seasonal Offering See Special Condition (H)	\$9.99	
12. Digital Phone Enhanced Feature Pack	\$4.99	(I)

7.25.5 SPECIAL CONDITIONS

- S. The bundles are available only where facilities and operating systems are available and technically feasible.
- T. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- U. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- V. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- W. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- X. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- J. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- K. Frontier Digital Phone X1 is provided at the following rate:

	<u>Monthly Rate</u>	
13. Ferndale exchange	\$29.99	
14. Stay Connected Seasonal Offering See Special Condition (H)	\$9.99	
15. Digital Phone Enhanced Feature Pack	\$5.99	(I)

7.25.5 SPECIAL CONDITIONS

- Y. The bundles are available only where facilities and operating systems are available and technically feasible.
- Z. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- AA. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- BB. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- CC. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- DD. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

Effective: April 30, 2010

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.5 SPECIAL CONDITIONS (Continued)

EE. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone X1 Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in its Local Exchange Tariff,
2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Connection Charges listed in Schedule A2 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone X1 service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone X1 features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscriber Line Charge is included in the monthly rate.

(N)

H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.25 FRONTIER DIGITAL PHONE X1 – FERNDALE EXCHANGE (Continued)

7.25.5 SPECIAL CONDITIONS (Continued)

- A. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone X1 Service for a minimum period of one month and up to nine months during a 12-month period.
1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in its Local Exchange Tariff,
 2. The customer will not be charged a Service Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering. (T)
 3. The applicable Service Charges listed in Schedule A2 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service. (T)
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone X1 service will be temporarily deactivated.
 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone X1 features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The Federal Subscriber Line Charge is included in the monthly rate.
- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS 2

7.26.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.26.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 2 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.26.3 GENERAL

A. Frontier Digital Phone Essentials 2 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID
Caller ID W/ Name
Three-Way Calling

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 2 of this Service Catalog.

Call Forward Variable	Anonymous Call Rejection
Call Forward Busy	Anonymous Call Acceptance
Caller ID with Number	Call Trace
Call Return	Voice Mail
Busy Number Redial	Deluxe Voice Mail
Custom Speed Calling Thirty-Code Capacity	

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS

(N)

7.26.1 General

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID
Unlimited Extended Area Service	Caller ID w/Name
Unlimited Zone Usage Measurement Service	Call Waiting/Cancel Call Waiting

Feature Package

Three-Way Calling	Call Forwarding Variable or Fixed
Automatic Busy Redial	Call Forwarding
Call Return	Custom Speed Calling Eight or Thirty-code
Anonymous Call Rejection	Distinctive Ringing
Selective Call Forwarding	Call Forward Busy
Selective Call Acceptance	Selective Call Rejection
Basic or Deluxe Voicemail	Priority Ringing

7.26.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.
- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS

7.26.1 General

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features and Unlimited Extended Area Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID with Name	(T)
Unlimited Extended Area Service	Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Unlimited Zone Usage Measurement Service		

Feature Package

3 Way Calling	Basic Call Forward	(T)
Busy Number Redial *66	Call Forward No Answer	(C)
Call Return *69	Speed Call 8 ⁽¹⁾ or 30	
Anonymous Call Rejection	Distinctive Ring	(T)
Selective Call Forward	Call Forward Busy	
Selective Call Acceptance	Selective Call Rejection	
Basic or Deluxe Voicemail	Priority Call	(T)

7.26.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.
- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.

(1) This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS 2 (Continued)

7.26.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials 2 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2	\$21.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

7.26.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.
- C. Frontier Digital Phone Essentials 2 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. No discounts will be given to customers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

(N)

7.26.2 Special Conditions (Continued)

- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.2 Special Conditions (Continued)

- I. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - 2. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

(T)

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS 2 (Continued)

7.26.5 SPECIAL CONDITIONS (Continued)

- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- K. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 2 Service for a minimum period of one month and up to nine months during a 12-month period.
 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.
 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 3. The applicable Service Connection Charges listed in Section 2 of this Service Catalog will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 2 service will be temporarily deactivated.
 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 2 features and services will be reactivated and billed at the applicable rates.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.
 8. The Federal Subscriber Line Charge is included in the monthly rate.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

(N)

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle. (T)
- D. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- E. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

(1)

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(l)

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- G. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$5.99
Stay Connected Seasonal Offering	\$9.99

(1)

Effective: June 30, 2020

SECTION 7 - BUNDLED SERVICES

7.26 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

7.26.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- H. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$21.99
Feature Package	\$5.99
Stay Connected Seasonal Offering*	\$9.99

(C)

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE ESSENTIALS 4

7.27.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.27.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 4 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.27.3 GENERAL

A. Frontier Digital Phone Essentials 4 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Waiting/Cancel Call Waiting
Call Waiting/Caller ID
Caller ID W/ Name

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 2 of this Service Catalog.

Call Forwarding - Variable	Custom Speed Calling Thirty-Code Capacity
Call Forward Busy	Anonymous Call Rejection
Caller ID with Number	Anonymous Call Acceptance
Call Return	Call Trace
Busy Number Redial	Voice Mail
Three-Way Calling	Deluxe Voice Mail

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE

(N)

7.27.1 General

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Caller ID/Call Waiting
Unlimited Extended Area Service	Custom Speed Calling Eight-code capacity
Automatic Busy Redial	Call Return
Caller ID w/Number	Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Call Forwarding	Three-Way Calling
Distinctive Ringing	Custom Speed Calling Thirty-code capacity
Priority Ring	Anonymous Call Rejection
Call Forward Busy	Call Forwarding Variable or Fixed
Selective Call Rejection	Selective Call Forwarding
	Selective Call Acceptance

7.27.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month.

(N)

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE

7.27.1 General

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	(C)
Busy Number Redial *66	Call Return *69	
Caller ID with Name		(T)
Voice Mail with Message Waiting Indication and Call Forward		

Feature Package

Basic Call Forward	3 Way Calling	(T)
Distinctive Ring	Speed Call 30	
Priority Call	Anonymous Call Rejection	
Call Forward Busy	Call Forward No Answer	
Selective Call Rejection	Selective Call Forward	
	Selective Call Acceptance	(T)

7.27.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE ESSENTIALS 4 (Continued)

7.27.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials 4 Service is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Value Package	\$19.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

7.27.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Essentials 4 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. No discounts will be given to customers that do not use all the features or have some features turned off.
- H. The bundle is offered on a month-to-month basis.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

(N)

7.27.2 Special Conditions (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.2 Special Conditions (Continued)

- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

(T)

Effective: May 1, 2010

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE ESSENTIALS 4 (Continued)

7.27.5 SPECIAL CONDITIONS (Continued)

- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- L. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 4 Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 2 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 4 service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 4 features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

(N)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle. (T)
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

(I)

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(I)

Effective: October 20, 2019

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply. (C)

C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(C)
(C)

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: June 30, 2020

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$5.99	
Stay Connected Seasonal Offering*	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

(N)

Effective: March 1, 2023

SECTION 7 - BUNDLED SERVICES

7.27 FRONTIER DIGITAL PHONE UNLIMITED SERVICE (Continued)

7.27.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply.
- C. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited	\$31.99	
Feature Package	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

(N)
(N)

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2 SERVICE

7.28.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.28.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 2 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.28.3 GENERAL

A. Frontier Digital Phone State with Essentials 2 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Voice Mail, Extended Area Service and Unlimited Zone Usage Measurement Service.

B. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Caller ID W/ Name	Repeat Dialing
Call Forwarding	Call Return
Voice Mail – Basic	Call Waiting/Caller ID
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)	
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)	

C. Feature Packages

The following features may be added to the bundle at the rates listed in 7.28.4.C following.

Speed Calling Thirty-Code Capacity
Call Trace
Anonymous Call Acceptance
Anonymous Call Rejection

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS

(N)

7.28.1 General

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Unlimited Extended Area Service	Call Waiting/Caller ID
Automatic Busy Redial	Custom Speed Calling Eight-code capacity
Caller ID w/Name	Call Return
Voice Mail with Message Waiting Indication and Call Forward	

Feature Package

Call Forwarding	Three-Way Calling
Anonymous Call Rejection	Distinctive Ringing
Call Forward Busy	Priority Ringing
Selective Call Forwarding	Call Forwarding Variable or Fixed
Selective Call Acceptance	Selective Call Rejection

7.28.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.

(N)

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS

7.28.1 General

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voicemail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	(C)
Busy Number Redial *66	Call Return *69	
Caller ID with Name		(T)
Voice Mail with Message Waiting Indication and Call Forward		

Feature Package

Basic Call Forward	3 Way Calling	(T)
Anonymous Call Rejection	Distinctive Ring	
Call Forward Busy	Priority Call	
Selective Call Forward	Call Forward No Answer	
Selective Call Acceptance	Selective Call Rejection	(T)

7.28.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Service Catalog rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2 SERVICE (Continued)

7.28.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone State with Essentials 2 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 2	\$26.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

7.28.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

(N)

7.28.2 Special Conditions (Continued)

- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.2 Special Conditions (Continued)

- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 5. The cost of the service includes the Subscriber Line Charge.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - 8. The Federal Subscriber Line Charge is included in the monthly rate.
 - 9. All applicable taxes and surcharges apply.

(T)

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2 SERVICE (Continued)

7.28.5 SPECIAL CONDITIONS (Continued)

- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 2 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 2 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

(N)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle. (T)
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering	\$9.99

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

(I)

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(I)

Effective: October 20, 2019

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply. (C)
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates: (C)

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$4.99
Stay Connected Seasonal Offering	\$9.99

(I)

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: June 30, 2020

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus	\$31.99
Feature Package	\$5.99
Stay Connected Seasonal Offering*	\$9.99

(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

(N)
(N)

Effective: March 1, 2023

SECTION 7 - BUNDLED SERVICES

7.28 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

7.28.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus service do not apply.
- C. Frontier Digital Phone Unlimited Plus bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$6.49	(I)
Stay Connected Seasonal Offering*	\$9.99	

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020.

(N)
(N)

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4 SERVICE

7.29.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.29.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone State with Essentials 4 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.29.3 GENERAL

A. Frontier Digital Phone State with Essentials 4 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Custom Calling features, Voice Mail and Extended Area Service and Unlimited Zone Usage Measurement Service.

B. Basic Bundle

Flat Rate Access Line	Call Forwarding
Caller ID W/ Name	Call Waiting/Cancel Call Waiting
Call Waiting ID	Voice Mail – Basic
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)	
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)	

C. Feature Packages

The following features may be added to the bundle at the rates listed in 7.29.4.C following.

Speed Calling Eight-Code Capacity	Call Return
Speed Calling Thirty-Code Capacity	Repeat Dialing
Anonymous Call Acceptance	Call Trace
Anonymous Call Rejection	Three-Way Calling

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.29 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 16, 2013

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

(N)

7.29.1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voice Mail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting ID
Caller ID w/Name
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forwarding

Feature Package

Call Waiting	Call Forwarding
Busy Number Redial	Custom Speed Calling Eight or Thirty-Code Capacity
Call Return	Priority Ringing
Anonymous Call Rejection	Three-Way Calling
Call Forwarding Variable or Fixed	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Selective Call Acceptance	Priority Ring
Deluxe Voice Mail	

7.29.2 Special Conditions

- A. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.

(N)

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

7.29.1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Voice Mail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	
Unlimited Extended Area Service	
Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Caller ID with Name	(T)
Voice Mail with Message Waiting Indication and Call Forwarding	

Feature Package

Busy Number Redial *66	Basic Call Forward	(T)
Call Return *69	Speed Call 8 ⁽¹⁾ or 30	(C)
Anonymous Call Rejection	Priority Call	
Call Forward No Answer	3 Way Calling	
Selective Call Forward	Call Forward Busy	
Selective Call Acceptance	Selective Call Rejection	(T)
Deluxe Voice Mail		

7.29.2 Special Conditions

- A. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4 SERVICE (Continued)

7.29.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone State with Essentials 4 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 4	\$19.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

7.29.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.29 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 16, 2013

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

(N)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 7. This service does not change any other terms and conditions of the product.
 - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 9. This service does not change any other terms and conditions of the product.
 - 10. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

(T)

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

(T)

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 11. This service does not change any other terms and conditions of the product.
 - 12. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

Effective: October 20, 2019

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 13. This service does not change any other terms and conditions of the product.
 - 14. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply. (C)
(C)
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

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

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 15. This service does not change any other terms and conditions of the product.
 - 16. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

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

(I)

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 17. This service does not change any other terms and conditions of the product.
 - 18. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: June 30, 2020

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

7.29.2 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 19. This service does not change any other terms and conditions of the product.
 - 20. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.29.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply.
- C. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Package	\$5.99	
Stay Connected Seasonal Offering*	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020. (N)
(N)

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.29 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4 SERVICE (Continued)

7.29.5 SPECIAL CONDITIONS (Continued)

- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 4 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 4 features and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 6. This service does not change any other terms and conditions of the product.
 7. All applicable taxes and surcharges apply.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.29 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 16, 2013

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

(N)

7.30.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voice Mail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines
Unlimited Extended Area Service
Call Waiting ID
Caller ID w/Name
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forwarding

Feature Package

Call Waiting	Selective Call Acceptance
Busy Number Redial	Call Forwarding
Call Return	Priority Ring
Anonymous Call Rejection	Three-Way Calling
Call Forwarding Fixed or Variable	Call Forward Busy
Selective Call Forwarding	Selective Call Rejection
Custom Speed Calling Eight or Thirty-Code Capacity	
Deluxe Voice Mail	

7.30.2 Special Conditions

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.

(N)

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

7.30.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Voice Mail and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	
Unlimited Extended Area Service	
Call Waiting/Call Waiting ID/Cancel Call Waiting	(T)
Caller ID with Name	(T)
Voice Mail with Message Waiting Indication and Call Forwarding	

Feature Package

Busy Number Redial *66	Basic Call Forward	(T)
Call Return *69	Speed Call 8 ⁽¹⁾ or 30	(C)
Anonymous Call Rejection	Priority Call	
Call Forward No Answer	3 Way Calling	
Selective Call Forward	Call Forward Busy	
Selective Call Acceptance	Selective Call Rejection	(T)
Deluxe Voice Mail		

7.30.2 Special Conditions

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2 SERVICE

7.30.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.30.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 2 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.30.3 GENERAL

A. Frontier Digital Phone Nationwide with Essentials 2 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Service, Unlimited Zone Usage Measurement Service and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Call Forward Busy/No Answer (Variable)	Repeat Dialing
Caller ID - Name and Number	Speed Calling Eight-Code Capacity
Voice Mail with Message Waiting Indication	Call Return
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)	
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)	

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.30.4.C following.

Speed Calling Thirty-Code Capacity	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.29 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 16, 2013

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

(N)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 7. This service does not change any other terms and conditions of the product.
 - 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply. (T)
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 9. This service does not change any other terms and conditions of the product.
 - 10. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle. (T)
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	2.99
Stay Connected Seasonal Offering	9.99

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 11. This service does not change any other terms and conditions of the product.
 - 12. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99
Feature Package	\$3.99
Stay Connected Seasonal Offering	\$9.99

Effective: December 16, 2018

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 13. This service does not change any other terms and conditions of the product.
 - 14. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Charges as specified in the Service Catalog Section 2 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

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

Effective: October 20, 2019

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 15. This service does not change any other terms and conditions of the product.
 - 16. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) service do not apply. (C)
(C)
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

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

Effective: November 24, 2019

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 17. This service does not change any other terms and conditions of the product.
 - 18. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

Effective: June 30, 2020

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

7.30.2 Special Conditions (Continued)

- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in the Service Catalog.
- J. Stay Connected Seasonal Offering* allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. Customer's line will be available for 911 calls only at the time of suspension.
 - 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 - 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - 6. The cost of the service includes the Subscriber Line Charge.
 - 19. This service does not change any other terms and conditions of the product.
 - 20. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

7.30.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.
- C. Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	\$5.99	
Stay Connected Seasonal Offering*	\$9.99	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of June 30, 2020. (N)
(N)

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2 SERVICE (Continued)

7.30.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide with Essentials 2 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 2	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

7.30.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.29 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 16, 2013

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER)

(N)

7.31.1 General

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail Voice Mail
Caller ID w/Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 (Call Return)
Three-Way Calling	Call Transfer
Priority Ringing	Caller ID Blocking
Busy Number Redial	Call Forwarding
Multiline Hunt Service	Call Forwarding Busy
Anonymous Call Rejection	Call Waiting/Caller ID
Call Forwarding No Answer	Selective Call Forwarding
Selective Call Acceptance	
Custom Speed Calling Eight or Thirty-Code Capacity	

7.31.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

(N)

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER)

7.31.1 General

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line	
Call Forward Busy/Call Forward No Answer	
Unlimited Extended Area Service	(T)
Voice Mail – Frontier Deluxe Voice Mail	
Caller ID with Name	
Four features from the feature package listed below	(T)

Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	Speed Call 8 ⁽¹⁾ or 30	(C)
Priority Call	Call Return *69	
Busy Number Redial *66	Basic Call Forward	
Multiline Hunt Service	Call Forward Busy	
Anonymous Call Rejection	Selective Call Forward	(T)
Call Forward No Answer		

7.31.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER)

7.31.1 General

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Call Forward Busy/No Answer (T)
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	Speed Call 8 ⁽¹⁾ or 30	
Priority Call	*69 Call Return	(T)
*66 Busy Number Redial	Basic Call Forward	(T)
Multiline Hunt Service	Call Forward Busy	
Anonymous Call Block/Rejection	Selective Call Forward	(T)
Call Forward No Answer		

7.31.2 Special Conditions

- E. The bundle is available only where facilities and operating systems are available and technically feasible.
- F. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- G. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- H. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Service Catalog.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.30 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2 SERVICE (Continued)

7.30.5 SPECIAL CONDITIONS (Continued)

- E. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.
- F. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 2 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 2 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.29 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: January 16, 2013

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER) (Continued)

(N)

7.31.2 Special Conditions (Continued)

- I. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- J. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- K. The bundle rate will appear as a single line item on the customer's bill.
- L. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
- M. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- N. The bundle is offered on a month-to-month basis.
- O. Bundles four through twelve are given an additional discount.

7.31.3 Rates and Charges

- A. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited (Challenger)	\$38.99
Additional Bundle (4 to 12 lines)	23.99
All In Feature Package	4.99

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER SIMPLY UNLIMITED (CHALLENGER) (Continued)

7.31.2 Special Conditions (Continued)

- P. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- Q. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- R. The bundle rate will appear as a single line item on the customer's bill.
- S. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
- T. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- U. The bundle is offered on a month-to-month basis.
- V. Bundles four through twelve are given an additional discount.

7.31.3 Rates and Charges

- C. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.
- D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

	<u>Monthly Rate</u>
Frontier Simply Unlimited (Challenger)	\$38.99
Additional Bundle (4 to 12 lines)	23.99
All In Feature Package	4.99

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4 SERVICE

7.31.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.31.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 4 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.31.3 GENERAL

A. Frontier Digital Phone Nationwide with Essentials 4 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features, Unlimited Extended Area Service, Unlimited Zone Usage Measurement Service and Voice Mail. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.31.4.C following.

Speed Calling Thirty-Code Capacity	Three-Way Calling
Call Forwarding Busy/No Answer (Fixed)	Repeat Dialing
Call Forwarding Busy Line (Fixed)	Speed Calling Eight-Code Capacity
Selective Call Acceptance	Call Return
Selective Call Rejection	

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4 SERVICE (Continued)

7.31.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide with Essentials 4 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 4	\$19.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

7.31.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.31 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4 SERVICE (Continued)

7.31.5 SPECIAL CONDITIONS (Continued)

- K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.
- L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 4 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 4 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2 SERVICE

7.32.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.32.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 2 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.32.3 GENERAL

A. Frontier Digital Phone Nationwide Extra with Essentials 2 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Voice Mail, Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Extended Area Service	Three-Way Calling
Call Forward Busy/No Answer (Variable)	Repeat Dialing
Caller ID - Name and Number	Speed Calling Eight-Code Capacity
Voice Mail with Message Waiting Indication	Call Return
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)	
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)	

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.32.4.C following.

Speed Calling Thirty-Code Capacity	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

Effective: July 14, 2012

SECTION 7 - BUNDLED SERVICES

7.32 RESERVED FOR FUTURE USE

(T)

(D)

(D)

Effective: May 22, 2017

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER COMMERCIAL VOICE UNLIMITED

7.32.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.32.2 GENERAL

A. Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

B. Basic Bundle

Single Party Flat Rate Access Line
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
Call Waiting ID
3 Way Calling
Hunting

7.32.3 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.

(N)

(N)

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2 SERVICE
(Continued)

7.32.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide Extra with Essentials 2 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 2	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

7.32.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: May 22, 2017

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER COMMERCIAL VOICE UNLIMITED (Continued)

7.32.3 SPECIAL CONDITIONS (Continued)

- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, or one year term basis.
- J. 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.
- K. At the end of the one year term, customers will be moved to the month to month pricing.

7.32.4 RATES AND CHARGES

- A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

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

(N)

(N)

Effective: October 8, 2017

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER COMMERCIAL VOICE UNLIMITED (Continued)

7.32.3 SPECIAL CONDITIONS (Continued)

- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one or two year term basis. (C)
- J. 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.
- K. At the end of the one or two year term, customers will be moved to the month to month pricing. (C)

7.32.4 RATES AND CHARGES

- A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

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

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.32 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2 SERVICE
(Continued)

7.32.5 SPECIAL CONDITIONS (Continued)

- K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.
- L. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 2 bundle will be activated on only one of the access lines designated by the customer.
- M. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 2 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 2 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.33 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4 SERVICE

7.33.1 APPLICABILITY

Applicable to Single-party Residential Flat rate service.

7.33.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 4 service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.33.3 GENERAL

A. Frontier Digital Phone Nationwide Extra with Essentials 4 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines
Unlimited Extended Area Service (Applicable to Courtland, Elk Grove and Meadowview)
Unlimited Zone Usage Measurement Service (Applicable to Elk Grove and Meadowview)
Call Forward Busy/No Answer (Variable)
Caller ID - Name and Number
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 7.33.4.c following.

Speed Calling Thirty-Code Capacity	Three-Way Calling
Call Forwarding Busy/No Answer (Fixed)	Repeat Dialing
Call Forwarding Busy Line (Fixed)	Speed Calling Eight-Code Capacity
Selective Call Acceptance	Call Return
Selective Call Rejection	

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.33 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4 SERVICE
(Continued)

7.33.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide Extra with Essentials 4 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 4	\$19.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

7.33.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: October 4, 2010

SECTION 7 - BUNDLED SERVICES

7.33 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4 SERVICE
(Continued)

7.33.5 SPECIAL CONDITIONS (Continued)

- K. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.
- L. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 4 bundle will be activated on only one of the access lines designated by the customer.
- M. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 4 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 4 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I

(N)

7.34.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.34.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.34.3 GENERAL

A. Frontier Business Nationwide Unlimited Service I is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID w/Name
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Distinctive Ringing	Repeat Dialing
Multiline Hunt Service	Call Forward - Variable
Anonymous Call Rejection	Call Forward - Busy
Call Forward No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I

7.34.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.34.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.34.3 GENERAL

A. Frontier Business Nationwide Unlimited Service I is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Eight features from the feature package listed below

(T)

C. Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	Call Return *69
Speed Call 8 ⁽¹⁾ or 30	Busy Number Redial *66
Distinctive Ring	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Rejection	Selective Call Forward
Call Forward No Answer	Selective Call Rejection
Priority Call	

(T)

(C)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I

7.34.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.34.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.34.3 GENERAL

A. Frontier Business Nationwide Unlimited Service I is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Eight features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	*69 Call Return	
Speed Call 8 ⁽¹⁾ or 30	*66 Busy Number Redial	(T)
Distinctive Ring	Basic Call Forward	
Multiline Hunt Service	Call Forward Busy	
Anonymous Call Block/Rejection	Selective Call Forward	(T)
Call Forward No Answer	Selective Call Rejection	
Priority Call		

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

(N)

7.34.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service I bundle	\$66.99
Additional Bundle	56.99
Frontier Business All In Feature Package	4.99

7.34.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.
- E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

7.34.4 RATES AND CHARGES

D. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

E. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

F. Frontier Business Nationwide Unlimited Service I is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service I bundle	\$66.99
Additional Bundle	56.99
Frontier Business All In Feature Package	4.99

7.34.5 SPECIAL CONDITIONS

H. The bundle is available only where facilities and operating systems are available and technically feasible.

I. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.

J. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

K. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

L. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

M. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

N. The bundle rate will appear as a single line item on the customer's bill.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

(N)

7.34.5 SPECIAL CONDITIONS (Continued)

- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Up to eleven additional bundles can be purchased at a discount rate.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.34 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE I (Continued)

7.34.5 SPECIAL CONDITIONS (Continued)

- A. 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.
- B. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services. (T)
- C. The bundle is offered on a month-to-month basis.
- D. Up to eleven additional bundles can be purchased at a discount rate.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET

(N)

7.35.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.35.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.35.3 GENERAL

A. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID w/Name
Six features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Distinctive Ringing	Repeat Dialing
Multiline Hunt Service	Call Forward - Variable
Anonymous Call Rejection	Call Forward - Busy
Call Forward No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET

7.35.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.35.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.35.3 GENERAL

A. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Six features from the feature package listed below

(T)

C. Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	Call Return *69
Speed Call 8 ⁽¹⁾ or 30	Busy Number Redial *66
Distinctive Ring	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Rejection	Selective Call Forward
Call Forward No Answer	Selective Call Rejection
Priority Call	

(T)

(C)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET

7.35.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.35.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.35.3 GENERAL

A. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Six features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance	(T)
3 Way Calling	*69 Call Return	
Speed Call 8 ⁽¹⁾ or 30	*66 Busy Number Redial	(T)
Distinctive Ring	Basic Call Forward	
Multiline Hunt Service	Call Forward Busy	
Anonymous Call Block/Rejection	Selective Call Forward	(T)
Call Forward No Answer	Selective Call Rejection	
Priority Call		

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET
(Continued)

(N)

7.35.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II bundle	\$52.99
Additional Bundle	46.99
All In Feature Package	4.99

7.35.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Service Catalog.
- E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET
(Continued)

7.35.4 RATES AND CHARGES

C. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

Monthly Rate

Frontier Business Nationwide Unlimited Service II bundle	\$52.99
Additional Bundle	46.99
All In Feature Package	4.99

7.35.5 SPECIAL CONDITIONS

I. The bundle is available only where facilities and operating systems are available and technically feasible.

J. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.

K. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

L. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Service Catalog.

M. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

N. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)

O. The bundle rate will appear as a single line item on the customer's bill.

P. 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.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET
(Continued)

(N)

7.35.5 SPECIAL CONDITIONS (Continued)

- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Up to eleven additional bundles can be purchased at a discount rate.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.35 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II – GOLDEN STATE MARKET
(Continued)

7.35.5 SPECIAL CONDITIONS (Continued)

- A. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services. (T)
- B. The bundle is offered on a month-to-month basis.
- C. Up to eleven additional bundles can be purchased at a discount rate.
- D. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS

(N)

7.36.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.36.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.36.3 GENERAL

A. Frontier Business Nationwide Unlimited Service III is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID w/Name
Four features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID Blocking
Distinctive Ringing	Repeat Dialing
Multiline Hunt Service	Call Forwarding - Variable
Anonymous Call Rejection	Call Forwarding - Busy
Call Forward No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS

7.36.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.36.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.36.3 GENERAL

A. Frontier Business Nationwide Unlimited Service III is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Four features from the feature package listed below

(T)

C. Frontier Business All In Feature Package

Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance
3 Way Calling	Call Return *69
Speed Call 8 ⁽¹⁾ or 30	Busy Number Redial *66
Distinctive Ring	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Rejection	Selective Call Forward
Call Forward No Answer	Selective Call Rejection
Priority Call	

(T)

(C)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS

7.36.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.36.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.36.3 GENERAL

A. Frontier Business Nationwide Unlimited Service III is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail, Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Voice Mail – Frontier Deluxe Voice Mail
Caller ID with Name
Four features from the feature package listed below

C. Frontier Business All In Feature Package

Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance	
3 Way Calling	*69 Call Return	(T)
Speed Call 8 ⁽¹⁾ or 30	*66 Busy Number Redial	(T)
Distinctive Ring	Basic Call Forward	
Multiline Hunt Service	Call Forward Busy	
Anonymous Call Block/Rejection	Selective Call Forward	(T)
Call Forward No Answer	Selective Call Rejection	
Priority Call		

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS (Continued)

(N)

7.36.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Nationwide Unlimited Service III bundle	\$45.99
Additional Line Bundle	36.99
All In Feature Package	4.99

7.36.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.
- E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS (Continued)

7.36.4 RATES AND CHARGES

- C. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

Monthly Rate

Frontier Business Nationwide Unlimited Service III bundle	\$45.99
Additional Line Bundle	36.99
All In Feature Package	4.99

7.36.5 SPECIAL CONDITIONS

- I. The bundle is available only where facilities and operating systems are available and technically feasible.
- J. The features are provided subject to their individual service regulations as specified in the applicable schedules of this Service Catalog.
- K. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.
- M. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- N. Customers may add or delete any features offered within the bundle without incurring a Service Charge. (T)
- O. The bundle rate will appear as a single line item on the customer's bill.
- P. 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.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS (Continued)

(N)

7.36.5 SPECIAL CONDITIONS (Continued)

- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Up to eleven additional bundles can be purchased at a discount rate.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.36 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS (Continued)

7.36.5 SPECIAL CONDITIONS (Continued)

- A. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services. (T)
- B. The bundle is offered on a month-to-month basis.
- C. Up to eleven additional bundles can be purchased at a discount rate.
- D. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I

(N)

7.37.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.37.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.37.3 GENERAL

A. Frontier Business Local Unlimited I is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Three features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID w/ Name
Distinctive Ringing	Caller ID Blocking
Multiline Hunt Service	Repeat Dialing
Anonymous Call Rejection	Call Forward - Variable
Call Forward No Answer	Call Forward - Busy
Priority Ringing	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Basic Voice Mail	Selective Call Rejection
	Deluxe Voice Mail

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I

7.37.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.37.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.37.3 GENERAL

A. Frontier Business Local Unlimited I is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Three features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Priority Call
3 Way Calling	Selective Call Acceptance
Speed Call 8 ⁽¹⁾ or 30	Call Return *69
Distinctive Ring	Busy Number Redial *66
Multiline Hunt Service	Basic Call Forward
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Basic Voice Mail	Selective Call Rejection
Deluxe Voice Mail	

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I

7.37.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.37.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited I as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.37.3 GENERAL

A. Frontier Business Local Unlimited I is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
Three features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Priority Call	(T)
3 Way Calling	Selective Call Acceptance	
Speed Call 8 ⁽¹⁾ or 30	*69 Call Return	(T)
Distinctive Ring	*66 Busy Number Redial	(T)
Multiline Hunt Service	Basic Call Forward	
Anonymous Call Block/Rejection	Call Forward Busy	(T)
Call Forward No Answer	Selective Call Forward	
Basic Voice Mail	Selective Call Rejection	
Deluxe Voice Mail		

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I (Continued)

(N)

7.37.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Local Unlimited I bundle	\$42.99
Optional Features Package	4.99

7.37.5 SPECIAL CONDITIONS

- A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered on a month to month basis.
- C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
- G. Customers may select any three of the features in the Frontier Business All In Feature Package for no extra charge
- H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

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Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.37 FRONTIER BUSINESS LOCAL UNLIMITED I (Continued)

7.37.4 RATES AND CHARGES

C. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

Monthly Rate

Frontier Business Local Unlimited I bundle	\$42.99
Optional Features Package	4.99

7.37.5 SPECIAL CONDITIONS

J. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

K. The bundles are offered on a month to month basis.

L. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

M. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

N. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

O. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

P. Customers may select any three of the features in the Frontier Business All In Feature Package for no extra charge

Q. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

R. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET

(N)

7.38.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.38.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.38.3 GENERAL

A. Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Two features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID with Name
Distinctive Ringing	Caller ID Blocking
Multiline Hunt Service	Repeat Dialing
Anonymous Call Rejection	Call Forward - Variable
Call Forward No Answer	Call Forward - Busy
Priority Ringing	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Basic Voice Mail	Selective Call Rejection
	Deluxe Voice Mail

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET

7.38.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.38.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.38.3 GENERAL

A. Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Two features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Priority Call
3 Way Calling	Selective Call Acceptance
Speed Call 8 ⁽¹⁾ or 30	Call Return *69
Distinctive Ring	Busy Number Redial *66
Multiline Hunt Service	Basic Call Forward
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Deluxe Voice Mail	Selective Call Rejection

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET

7.38.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.38.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited II as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.38.3 GENERAL

A. Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Two features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Priority Call	(T)
3 Way Calling	Selective Call Acceptance	
Speed Call 8 ⁽¹⁾ or 30	*69 Call Return	(T)
Distinctive Ring	*66 Busy Number Redial	(T)
Multiline Hunt Service	Basic Call Forward	
Anonymous Call Block/Rejection	Call Forward Busy	(T)
Call Forward No Answer	Selective Call Forward	
Deluxe Voice Mail	Selective Call Rejection	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET (Continued)

(N)

7.38.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Local Unlimited II bundle	\$35.99
Optional Features Package	4.99

7.38.5 SPECIAL CONDITIONS

- A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered on a month to month basis.
- C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Service Catalog.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
- G. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
- H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

(N)

Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.38 FRONTIER BUSINESS LOCAL UNLIMITED II – GOLDEN STATE MARKET (Continued)

7.38.4 RATES AND CHARGES

C. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

Monthly Rate

Frontier Business Local Unlimited II bundle	\$35.99
Optional Features Package	4.99

7.38.5 SPECIAL CONDITIONS

J. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

K. The bundles are offered on a month to month basis.

L. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

M. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Service Catalog.

N. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

O. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

P. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge

Q. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

R. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS

(N)

7.39.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.39.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.39.3 GENERAL

A. Frontier Business Local Unlimited III is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
One feature from the Frontier Business All in Feature package listed below:

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Call Return
Three-Way Calling	Call Transfer
Speed Calling 8 or 30 Code	Caller ID w/Name
Distinctive Ringing	Caller ID Blocking
Multiline Hunt Service	Repeat Dialing
Anonymous Call Rejection	Call Forward - Variable
Call Forward No Answer	Call Forward - Busy
Priority Ringing	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
Basic Voice Mail	Selective Call Rejection
	Deluxe Voice Mail

(N)

Effective: July 20, 2014

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS

7.39.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.39.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.39.3 GENERAL

A. Frontier Business Local Unlimited III is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
One feature from the Frontier Business All in Feature package listed below:

C. Frontier Business All In Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Priority Call
3 Way Calling	Selective Call Acceptance
Speed Call 8 ⁽¹⁾ or 30	Call Return *69
Distinctive Ring	Busy Number Redial *66
Multiline Hunt Service	Basic Call Forward
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Selective Call Forward
Deluxe Voice Mail	Selective Call Rejection

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⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

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Effective: November 15, 2015

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS

7.39.1 APPLICABILITY

Applicable to Single-party Business Flat rate service.

7.39.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited III as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

7.39.3 GENERAL

A. Frontier Business Local Unlimited III is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Voice Mail, certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line
Unlimited Extended Area Service
Unlimited Zone Usage Measurement Service – California Embedded Market
One feature from the Frontier Business All in Feature package listed below:

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	Priority Call	(T)
3 Way Calling	Selective Call Acceptance	
Speed Call 8 ⁽¹⁾ or 30	*69 Call Return	(T)
Distinctive Ring	*66 Busy Number Redial	(T)
Multiline Hunt Service	Basic Call Forward	
Anonymous Call Block/Rejection	Call Forward Busy	(T)
Call Forward No Answer	Selective Call Forward	
Deluxe Voice Mail	Selective Call Rejection	

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

Effective: July 1, 2011

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS (Continued)

(N)

7.39.4 RATES AND CHARGES

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Local Unlimited III bundle	\$28.99
Optional Features Package	4.99

7.39.5 SPECIAL CONDITIONS

- A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered on a month to month basis.
- C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- D. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
- G. Customers may select a feature in the Frontier Business All In Feature Package for no extra charge
- H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

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Effective: October 16, 2016

SECTION 7 - BUNDLED SERVICES

7.39 FRONTIER BUSINESS LOCAL UNLIMITED III – CALIFORNIA EMBEDDED AND TUOLUMNE MARKETS (Continued)

7.39.4 RATES AND CHARGES

C. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

D. Unless otherwise stated elsewhere in this section, Service Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle. (T)

Monthly Rate

Frontier Business Local Unlimited III bundle	\$28.99
Optional Features Package	4.99

7.39.5 SPECIAL CONDITIONS

J. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.

K. The bundles are offered on a month to month basis.

L. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.

M. Unlimited Extended Area Service and Unlimited Zone Usage Measurement Service are only available in designated exchange areas as defined in this Service Catalog.

N. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

O. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

P. Customers may select a feature in the Frontier Business All In Feature Package for no extra charge

Q. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

R. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual Service Catalog monthly rates.

Effective: May 18, 2010

SECTION 8 – VOICE MAIL SERVICES

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Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.4 RATES AND CHARGES (Continued)

Monthly Rate

2. Basic Message Center

\$4.95

Includes:

Message Length - 2 minutes
Message Storage - 15 messages
Unplayed Retention - 3 days
Played Retention - 7 days
Greeting Length - 30 seconds
Time Date Stamp
Give/Send/Answer (if part of a group)
Message Scanning/Delete/Save

3. Enhanced Message Center

5.95

Includes:

Message Length - 3 minutes
Message Storage - 20 messages
Unplayed Retention - 5 days
Played Retention - 10 days
Greeting Length - 45 seconds
Time Date Stamp
Give/Send/Answer (if part of a group)
Message Scanning/Delete/Save
Group Broadcast
Distribution List

4. Premium Message Center

8.95

Includes:

Message Length - 3 minutes
Message Storage - 30 messages
Unplayed Retention - 10 days
Played Retention - 17 days
Greeting Length - 60 seconds
Time Date Stamp
Give/Send/Answer (if part of a group)
Message Scanning/Delete/Save
Alternate Answer
Message Forwarding
All options listed in Section 5. following

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.2 MESSAGE CENTER SERVICE – GOLDEN STATE MARKET (Continued)

8.2.4 RATES AND CHARGES (Continued)

Monthly Rate

5. Option(s)

Pager Notification	\$5.00
Wake-up/Reminder	5.00
Group Broadcast	5.00
Partitioning/Trees	5.00
Distribution List	5.00

6. Miscellaneous charges

Replace Lost Passcode (See Special Condition 15)	7.00
Change Alternate Answer Number	7.00

8.2.5 SPECIAL CONDITIONS

1. Message Center Service requires a dual tone multi-frequency (DTMF) compatible telephone set.
2. Calls made to local exchange telephone lines equipped with Message Center Service will be automatically terminated on a designated mailbox when the line is busy or when the line is unanswered after a designated number of rings.
3. This service is available only to customers with one-party access line services.
4. The minimum charge for services provided under this section is one month.
5. The Utility makes no guarantee and assumes no liability for accuracy, performance or non-performance of the Message Center Service. Credit adjustments will be made in accordance with the provisions outlined in the Local Exchange Tariff, Schedule Cal. P.U.C. R1 Rule 14, Interruptions and Failures of Service.
6. Service connections charges as set forth in Section 2, Service Connection Charges are applicable. Service connection charges will be waived for the 90 day period after.
7. Message Center Service is only offered where facilities and operating conditions permit.
8. Certain rotary hunting services may not be compatible with Message Center service.
9. Call Waiting service takes precedence over call forwarding to a mailbox.
10. Partitioning of Message Center mailboxes into sub-mailboxes does not increase the storage capacity of the Message Center mailbox. Partitioning subdivides the storage capacity of the Message Center mailbox.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

D. Frontier Business Mailbox Packages (Continued)

6. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of five call forward paths. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer⁽¹⁾

E. Frontier Business Voice Mail – Optional Applications

Alternate ID - Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

Virtual Voice Mail - This service provides a customer without a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting and are then prompted to leave a message. Subscriber must purchase Remote Call Forwarding and the desired voice mailbox at current rates as listed in Section 8 of the Service Catalog.

Independent Voice Mail - This service provides a customer with a voice mailbox that is independent from their individual phone number. Message Notification of stutter or visual message waiting indication is not available on this service. A separate charge will apply for the assign a number for these voice mailboxes.

Note 1: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to pass toll charges.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.3 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS (Continued)

8.3.4 DESCRIPTION (Continued)

F. Feature Descriptions (Continued)

Special Delivery Options - Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them should the recipient of their message not listen to the message – this feature is called Notification of Non-Delivery.

Wake-Up Service - Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an “alarm/alert” from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

8.3.5 RATES AND CHARGES

A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
<u>Residential Packages</u>	
-Frontier Essentials Voice Mail	\$3.95
-Frontier Basic Voice Mail	5.95
-Frontier Deluxe Voice Mail	7.95
-Frontier Deluxe Voice Mail with Subs	7.95
<u>Business Packages</u>	
-Frontier Essentials Voice Mail	6.95
-Frontier Basic Voice Mail	8.95
-Frontier Basic Voice Mail with Subs	9.95
-Frontier Deluxe Voice Mail	12.95
<u>Business Optional Applications</u>	
-Frontier Announcement Only	5.95
-Frontier Message Routing	9.95
<u>Add-On Feature</u>	
-Constant Touch with Operator Revert	4.50
-Alternate ID ⁽¹⁾	5.00
-Operator Revert	2.00

Note (1): Per each additional set of 3 numbers.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS
(Continued)

8.4.4 DESCRIPTION (Continued)

E. Business Voice Mail - Optional Applications (Continued)

2. Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature. Maximum of one call forward path. Mailboxes with Constant Touch feature are NOT available with the Message Routing application.

Includes the following features:

- Call Routing to voice mailbox
- Closed User Group
- Call Forward Busy No Answer⁽¹⁾

F. Residential/Business Mailbox Packages

1. Virtual Mailbox

This service provides a customer without a telephone a number that is remote call forwarded directly to a voice mailbox. Callers dial this number and hear the subscriber's personal greeting, and are then prompted to leave a message.

Includes the following features:

- Maximum Greeting Length: 60 seconds
- Message Capacity: 30 messages
- Maximum Message Length: 90 seconds per message
- Message Retention: 15 days new, 5 days saved
- Date and Time Stamp
- Fax Mail
- Group Lists: 2 lists maximum, up to 10 addresses per list
- Group Messaging⁽²⁾
 - Reply to a Message
 - Copy/Forward a Message
- Message Notification
 - Pager Notification⁽³⁾
- Reminder Service/Future Delivery (30 days out, maximum)
- Special Delivery Options
- Wake-Up Service
- Voice Mail Remote Call Forwarding⁽⁴⁾

Note 1: Includes Call Forward Busy No Answer at no additional cost.

Note 2: This feature works within the Company's exchange groups only.

Note 3: Alphanumeric or numeric Notification to pager.

Note 4: Also includes Voice Mail Remote Call Forwarding at no additional charge.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.4 VOICE MAIL SERVICE – CALIFORNIA EMBEDDED AND GOLDEN STATE MARKETS (Continued)

8.4.4 DESCRIPTION (Continued)

G. Feature Descriptions (Continued)

Time of Day / Day of Week Routing - Allows the subscriber to program a time window of when or where they would like to receive a call. This may include time-of-day, day-of-week, and/or destination parameters. The service will use the parameters as set by the customer, and will direct calls as they correspond to the time window in which the call was received. This enhanced feature is available only with the Auto Attendant application.

Wake-Up Service - Allows the subscriber to activate the delivery of a wake-up call to a designated telephone number (local or toll-free numbers only) at a pre-specified time. The customer will receive an “alarm/alert” from their voice mailbox. By programming the time and frequency (one time or daily) for the Wake-Up service, the customer can receive a call from the voice mail platform to a DID number at a specific time. When the subscriber receives the call, they can choose to acknowledge the call, or opt to receive another reminder in several minutes, or they can log into their mailbox.

8.4.5 RATES AND CHARGES

A. The following monthly rates are in addition to any applicable charges for main telephone service:

<u>Residential Packages</u>	<u>Monthly Charge</u>
-Basic Voice Mail	\$6.95
-Deluxe Voice Mail	8.95
-Deluxe Voice Mail w/Additional Boxes	9.95
-Enhanced Voice Mail	14.95
-Simple Voice Mail	4.95
<u>Business Packages</u>	
-Basic Voice Mail	8.95
-Basic with Sub Boxes	9.95
-Deluxe Voice Mail	10.95
-Enhanced Voice Mail	16.95
-Simple Voice Mail	6.95
<u>Business Optional Applications</u>	
-Announcement Only	5.95
-Auto Attendant ⁽¹⁾	25.00
-Message Routing	9.95

Note 1: Auto Attendant Business Line call forward path charge applies in addition to this charge, plus the appropriate mailbox charges. Offered where technically available and capacity exists.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.5 VOICE MAIL SERVICE – GLOBAL VALLEY MARKET

8.5.1 APPLICABILITY

Voice Mail Service is an optional central office based voice message system with the capability to record and store voice messages for subsequent playback for business or residence customers.

8.5.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Voice Mail Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.5.3 RATES AND CHARGES

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
A. Basic Mailbox:	\$15.00	\$3.95
1. Message Length, 2 minutes		
2. Message Storage, 5 messages		
3. Message Retention, 15 days		
4. Greeting Length, 1 minute		
B. Enhanced Mailbox:	15.00	7.95
1. Message Length, 5 minutes		
2. Message Storage, 15 messages		
3. Message Retention, 15 days		
4. Greeting Length, 2 minutes		
5. Message Delivery Option		
6. Paging Option		
7. Private Option		
8. Receipt Option		
9. Urgent Option		
C. Professional Mailbox:	15.00	14.95
1. Message Length, 5 minutes		
2. Message Storage, 25 messages		
3. Message Retention, 15 days		
4. Greeting Length, 2 minutes		
5. Group Lists Option		
6. Message Delivery Option		
7. Paging Option		
8. Private Option		
9. Receipt Option		
10. Urgent Option		

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET

8.6.1 APPLICABILITY

Applicable to residence and business service.

8.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Voice Mail Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.6.3 GENERAL

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

8.6.4 REGULATIONS

- A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
- B. Voice Mail is subject to applicable service order charges.
- C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

8.6.5 DESCRIPTION

- A. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
- B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.
- C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS

(C)

8.6.1 APPLICABILITY

Applicable to residence and business service.

8.6.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Voice Mail Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

8.6.3 GENERAL

Voice Mail is an optional central office based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement.

8.6.4 REGULATIONS

- A. Voice Mail is furnished only from digital central offices that have been equipped to provide this feature.
- B. Voice Mail is subject to applicable service order charges.
- C. Call Waiting takes precedence over Call Forwarding and Call Forward Busy No Answer to a Voice Mail mailbox.

8.6.5 DESCRIPTION

- A. Voice Mail is a software-controlled system that records and stores voice messages for subsequent playback in a Voice Mail mailbox arrangement.
- B. Each Voice Mail mailbox answers a call with the subscriber's personalized greeting and invites the caller to leave a message. The mailbox provides usage prompts, customer tutorial, mnemonic commands, passcode security, time-date stamp on each message and name confirmation upon customer entry.
- C. Frontier Residential Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, and message composition.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.5 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

1. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Busy Greeting
- Web Portal Access

2. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging
- Message Notification⁽¹⁾: Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued) (C)

8.6.5 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

1. Frontier Residential Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 35 minutes
- Message Retention: 15 days new and 15 days saved
- Date & Time Stamp
- Message Notification⁽¹⁾: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Call Forward Busy/No Answer
- Busy Greeting
- Web Portal Access

2. Frontier Residential Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 100 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging
- Message Notification⁽¹⁾: Stutter Dial Tone, Visual Message Waiting Indicator or call to cell phone
- Pager Notification
- Reminder Service
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.5 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾:
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes

4. Frontier Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

D. Frontier Residential Voice Mail – Optional Applications

- Unified Messaging
- Alternative ID

Note 1: This feature works within Frontier Voicemail box's on the same platform.

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued) (C)

8.6.5 DESCRIPTION (Continued)

C. Frontier Residential Mailbox Packages (Continued)

3. Frontier Residential Deluxe Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 20 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾:
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Call Forward Busy/No Answer
- Busy Greeting
- Call Return/Live Reply
- Web Portal Access
- Reminder Service
- Up to five Sub Mailboxes

4. Frontier Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

D. Frontier Residential Voice Mail – Optional Applications

- Unified Messaging
- Alternative ID

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access

2. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absent Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued)

(C)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages

A Voice Mail mailbox equipped to play a personal greeting to the caller and to record the caller's message. Includes call answering, voice message, message composition, and revert to attendant functions.

1. Frontier Business Basic Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 75 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access

2. Frontier Business Deluxe Voice Mail

Includes the following features:

- Maximum Personal Greeting Length: 120 seconds
- Message Capacity: 200 minutes
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 99 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absent Greeting
- Call Return/Live Reply
- Web Portal Access

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy No Answer⁽²⁾

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued) (C)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy No Answer⁽²⁾

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

Effective: May 24, 2011

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued)

(T)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy No Answer⁽²⁾

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: If Remote Call Forwarding (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

Effective: November 15, 2015

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued)

8.6.5 DESCRIPTION (Continued)

E. Frontier Business Mailbox Packages (Continued)

3. Frontier Business Announcement Only Mailbox

A Voice Mail mailbox equipped to play a personal greeting or announcement and then disconnect. The calling party is not able to leave a message. The maximum announcement length is five (5) minutes. Includes call forward busy and no answer.

4. Frontier Business Basic Voice Mail with Sub Boxes

Includes the following features:

- Maximum Personal Greeting Length: 90 seconds
- Message Capacity: 30 minutes per submailbox
- Message Retention: 30 days new and 30 days saved
- Date & Time Stamp
- Group Lists: 10 lists maximum, up to 25 addresses per list
- Mailbox to Mailbox Messaging⁽¹⁾
- Message Notification: Stutter Dial Tone or Visual Message Waiting Indicator or both
- Pager Notification
- Operator Revert
- Special Delivery Options (private, urgent, receipt request, confidential)
- Call Forward Busy/No Answer
- Busy Greeting
- Extended Absence Greeting
- Web Portal Access
- Up to five Sub Mailboxes

5. Frontier Message Routing

With this service, callers are greeted with customized announcements and then allowed a single-digit touch calling selection (1-9). The caller may then hear another personalized greeting when routed to the selected mailbox, and will then be able to leave a message. The maximum greeting length is five minutes. Maximum of 9 mailboxes can be associated with this feature.

Includes the following features:

- Call Routing to voice mailbox
- Call Forward Busy No Answer⁽²⁾

Note 1: This feature works within Frontier Voicemail box's on the same platform.

Note 2: If Remote Call Forward (RCF) is used instead of Call Forwarding Busy/No Answer with this product, applicable RCF monthly charges will apply in addition to the monthly charge for Message Routing. RCF cannot be used to by pass toll charges.

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Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.5 DESCRIPTION (Continued)

F. Frontier Business Voice Mail --Optional Applications

Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling.

Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

G. Feature Descriptions

Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting: Plays when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued) (C)

8.6.5 DESCRIPTION (Continued)

F. Frontier Business Voice Mail --Optional Applications

Unified Messaging

This service includes the ability to display via a web portal fax and emails. Also provides Find-me Follow-me feature where the subscriber can set up routing of calls based on time of day, day of week and who is calling.

Alternate ID

Up to 3 different numbers can be associated with one mailbox at no charge. For each set of 3 additional numbers a monthly charge will apply.

G. Feature Descriptions

Call Return/Live Reply: the ability to call back the person who left you a message by simply pressing a designated key pad on the phone, after listening to the message.

Date & Time Stamp: Appends the date and time of the message and allows a subscriber to hear when a message was delivered into the mailbox.

Extended Absence Greeting: Plays when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

Greeting Length: The time allotted for the greeting a caller hears when forwarded to a subscriber's mailbox.

Group Lists: Allows a subscriber to program multiple addresses to create a list for mass distribution of messages. Messages can be sent to other mailbox numbers, telephone numbers and other Group Lists.

Mailbox to Mailbox Messaging: Allows a subscriber to reply to messages, redirect or forward messages, record and send messages, assign special delivery options to messages and use Group Lists to send messages to multiple destinations.

Message Capacity: The maximum number of minutes a subscriber's mailbox may contain.

Message Notification: Alerts a subscriber that a message has been deposited into his/her mailbox. Notification is delivered via indicators such as Stutter Dial Tone, Visual Message Waiting Indicator (message lights on telephones).

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.5 DESCRIPTION (Continued)

G. Feature Descriptions (Continued)

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows you to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them when the recipient of their message has listened to the message – this feature is called Receipt Request.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved, deleted. Ability to manage voice mail settings and Pin via the Web.

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued) (C)

8.6.5 DESCRIPTION (Continued)

G. Feature Descriptions (Continued)

Message Retention: The number of days a message is allowed to remain in the mailbox. The number of days retained may vary between new and saved messages.

Operator Revert: Allows the caller to press a single key and be transferred to the subscriber's personal assistant, dispatch center or answering service.

Personal Greeting: A personal greeting is recorded by the subscriber, and plays when a caller connects to a subscriber's mailbox. The subscriber can change this greeting at any time. If the personal greeting is deleted or not recorded, a caller will hear a generic system greeting.

Reminder Service: Allows you to record a message and set the Reminder Service to call your telephone at a pre-arranged time and play back that message. You can establish both a one-time Reminder and recurring Reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Special Delivery Options: Allows a subscriber or caller to set delivery options on a message to indicate if it is Urgent or Private. A subscriber can also set a parameter to notify them when the recipient of their message has listened to the message – this feature is called Receipt Request.

Web Portal Access: Allows a subscriber On-line access to voice mail messages that then can be played, saved, deleted. Ability to manage voice mail settings and Pin via the Web.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.6 RATES AND CHARGES

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
<u>Frontier Residential Packages</u>	
-Frontier Basic Voice Mail	\$6.99
-Frontier Deluxe Voice Mail	8.99
-Frontier Deluxe Voice Mail with Subs	8.99
 <u>Frontier Business Packages</u>	
-Frontier Basic Voice Mail	\$9.99
-Frontier Basic Voice Mail with Subs	12.99
-Frontier Deluxe Voice Mail	13.99
 <u>Residential and Business Optional Applications</u>	
-Frontier Announcement Only	\$7.99
 <u>Business Optional Applications</u>	
-Frontier Message Routing	9.99
 <u>Add-On Feature</u>	
-Alternate ID ⁽¹⁾	\$5.00
-Unified Messaging – Residential	1.99
-Unified Messaging – Business	3.99

Note: (1) Per each additional set of 3 numbers.

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued)

(C)

8.6.6 RATES AND CHARGES

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
<u>Frontier Residential Packages</u>	
-Frontier Basic Voice Mail	\$6.99
-Frontier Deluxe Voice Mail	8.99
-Frontier Deluxe Voice Mail with Subs	8.99
 <u>Frontier Business Packages</u>	
-Frontier Basic Voice Mail	\$9.99
-Frontier Basic Voice Mail with Subs	12.99
-Frontier Deluxe Voice Mail	13.99
 <u>Residential and Business Optional Applications</u>	
-Frontier Announcement Only	\$7.99
 <u>Business Optional Applications</u>	
-Frontier Message Routing	9.99
 <u>Add-On Feature</u>	
-Alternate ID ⁽¹⁾	\$5.00
-Unified Messaging – Residential	1.99
-Unified Messaging – Business	3.99

Note: (1) Per each additional set of 3 numbers.

Effective: May 24, 2011

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued)

(T)

8.6.6 RATES AND CHARGES

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>	
<u>Frontier Residential Packages</u>		
-Frontier Basic Voice Mail	\$6.99	
-Frontier Deluxe Voice Mail	8.99	
-Frontier Deluxe Voice Mail with Subs	8.99	
 <u>Frontier Business Packages</u>		
-Frontier Basic Voice Mail	\$9.99	
-Frontier Deluxe Voice Mail	13.99	
-Frontier Basic Voice Mail with Subs	12.99	
 <u>Business Optional Applications</u>		
-Frontier Announcement Only	\$7.95	(T)
-Frontier Message Routing	9.95	(R) (R)
 <u>Add-On Feature</u>		
-Alternate ID ⁽¹⁾	\$5.00	
-Unified Messaging – Residential	1.99	
-Unified Messaging – Business	3.99	

Note: (1) Per each additional set of 3 numbers.

Effective: August 12, 2016

SECTION 8 - VOICE MAIL SERVICE

8.6 FRONTIER MESSAGE CENTER (Continued)

8.6.6 RATES AND CHARGES

- A. The following monthly rates are in addition to any applicable charges for main telephone service:

	<u>Monthly Charge</u>
<u>Frontier Residential Packages</u>	
-Frontier Basic Voice Mail	\$6.99
-Frontier Deluxe Voice Mail	8.99
-Frontier Deluxe Voice Mail with Subs	8.99
 <u>Frontier Business Packages</u>	
-Frontier Basic Voice Mail	\$9.99
-Frontier Deluxe Voice Mail	13.99
-Frontier Basic Voice Mail with Subs	12.99
-Frontier Basic Voice Mail with 10 Subs	17.99
 <u>Business Optional Applications</u>	
-Frontier Announcement Only	\$7.95
-Frontier Message Routing	9.95
 <u>Add-On Feature</u>	
-Alternate ID ⁽¹⁾	\$5.00
-Unified Messaging – Residential	1.99
-Unified Messaging – Business	3.99

(N)

Note: (1) Per each additional set of 3 numbers.

Effective: January 15, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE MARKET (Continued)

8.6.6 RATES AND CHARGES (Continued)

- A. The following monthly discounts are in addition to any applicable charges for main telephone service:

Business Voice Mail Term and Volume Discounts

<u>Quantity</u>	<u>Tier</u>	<u>0 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00 (VDT10)	\$ 5.00 (VDT11)	\$ 7.00 (VDT12)	\$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in Section 8 of the Service Catalog for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

Note: The minimum charge for services provided is one month.

*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

Effective: May 18, 2010

SECTION 8 - VOICE MAIL SERVICE

8.6 VOICE MAIL SERVICE – GOLDEN STATE AND GLOBAL VALLEY MARKETS (Continued)

(C)

8.6.6 RATES AND CHARGES (Continued)

A. The following monthly discounts are in addition to any applicable charges for main telephone service:

Business Voice Mail Term and Volume Discounts

<u>Quantity</u>	<u>Tier</u>	<u>0 Months</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
1 - 4 Boxes		N/A	N/A	N/A	N/A
5 - 24 Boxes	1	\$ 3.00 (VDT10)	\$ 5.00 (VDT11)	\$ 7.00 (VDT12)	\$ 9.00 (VDT13)
25 - 49 Boxes	2	13.00 (VDT20)	18.00 (VDT21)	24.00 (VDT22)	29.00 (VDT23)
50 - 99 Boxes	3	37.00 (VDT30)	48.00 (VDT31)	59.00 (VDT32)	70.00 (VDT33)
100-200 Boxes	4	97.00 (VDT40)	119.00 (VDT41)	142.00 (VDT42)	164.00 (VDT34)
200 Plus Boxes		ICB*	ICB*	ICB*	ICB*

Discounts (as stated above) will be applied to the customer's total monthly bill when they purchase five or more mailboxes. Customers with 1 to 4 mailboxes will pay the rate listed in Section 8 of the Service Catalog for each mailbox. This discount pricing applies to Business Basic and Business Deluxe packages only.

Note: The minimum charge for services provided is one month.

*Customers requesting more than 200 mailboxes will be handled on an Individual Case Basis (ICB).

Effective: July 1, 2013

SECTION 8 - VOICEMAIL SERVICE

8.7 VOICEMAIL SERVICE – WEST COAST MARKET (Continued)

(N)

8.7.5 RATES AND CHARGES

1. Home Voice Mail/Voice Messaging Service

a. Home Voice Mail Service¹

	<u>Unit</u>	<u>NRC</u>	<u>Monthly Rate</u>
Home Voice Mail - Basic	each box	\$10.00	\$6.95
Home Voice Mail - Standard	each box	10.00	7.95
Home Voice Mail Optional Features			
- Ring Count Change	each line	--	1.00
- Audible Ring Burst (ARB)	each line	--	1.50
- Spanish Prompt	each line	--	--
- Message Waiting Indication			
Visual – FSK (Frequency Shift Keying)	each box	--	.50
OnePoint Voice Mail (OPVM) Service ²	each box	15.00	8.95

¹ NRC's apply in lieu of Service Charges in Section 2 of this Service Catalog.

² Long distance charges may apply when a customer accesses the Voice Mailbox from a location outside the local calling area.

(N)

Effective: January 15, 2010

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

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Effective: July 23, 2011

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

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(N)

Effective: January 15, 2010

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1.1 APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

9.1.2 TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund Discounted Services (CTF) as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

9.1.3 AVAILABILITY

- A. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund (CTF). This program provides discounts on telecommunications services delineated herein to qualifying schools, libraries, hospitals and health clinics, and community based organizations, approved by the CPUC, as described below.
- B. These organizations must apply to the California Public Utilities Commission for the CALIFORNIA Teleconnect Fund (CTF) program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.
- C. The following business services are subject to a 50% discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available.
 - Basic Exchange Access Line Business Services (Flat and Measured-Rate Service; PBX Trunk Service and Switched Foreign Exchange Service)
 - Digital Central Office Services – Datapath
 - Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Access Service Tariff
 - High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Access Service Tariff
 - Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
 - Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service
- D. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

Effective: July 23, 2011

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1.1 APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

9.1.2 TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund Discounted Services (CTF) as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

9.1.3 AVAILABILITY

- A. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the California Teleconnect Fund (CTF). This program provides discounts on telecommunications services delineated herein to qualifying Schools, Libraries, Hospitals and Health Clinics, Community Based Organizations and California Community Colleges, approved by the CPUC, as described below. (T)
- B. These organizations must apply to the California Public Utilities Commission for the CALIFORNIA Teleconnect Fund (CTF) program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742. (T)
- C. The following business services are subject to a 50% discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available.
- Basic Exchange Access Line Business Services (Flat and Measured-Rate Service; PBX Trunk Service and Switched Foreign Exchange Service)
 - Digital Central Office Services – Datapath
 - Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Access Service Tariff
 - High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Access Service Tariff
 - Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
 - Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service
- D. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

Effective: July 16, 2016

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (T)

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (T)

9.1.1 APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

9.1.2 TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund (CTF) Discounted Services as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB. (T)

9.1.3 AVAILABILITY

E. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the CTF. This program provides discounts on telecommunications services delineated herein to qualifying Schools, Libraries, Hospitals and Health Clinics, Community Based Organizations and California Community Colleges, approved by the CPUC, as described below. (T)

F. These organizations must apply to the California Public Utilities Commission for the CTF program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

G. The following business services are subject to a 25% ¹ voice or a 50% non-voice discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available as follows: (N)

25% ¹ voice discount on the monthly rate for Basic Exchange Access Line Business Services (Flat and Measured-Rate Service; PBX Trunk Service and Switched Foreign Exchange Service) (N)

50% non-voice discount on the following: (N)

- Digital Central Office Services – Datapath
- Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Access Service Tariff
- High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Access Service Tariff
- Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
- Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service

(L)
(L)

¹ 25% discount became effective July 1, 2016. (N)

Effective: May 3, 2017

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

9.1.1 APPLICABILITY

Applicable to qualifying schools, libraries, municipal and county government or hospital district owned and operated hospital and health clinic, and community based organizations.

9.1.2 TERRITORY

Applicable to the suburban areas of exchanges where service is provided from Central Offices and/or Operating Systems capable of providing California Teleconnect Fund (CTF) Discounted Services as said exchanges are defined on the maps contained in the Local Exchange Tariff, Schedule AB.

(T)

9.1.3 AVAILABILITY

H. In Decision 96-10-066, the California Public Utilities Commission (CPUC) established the CTF. This program provides discounts on telecommunications services delineated herein to qualifying Schools, Libraries, Hospitals and Health Clinics, Community Based Organizations and California Community Colleges, approved by the CPUC, as described below.

(T)

I. These organizations must apply to the California Public Utilities Commission for the CTF program discount and receive approval of their application prior to the discount being applied, pursuant to the process described in Resolution T-16742.

J. The following business services are subject to a 25%¹ voice/50% non-voice discount on all monthly rate(s) (excluding the non-recurring charges) for eligible entities where services are available as follows:

(N)

(T)

25%¹ voice discount on the monthly rate for Basic Exchange Access Line Business Services (Flat and Measured-Rate Service; PBX Trunk Service and Switched Foreign Exchange Service)

(N)

50% non-voice discount on the following:

(N)

- Digital Central Office Services – Datapath
- Digital Channel Service (T-1 or DS1 equivalent) located in the Company's Access Service Tariff, Section 7
- High Capacity Digital Service or functional equivalents (including, but not limited to, DS3) located in the Company's Access Service Tariff, Section 7
- Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) Service
- Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Service

(T)

(T)

¹ 25% discount became effective July 1, 2016.

(N)

Effective: July 16, 2016

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

9.1.3 AVAILABILITY (Continued)

A. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.

(L)
(L)

B. The CTF Discount is 50% of eligible service costs, except for voice services which will be discounted at 25%. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25%¹ or a 50% CTF voice discount if it is exempt from a reduction in voice support.

(N)

C. CTF participants shall renew their exemption from reduced services support every 3 years. Once an exemption is obtain, it shall be retained for a period of three years.

(N)

9.1.4 FUNDING

(L)

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

(L)

¹ 25% discount became effective July 1, 2016.

(N)

(L) Item 9.1.3.D. relocated from Sheet 1. Item 9.1.4 relocated from Sheet 2.

(N)

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1.3 AVAILABILITY (Continued)

- A. These discounted services may not be resold to, or shared with, any other non-qualifying person or entity.
- B. CTF participants shall renew their exemption from reduced services support every 3 years. Once an exemption is obtain, it shall be retained for a period of three years.
- F. Voice Exemption

Pursuant to CPUC Decision 16-04-021. CTF discounts for Voice Services will be reduced from 50% to 25% on July 1, 2016. CTF recipients or prospective applicants in unserved or underserved areas of California can apply for a Voice Exemption to maintain their 50% discount on their voice services if they are using dial-up telephone service as the only means to access the Internet. An entity can verify if its location is eligible for a Voice Exemption by using the California Broadband Availability map on the Commission's CTF web site. Upon approval of the Voice Exemption by the Commission, their location will maintain the 50% discount for voice service, but will not be eligible for CTF discounts on other data or access services at that location. CTF entities that are located only in unserved or underserved areas and using dial-up telephone service as the only means to access the Internet may apply for the Voice Exemption to maintain the 50% voice discount. Once approved, they will not be eligible for discounts on any other services at that location.

(N)

(N)

9.1.4 FUNDING

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

¹ 25% discount became effective July 1, 2016.

Effective: January 15, 2010

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.4 FUNDING

If the Executive Director of the California Public Utilities Commission (CPUC) determines that there are insufficient funds to reimburse the Utility for its claims against the CTF, the CPUC will promptly inform the Utility concerning this condition and direct the Utility to suspend the offering of applicable discounted rates to qualifying Schools, Libraries, Government Owned Hospitals, Government Owned Health Clinics, and Community Based Taxed Exempt Organizations on a schedule consistent with fund balances and utility claims and with appropriate prior notice to customers.

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

A. Schools and Libraries

1. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries, which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.
2. Qualifying schools and libraries shall be entitled to a 50% discount off tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding, after first deducting the applicable E-rate discounts. The 50% discount shall be calculated as follows:
 - a. If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the 50% discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
 - b. If the customer has been approved to receive E-rate discounts, the 50% discount will be applied to the services after deducting the actual E-rate discounts from the billed amount.
 - c. The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.
3. The following schools and libraries shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

Effective: July 16, 2016

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (T)

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued) (T)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

A. Schools and Libraries

3. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries, which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.
4. Qualifying schools and libraries shall be entitled to a 25% ¹ voice or a 50% non-voice discount off tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding, after first deducting the applicable E-rate discounts. The discount shall be calculated as follows: (N)
 - d. If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount. (T)
 - e. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25% ¹ or a 50% CTF voice discount if it is exempt from a reduction in voice support. (C)
|
(C)
 - f. The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.
3. The following schools and libraries shall be entitled to a 25% ¹ voice or a 50% non-voice discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts. (N)

¹ 25% discount became effective July 1, 2016. (N)

(L) Item 9.1.4 relocated to Sheet 1.1. (N)

Effective: May 3, 2017

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES

A. Schools and Libraries

5. To qualify for the discount, schools must be public or nonprofit schools providing elementary or secondary education and which do not have endowments of more than \$50 Million. Only those libraries, which are eligible for participation in state based plans for funds under Title III of the Library Services and Technology Act qualify for the discount.
6. Qualifying schools and libraries shall be entitled to a 25%¹ voice/50% non-voice discount off tariffed and/or Service Catalog rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding, after first deducting the applicable E-rate discounts. The discount shall be calculated as follows:
 - g. If the customer has not been approved to receive E-rate discounts, whether or not an application is pending, the discount will be applied to all eligible services after deducting a statewide average E-rate discount (determined by the CPUC) from the billed amount.
 - h. For Federal E-rate program participants, the CTFs discount applies to eligible service costs minus the Federal E-rate subsidy. For E-rate schools, the CTF discount amount shall be no higher than their Federal E-rate subsidy. However, if an E-rate school's Federal E-rate subsidy for voice services is 0%, it will retain the CTF voice discount of 25%¹ or a 50% CTF voice discount if it is exempt from a reduction in voice support.
 - i. The statewide average discount is deducted from the customer's services solely for purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the customer. However, when the customer receives its approved E-rate benefit, the customer's account will be retroactively adjusted to reflect the approved E-rate.
3. The following schools and libraries shall be entitled to a 25%¹ voice/50% non-voice discount off the entire tariffed and/or Service Catalog rates or negotiated/contract rates, whichever are lower, for services identified in 9.1.3.C preceding: small schools as defined in Section 42283 of the Education Code, participants whose E-rate applications have been denied, and participants who subscribe to services that are ineligible for E-rate discounts.

B. Health Care Providers

1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
2. Qualifying hospitals and health clinics shall be entitled to a 25%¹ voice/50% non-voice discount off tariffed and/or Service Catalog rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.

¹ 25% discount became effective July 1, 2016.

Effective: January 15, 2010

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

B. Hospitals

1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
2. Qualifying hospitals and health clinics shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower.

C. Community Based Organizations (CBOs)

1. Must be tax-exempt organizations offering health care, job training, job placement, or educational instruction, or a community technology program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction.
2. Qualifying CBOs shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower. CBOs are not eligible for Federal Communications Commission's E-Rate Discounts.

D. California Community Colleges

Participating California Community Colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. The Utility shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

Effective: August 2, 2010

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

B. Hospitals

1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
2. Qualifying hospitals and health clinics shall be entitled to a 50% discount off Service Catalog rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for E-Rate discounts equal to the difference between urban and rural rates.

C. Community Based Organizations (CBOs)

1. Must be tax-exempt organizations offering health care, job training, job placement, or educational instruction, or a community technology program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction.
2. Qualifying CBOs shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower. CBOs are not eligible for Federal Communications Commission's E-Rate Discounts.

D. California Community Colleges

Participating California Community Colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. The Utility shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

Effective: July 23, 2011

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

B. Rural Health Care Providers

(T)

1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
2. Qualifying hospitals and health clinics shall be entitled to a 50% discount off Service Catalog rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for E-Rate discounts equal to the difference between urban and rural rates.

C. Community Based Organizations (CBOs)

1. Must be tax-exempt organizations offering health care, job training, job placement, or educational instruction, or a community technology program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction.
2. Qualifying CBOs shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start, Pre-Kindergarten, Adult Education or Juvenile Justice programs shall be entitled to a 50% discount off tariff rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts.

(T)
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(T)

D. California Community Colleges

Participating California Community Colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. The Utility shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

Effective: July 23, 2011

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

- B. Health Care Providers (T)
1. Must be district owned, municipal or county government owned and operated hospital or health clinic.
 2. Qualifying hospitals and health clinics shall be entitled to a 50% discount off Service Catalog rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates. (T)
(T)
- C. Community Based Organizations (CBOs)
1. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates. (N)
|
(T)
 2. Qualifying CBOs shall be entitled to a 50% discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 50% discount off tariff rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts. (N)
|
(N)
- D. California Community Colleges
- Participating California Community Colleges (CCCs) shall be entitled to a 50% discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding. The 50% discount is contingent on an annual limit of \$7.2 million (adjusted yearly based on Western Consumer Price Index) funding availability for CCCs as set forth in Decision 08-06-020. The Utility shall suspend all discounts upon notification from the CPUC that the CCC funding is close to reaching the annual limit. Customers shall be responsible for re-paying all discounts received that are subsequently denied by the CPUC as a result of reaching the annual limit, pursuant to D.08-06-020.

Effective: July 16, 2016

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

(T)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

B. Health Care Providers

2. Must be district owned, municipal or county government owned and operated hospital or health clinic.
3. Qualifying hospitals and health clinics shall be entitled to a 50% discount off Service Catalog rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's Federal Rural health Care discounts, as authorized by D. 96-10-066. Public or non-profit healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.

C. Community Based Organizations (CBOs)

3. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A "tax exempt organization" shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.
4. Qualifying CBOs shall be entitled to a 25% ¹ voice or a 50% non-voice discount off tariffed rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 25% ¹ voice or a 50% non-voice discount off tariff rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission's E-Rate Discounts.

(N)

(N)

D. California Community Colleges

Participating California Community Colleges (CCCs) shall be entitled to a 25% ¹ voice or a 50% non-voice discount off the entire tariffed rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding.

(N)

(D)

(D)

¹ 25% discount became effective July 1, 2016.

Effective: May 3, 2017

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

9.1.5 DISCOUNTS APPLICABLE TO ELIGIBLE SERVICES (Continued)

C. Community Based Organizations (CBOs)

1. Must be tax-exempt organizations offering Head Start Programs, Health Care, Job Training, Job Placement, or Educational Instruction, or a Community Technology Program offering access to and training in the Internet and other technologies. A “tax exempt organization” shall refer to an organization described in Section 501 (c) (3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code. In order to qualify for the CBO discount, the CBO must provide proof at the time of application that it is a tax exempt organization and that it offers healthcare, job training, job placement, or educational instruction. Public or non-profit CBO healthcare providers in rural areas may be eligible for Federal Rural Health Care discounts equal to the difference between urban and rural rates.

2. Qualifying CBOs shall be entitled to a 25%¹ voice/50% non-voice discount off tariffed and/or Service Catalog rates or the rates charged to other businesses for those same services, whichever is lower. CBOs offering Head Start programs shall be entitled to a 25%¹ voice/50% non-voice discount off tariff rates or negotiated/contract rates, whichever is lower, net of the Federal Communications Commission’s E-Rate Discounts. (C)
(T)
(C)

D. California Community Colleges (CCCs) (T)

Participating California Community Colleges (CCCs) shall be entitled to a 25%¹ voice/50% non-voice discount off the entire tariffed and/or Service Catalog rates or negotiated/contract rates, whichever are lower, for services identified in C.2., preceding. (C)
(T)

E. Rural Health Care Providers (RHCP) (N)

Public or non-profit healthcare providers in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 25%¹ voice/50% non-voice CTF discount shall be calculated as follows:

1. The 25%¹ voice/50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given fiscal year.

2. The 25%¹ voice/50% non-voice discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for the fiscal year. Once approved, the CTF discount shall be trued up for that fiscal year to take into account the RHC funding received. (N)

¹ 25% discount became effective July 1, 2016.

Effective: July 23, 2011

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.6 HOW DISCOUNTS ARE APPLIED

- A. Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in Section 9, sheet 4, items B through E below.
- B. By September 21, 2011, the Utility shall first apply the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.
- C. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. However the implementation of deducting the statewide average E-rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not apply for E-rate.
- D. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.
- E. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:
 - 1. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
 - 2. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for that FY.
 - 3. Adjust the CTF discount received by RHCPs when RHC funding is received after the issuance date of this resolution for funding for FY 2010-11 and FY 2011-12.
 - 4. By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.
 - 5. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.

(N)

(N)

Effective: July 23, 2011

SECTION 9 – CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF)

9.1 CALIFORNIA TELECONNECT FUND DISCOUNTED SERVICES (CTF) (Continued)

9.1.6 HOW DISCOUNTS ARE APPLIED

- F. Federal funding or subsidy given to California Teleconnect Fund (CTF) participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in Section 9, sheet 4, items B through E below.
- G. By September 21, 2011, the Utility shall first apply the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.
- H. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. However the implementation of deducting the statewide average E-rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not have an actual E-rate. (T)
- I. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.
- J. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:
 - 1. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
 - 2. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for that FY.
 - 3. Adjust the CTF discount received by RHCPs when RHC funding is received after the issuance date of Resolution T-17314 for funding for FY 2010-11 and FY 2011-12. (T)
 - 4. By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.
 - 5. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.

Effective: July 16, 2016

SECTION 9 – CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES

(T)

9.1 CALIFORNIA TELECONNECT FUND (CTF) DISCOUNTED SERVICES (Continued)

(T)

9.1.6 HOW DISCOUNTS ARE APPLIED

- K. Federal funding or subsidy given to CTF participants for their CTF-eligible services shall first be taken into account prior to applying the CTF discount, as specifically noted in Section 9, sheet 4, items B through E below. (T)
- L. By September 21, 2011, the Utility shall first apply the actual federal E-rate discount prior to applying the CTF discount to Community Based Organizations (CBOs) that offer Head Start programs with an actual E-rate discount.
- M. The Utility shall first apply the statewide average E-rate discount developed and updated annually by the Commission effective July 1st prior to applying the CTF discount if the school, library, and/or CBO that offers Head Start programs does not have an actual E-rate. However the implementation of deducting the statewide average E-rate discount before applying the CTF discount will not take effect until July 1, 2012, for CBOs offering Head Start programs that do not have an actual E-rate.
- N. Necessary Small Schools are exempt from deducting the statewide average E-rate discount if they do not have an actual E-rate discount. Notwithstanding subdivision (b), the CTF discount shall be applied without regard to the E-rate discount for any Necessary Small School, as defined in Section 42283 of the Education Code, unless that school has applied for, and been approved to receive, the E-rate discount.
- O. The Utility shall apply the CTF discounts to Rural Health Care Providers (RHCP) as follows:
6. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs that did not apply for RHC funding in a given fiscal year.
 7. Apply 50 percent CTF discount on CTF-eligible services subscribed to by RHCPs while awaiting approval for RHC funding for FY 2012-13 and beyond, then true-up the CTF discount for that FY.
 8. Adjust the CTF discount received by RHCPs when RHC funding is received after the issuance date of Resolution T-17314 for funding for FY 2010-11 and FY 2011-12.
 9. By September 21, 2011, the Utility shall deduct any federal funding received by RHCPs first before applying the CTF discount on CTF-eligible services.
 10. The Utility shall continue to apply the 50 percent CTF discount on CTF-eligible services for RHCPs that do not apply for RHC funding.

Effective: January 15, 2010

SECTION 11 – GRANDFATHERED SERVICES

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Effective: January 15, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.1 FOREIGN EXCHANGE SERVICE – GLOBAL VALLEY MARKET (Continued)

11.1.3 RATES AND CHARGES (Continued)

	<u>Each ¼ Mile or Fraction Thereof</u>	<u>Each ½ Mile or Fraction Thereof</u>
B. Foreign Exchange Mileage Rates		
1. Within the Patterson and Livingston Exchange Areas:		
a. Each one-party access line Residence Service	\$4.00	
Business Service		\$8.00
b. Each two-party access line Residence Service	2.00	
C. Foreign Exchange Increment Charge(1)		
1. Business Service		23.75
2. Residence Service		15.95
Nonrecurring <u>Charge(2)</u>		
D. Foreign Exchange Connection Charge		
1. Business Service	\$125.00	
2. Residence Service	100.00	
<u>Rate per Month</u>		
E. Verification Interrupt, Nonpublished Number Report, and Directory Assistance Charges	Rates applicable in AT&T California's Guide Book, Part 4.	
F. Custom Calling Service for Business and Residence Services	Rates applicable in AT&T California's Guide Book, Part 4,	

Note 1: In addition to Rates A, B, D.

Note 2: In addition to applicable multi-element service charges shown in Section 2.

Effective: October 16, 2016

SECTION 11 – GRANDFATHERED SERVICES

11.1 FOREIGN EXCHANGE SERVICE – GLOBAL VALLEY MARKET (Continued)

11.1.3 RATES AND CHARGES (Continued)

	<u>Each ¼ Mile or Fraction Thereof</u>	<u>Each ½ Mile or Fraction Thereof</u>
B. Foreign Exchange Mileage Rates		
1. Within the Patterson and Livingston Exchange Areas:		
a. Each one-party access line		
Residence Service	\$4.00	
Business Service		\$8.00
b. Each two-party access line		
Residence Service	2.00	
C. Foreign Exchange Increment Charge ⁽¹⁾		
1. Business Service		23.75
2. Residence Service		15.95
D. Foreign Exchange Connection Charge		
1. Business Service	\$125.00	
2. Residence Service	100.00	
	<u>Nonrecurring Charge⁽²⁾</u>	
E. Verification Interrupt, Nonpublished Number Report, and Directory Assistance Charges		
	Rates applicable in AT&T California's Guide Book, Part 4.	
F. Custom Calling Service for Business and Residence Services		
	Rates applicable in AT&T California's Guide Book, Part 4,	
	<u>Rate per Month</u>	

Note 1: In addition to Rates A, B, D.

Note 2: In addition to applicable Service Charges shown in Section 2.

(T)

Effective: January 15, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.1 FOREIGN EXCHANGE SERVICE – GLOBAL VALLEY MARKET⁽¹⁾ (Continued)

11.1.4 SPECIAL CONDITIONS

- A. The preceding rates comprehend service to all stations receiving service from exchanges within the local calling area of the exchange from which the foreign exchange service is furnished. The toll rates applicable in connection with toll service over foreign exchange lines will be in accordance with the toll rate provision of the foreign exchange.
- B. The above local exchange area mileage rates are applicable to the airline distance between the network interface and the nearest point on the common boundary of the foreign and local exchange areas.
- C. Foreign exchange service is furnished subject to the same conditions as to the use of the service by others than the customer or his representatives, which are applicable in connection with other classifications of customers' telephone service.
- D. The Service Catalog provisions of the Evans Telephone Company applicable to the multi-element service charges will apply in connection with foreign exchange service furnished under this section.
- E. Foreign exchange service customers are not required to take service of the exchange from which local service normally would be rendered on the premises on which foreign exchange service is furnished.
- F. Except as otherwise provided in this section, services furnished in the local exchange will be available in connection with foreign exchange service in accordance with the Service Catalog provisions of the Evans Telephone Company for the particular classification of service furnished.
- G. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories in accordance with the Service Catalog provisions in effect for the directory containing the additional listing or line of information.
- H. A suburban access line shall not be located within the base rate area.
- I. Joint User Service will not be permitted in connection with Foreign Exchange Service.
- J. A directory listing is provided for each primary station without additional charge in the directory of the foreign exchange and in the alphabetical section of the directory of the local exchange.
- K. "Local Exchange" means the exchange in which the primary station is located and "Foreign Exchange" means the exchange from which the service is rendered.
- L. Foreign Exchange Service is not offered in the San Antonio exchange.
- M. In case where extraordinary construction is required, the customer will be billed for actual cost incurred by the Utility. Includes Federal Income Tax and California Corporate Franchise Tax gross-up. See Rule No. 3.

Effective: January 15, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.2 EXTENSION SERVICE FOR ANSWERING PURPOSES BETWEEN NONCONTIGUOUS EXCHANGES – GLOBAL VALLEY MARKET (Continued)

11.2.4 SPECIAL CONDITIONS (Continued)

- E. The suburban mileage rate shown in Rates B., preceding is applicable in addition to the foreign exchange mileage rate shown in Rates A., preceding if the extension service is located outside the base rate or special rate area of the local exchange. The suburban mileage rate applies to the airline distance measured from the extension service to the nearest point on the boundary of the base rate or special rate area of the local exchange.
- F. The toll rates applicable in connection with toll service over foreign exchange extension service lines will be in accordance with toll rate provision of the foreign exchange from which service is rendered.
- G. Foreign exchange service will be furnished subject to the same conditions as to the use of the service by others than the customer or his representative, which are applicable in connection with other classifications of customers' telephone service.
- H. Individual line business customers for whom an extension service is provided under this section are not required to take service of the exchange from which service normally would be rendered on the premises on which such extension service is located.
- I. Except as otherwise provided in this section, services furnished in the local exchange will be available in connection with foreign exchange extension service in accordance with the Service Catalog provisions of the local exchange for the particular classification of service furnished.

Multi-element service charges will apply in connection with foreign exchange extension service furnished under this section.

- J. Additional listings containing the address of the extension service will not be furnished.

Effective: January 15, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.3 EMPLOYEE TELEPHONE SERVICE CONCESSION - APPLICABLE TO RETIRED EMPLOYEES ONLY – CALIFORNIA EMBEDDED, GOLDEN STATE AND TUOLUMNE MARKETS

11.3.1 APPLICABILITY

Applicable to residence local exchange telephone service provided to the Utility's retired employees.

11.3.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Employee Telephone Service Concession as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.

11.3.3 RATES AND CHARGES

- A. Each Bargaining Unit Employee's Residence Service - One non-FEX access line charge at fifty percent (50%) of the Local Exchange Tariff schedule.
- B. Union Retired Employees - The employee discount will be available to union retired employees that retired prior to expiration of the present union contract, dated October 1, 1999, only until service is discontinued by the employee. The employee discount is discontinued for union employees that retire on and after expiration of the present union contract.
- C. Each Non-Bargaining Unit Employee's Residence Service - One non-FEX access line charge at one hundred percent (100%) of the Local Exchange Tariff schedule.
- D. Non-union Retired Employees - The employee discount will be available to non-union retired employees that retired prior to August 24, 2001 for the California Embedded Market and May 15, 1991 for Golden State and Tuolumne Markets and only until service is discontinued by the employee. The employee discount is discontinued for Non-union employees that retire on and after August 24, 2001 for the California Embedded Market and May 15, 1991 for Golden State and Tuolumne Markets.
- E. Each Retired Employee will receive the following services at the rate of fifty percent (50%) of the Local Exchange Tariff schedule:
 - 1. One additional directory listing
 - 2. Service connection and programming fee.
- F. All other services will be provided at the regular filed rates.

11.3.4 SPECIAL CONDITIONS

- A. Pensioned employee's concession rate will be the rate, which was applicable on the last date of employment with the Utility.
- B. This service must be billed in the employee's name.
- C. Management employees must be available by telephone during emergencies to be eligible for the concessions listed in 11.3.3.

Effective: January 1, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Silver bundle is provided at the following rates:

	<u>Monthly Rate</u>
1. All exchanges, excluding Elk Grove and Meadowview – California Embedded and Global Valley Markets	\$36.99
2. Elk Grove and Meadowview exchanges – California Embedded Market	26.99
3. Stay Connected Seasonal Offering – California Embedded and Global Valley Markets See Special Condition (I)	6.74
4. Digital Phone Enhanced Feature Pack – California Embedded Market	3.99
5. Frontier Silver - Golden State Market	18.15
6. Frontier Silver - Tuolumne Market	18.15

11.6.5 SPECIAL CONDITIONS

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's Local Exchange Tariff.
- E. Frontier Silver bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: April 30, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Silver bundle is provided at the following rates:

	<u>Monthly Rate</u>	
7. All exchanges, excluding Elk Grove and Meadowview – California Embedded and Global Valley Markets	\$36.99	
8. Elk Grove and Meadowview exchanges – California Embedded Market	26.99	
9. Stay Connected Seasonal Offering – California Embedded and Global Valley Markets See Special Condition (I)	9.99	(T)
10. Digital Phone Enhanced Feature Pack – California Embedded Market	3.99	
11. Frontier Silver - Golden State Market	18.15	
12. Frontier Silver - Tuolumne Market	18.15	

11.6.5 SPECIAL CONDITIONS

- F. The bundles are available only where facilities and operating systems are available and technically feasible.
- G. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- H. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- I. Extended Area Service and Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's Local Exchange Tariff.
- J. Frontier Silver bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Silver bundle is provided at the following rates:

	<u>Monthly Rate</u>	
13. All exchanges, excluding Elk Grove and Meadowview – California Embedded and Global Valley Markets	\$36.99	
14. Elk Grove and Meadowview exchanges – California Embedded Market	26.99	
15. Stay Connected Seasonal Offering – California Embedded and Global Valley Markets See Special Condition (I)	9.99	
16. Digital Phone Enhanced Feature Pack – California Embedded Market	4.99	(I)
17. Frontier Silver - Golden State Market	18.15	
18. Frontier Silver - Tuolumne Market	18.15	

11.6.5 SPECIAL CONDITIONS

- K. The bundles are available only where facilities and operating systems are available and technically feasible.
- L. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- M. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- N. Extended Area Service and Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's Local Exchange Tariff.
- O. Frontier Silver bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- L. Frontier Silver bundle is provided at the following rates:

	<u>Monthly Rate</u>	
19. All exchanges, excluding Elk Grove and Meadowview – California Embedded and Global Valley Markets	\$36.99	
20. Elk Grove and Meadowview exchanges – California Embedded Market	26.99	
21. Stay Connected Seasonal Offering – California Embedded and Global Valley Markets See Special Condition (I)	9.99	
22. Digital Phone Enhanced Feature Pack – California Embedded Market	5.99	(I)
23. Frontier Silver - Golden State Market	18.15	
24. Frontier Silver - Tuolumne Market	18.15	

11.6.5 SPECIAL CONDITIONS

- P. The bundles are available only where facilities and operating systems are available and technically feasible.
- Q. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- R. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- S. Extended Area Service and Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's Local Exchange Tariff.
- T. Frontier Silver bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- O. Frontier Silver bundle is provided at the following rates:

	<u>Monthly Rate</u>	
25. All exchanges, excluding Elk Grove and Meadowview – California Embedded and Global Valley Markets	\$36.99	
26. Elk Grove and Meadowview exchanges – California Embedded Market	26.99	
27. Stay Connected Seasonal Offering – California Embedded and Global Valley Markets See Special Condition (I)	9.99	
28. Digital Phone Enhanced Feature Pack – California Embedded Market	6.49	(I)
29. Frontier Silver - Golden State Market	18.15	
30. Frontier Silver - Tuolumne Market	18.15	

11.6.5 SPECIAL CONDITIONS

- U. The bundles are available only where facilities and operating systems are available and technically feasible.
- V. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- W. Call Detail for Extended Area Service and Zone Usage Measurement Service will not be displayed on the customer's monthly telephone bill.
- X. Extended Area Service and Zone Usage Measurement Service are only available in designated exchange areas as defined in the Utility's Local Exchange Tariff.
- Y. Frontier Silver bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: January 1, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.6 FRONTIER SILVER (Continued)

11.6.5 SPECIAL CONDITIONS (Continued)

- Z. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

- AA. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates located in the Local Exchange Tariff.

- BB. Customers must designate Frontier Communications of America, Inc. as their primary Interexchange carrier for both their Intra and InterLATA Long Distance services and select Frontier's Residential UnlimitedCA Long Distance Plan for each bundle ordered.

- CC. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Silver bundle for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in its Local Exchange Tariff, Schedule AB.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 2 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Silver service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Silver features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

Effective: January 15, 2010

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>			
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
1. Frontier Bronze	\$24.99	\$24.99	\$24.99	\$24.99
2. Digital Phone Enhanced Feature Pack	3.99	2.99	3.99	3.99
3. Voice Mail –add on:				
- Basic Voice Mail	3.99		6.99	5.95
- Deluxe Voice Mail	4.99		8.99	7.95
4. Stay Connected Seasonal Offering See Special Condition (L)	9.99		9.99	9.99

11.7.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	
1. Frontier Bronze	\$24.99	\$24.99	\$24.99	\$24.99	
2. Digital Phone Enhanced Feature Pack	\$3.99	\$3.99	\$3.99	\$3.99	(l)
3. Voice Mail –add on:					
- Basic Voice Mail	\$3.99		\$6.99	\$5.95	
- Deluxe Voice Mail	\$4.99		\$8.99	\$7.95	
4. Stay Connected Seasonal Offering See Special Condition (L)	\$9.99		\$9.99	\$9.99	

11.7.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	
1. Frontier Bronze	\$24.99	\$24.99	\$24.99	\$24.99	
2. Digital Phone Enhanced Feature Pack	\$4.99	\$4.99	\$4.99	\$4.99	(l)
3. Voice Mail –add on:					
- Basic Voice Mail	\$3.99		\$6.99	\$5.95	
- Deluxe Voice Mail	\$4.99		\$8.99	\$7.95	
4. Stay Connected Seasonal Offering See Special Condition (L)	\$9.99		\$9.99	\$9.99	

11.7.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility’s Rules and Regulations pertaining to non-payment or partial payment.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	
1. Frontier Bronze	\$24.99	\$24.99	\$24.99	\$24.99	
2. Digital Phone Enhanced Feature Pack	\$5.99	\$5.99	\$5.99	\$5.99	(l)
3. Voice Mail –add on:					
- Basic Voice Mail	\$3.99		\$6.99	\$5.95	
- Deluxe Voice Mail	\$4.99		\$8.99	\$7.95	
4. Stay Connected Seasonal Offering See Special Condition (L)	\$9.99		\$9.99	\$9.99	

11.7.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.7 FRONTIER BRONZE (Continued)

11.7.4 RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- C. Frontier Bronze bundle is provided at the following rate:

	<u>Monthly Rate</u>				
	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>	
1. Frontier Bronze	\$24.99	\$24.99	\$24.99	\$24.99	
2. Digital Phone Enhanced Feature Pack	\$6.49	\$6.49	\$6.49	\$6.49	(l)
3. Voice Mail –add on:					
- Basic Voice Mail	\$3.99		\$6.99	\$5.95	
- Deluxe Voice Mail	\$4.99		\$8.99	\$7.95	
4. Stay Connected Seasonal Offering See Special Condition (L)	\$9.99		\$9.99	\$9.99	

11.7.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Local Exchange Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility’s Rules and Regulations pertaining to non-payment or partial payment.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET –
Grandfathered as of July 14, 2012 (Continued)

(L)

11.8.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- F. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99
2. Elk Grove and Meadowview exchanges	29.99
3. Stay Connected Seasonal Offering See Special Condition (K)	9.99
4. Digital Phone Enhanced Feature Pack	2.99

11.8.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- F. The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.
- G. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

(L)

Relocated from Section 7.

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET –
Grandfathered as of July 14, 2012 (Continued)

11.8.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- I. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99	
2. Elk Grove and Meadowview exchanges	\$29.99	
3. Stay Connected Seasonal Offering See Special Condition (K)	\$9.99	
4. Digital Phone Enhanced Feature Pack	\$3.99	(I)

11.8.5 SPECIAL CONDITIONS

- H. The bundle is available only where facilities and operating systems are available and technically feasible.
- I. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- J. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- L. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- M. The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.
- N. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET –
Grandfathered as of July 14, 2012 (Continued)

11.8.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- L. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99	
2. Elk Grove and Meadowview exchanges	\$29.99	
3. Stay Connected Seasonal Offering See Special Condition (K)	\$9.99	
4. Digital Phone Enhanced Feature Pack	\$4.99	(I)

11.8.5 SPECIAL CONDITIONS

- O. The bundle is available only where facilities and operating systems are available and technically feasible.
- P. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- Q. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- R. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- S. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- T. The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.
- U. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET –
Grandfathered as of July 14, 2012 (Continued)

11.8.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- O. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99	
2. Elk Grove and Meadowview exchanges	\$29.99	
3. Stay Connected Seasonal Offering See Special Condition (K)	\$9.99	
4. Digital Phone Enhanced Feature Pack	\$5.99	(I)

11.8.5 SPECIAL CONDITIONS

- V. The bundle is available only where facilities and operating systems are available and technically feasible.
- W. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- X. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- Y. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- Z. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- AA. The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.
- BB. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.8 FRONTIER DIGITAL PHONE PLUS-2010 SERVICE – CALIFORNIA EMBEDDED MARKET –
Grandfathered as of July 14, 2012 (Continued)

11.8.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- R. Frontier Digital Phone Plus-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
1. All exchanges, excluding Elk Grove and Meadowview	\$39.99	
2. Elk Grove and Meadowview exchanges	\$29.99	
3. Stay Connected Seasonal Offering See Special Condition (K)	\$9.99	
4. Digital Phone Enhanced Feature Pack	\$6.49	(I)

11.8.5 SPECIAL CONDITIONS

- CC. The bundle is available only where facilities and operating systems are available and technically feasible.
- DD. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- EE. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- FF. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- GG. Frontier Digital Phone Plus-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- HH. The custom calling features and voice mail service included in the Frontier Digital Phone Plus-2010 bundle will be activated on only one of the access lines designated by the customer.
- II. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued)

(L)

11.9.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- F. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

Monthly Rate

Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

11.9.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.
- C. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. No discounts will be given to customers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.

(L)

Relocated from Section 7.

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued)

11.9.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- I. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	\$3.99
Stay Connected Seasonal Service	\$9.99

(I)

11.9.5 SPECIAL CONDITIONS

- I. The bundle is available only where facilities and operating systems are available and technically feasible.
- J. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.
- K. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- L. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- M. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- N. No discounts will be given to customers that do not use all the features or have some features turned off.
- O. The bundle is offered on a month-to-month basis.
- P. The bundle will appear as a single line item on the bill.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued)

11.9.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- L. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	\$4.99
Stay Connected Seasonal Service	\$9.99

(I)

11.9.5 SPECIAL CONDITIONS

- Q. The bundle is available only where facilities and operating systems are available and technically feasible.
- R. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.
- S. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- T. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- U. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- V. No discounts will be given to customers that do not use all the features or have some features turned off.
- W. The bundle is offered on a month-to-month basis.
- X. The bundle will appear as a single line item on the bill.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued)

11.9.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- O. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	\$5.99
Stay Connected Seasonal Service	\$9.99

(I)

11.9.5 SPECIAL CONDITIONS

- Y. The bundle is available only where facilities and operating systems are available and technically feasible.
- Z. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.
- AA. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- BB. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- CC. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- DD. No discounts will be given to customers that do not use all the features or have some features turned off.
- EE. The bundle is offered on a month-to-month basis.
- FF. The bundle will appear as a single line item on the bill.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.9 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 - Grandfathered as of July 14, 2012 (Continued)

11.9.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- R. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	\$6.49
Stay Connected Seasonal Service	\$9.99

(I)

11.9.5 SPECIAL CONDITIONS

- GG. The bundle is available only where facilities and operating systems are available and technically feasible.
- HH. The features are provided subject to their individual service regulations as specified in the applicable sections of the Local Exchange Tariff.
- II. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- JJ. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- KK. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- LL. No discounts will be given to customers that do not use all the features or have some features turned off.
- MM. The bundle is offered on a month-to-month basis.
- NN. The bundle will appear as a single line item on the bill.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued) (L)

11.10.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- F. Frontier Digital Phone Essentials 4-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Value Package	\$19.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

11.10.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Essentials 4-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. No discounts will be given to customers that do not use all the features or have some features turned off.
- H. The bundle is offered on a month-to-month basis.

Relocated from Section 7.

(L)

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued)

11.10.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- I. Frontier Digital Phone Essentials 4-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Value Package	\$19.99	
Unlimited Feature Pack	\$3.99	(I)
Stay Connected Seasonal Service	\$9.99	

11.10.5 SPECIAL CONDITIONS

- I. The bundle is available only where facilities and operating systems are available and technically feasible.
- J. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- K. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Frontier Digital Phone Essentials 4-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- M. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- N. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- O. No discounts will be given to customers that do not use all the features or have some features turned off.
- P. The bundle is offered on a month-to-month basis.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued)

11.10.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- L. Frontier Digital Phone Essentials 4-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Value Package	\$19.99	
Unlimited Feature Pack	\$4.99	(I)
Stay Connected Seasonal Service	\$9.99	

11.10.5 SPECIAL CONDITIONS

- Q. The bundle is available only where facilities and operating systems are available and technically feasible.
- R. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- S. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- T. Frontier Digital Phone Essentials 4-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- U. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- V. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- W. No discounts will be given to customers that do not use all the features or have some features turned off.
- X. The bundle is offered on a month-to-month basis.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued)

11.10.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- O. Frontier Digital Phone Essentials 4-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Value Package	\$19.99	
Unlimited Feature Pack	\$5.99	(I)
Stay Connected Seasonal Service	\$9.99	

11.10.5 SPECIAL CONDITIONS

- Y. The bundle is available only where facilities and operating systems are available and technically feasible.
- Z. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- AA. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- BB. Frontier Digital Phone Essentials 4-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- CC. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- DD. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- EE. No discounts will be given to customers that do not use all the features or have some features turned off.
- FF. The bundle is offered on a month-to-month basis.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.10 FRONTIER DIGITAL PHONE ESSENTIALS 4-2010 - Grandfathered as of July 14, 2012 (Continued)

11.10.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of the bundle.
- R. Frontier Digital Phone Essentials 4-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>	
Digital Phone Value Package	\$19.99	
Unlimited Feature Pack	\$6.49	(I)
Stay Connected Seasonal Service	\$9.99	

11.10.5 SPECIAL CONDITIONS

- GG. The bundle is available only where facilities and operating systems are available and technically feasible.
- HH. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- II. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- JJ. Frontier Digital Phone Essentials 4-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- KK. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- LL. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- MM. No discounts will be given to customers that do not use all the features or have some features turned off.
- NN. The bundle is offered on a month-to-month basis.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.11 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued) (L)

11.11.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone State with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 2-2010	\$26.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

11.11.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog. (L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.11 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

(L)

11.11.5 SPECIAL CONDITIONS (Continued)

- J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
 5. The Federal Subscriber Line Charge is included in the monthly rate.
 8. This service does not change any other terms and conditions of the product.
 9. All applicable taxes and surcharges apply.

(L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.12 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued) (L)

11.12.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone State with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone State with Essentials 4-2010	\$19.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	12.99
Stay Connected Seasonal Offering	9.99

11.12.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- F. The bundles are offered on a month to month.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog. (L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.12 FRONTIER DIGITAL PHONE STATE WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued) (L)

11.12.5 SPECIAL CONDITIONS (Continued)

J. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone State with Essentials 4-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone State with Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply. (L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.13.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

11.13.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(L)

Relocated from Section 7.

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.13.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.13.5 SPECIAL CONDITIONS

- K. The bundle is available only where facilities and operating systems are available and technically feasible.
- L. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- M. Customers may add or delete any features offered in the bundle without a service order charge.
- N. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- O. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- P. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- Q. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- R. The bundles are offered on a month to month.
- S. The bundle will appear as a single line item on the bill.
- T. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.13.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- L. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.13.5 SPECIAL CONDITIONS

- U. The bundle is available only where facilities and operating systems are available and technically feasible.
- V. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- W. Customers may add or delete any features offered in the bundle without a service order charge.
- X. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- Y. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- Z. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- AA. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- BB. The bundles are offered on a month to month.
- CC. The bundle will appear as a single line item on the bill.
- DD. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.13.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- O. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.13.5 SPECIAL CONDITIONS

- EE. The bundle is available only where facilities and operating systems are available and technically feasible.
- FF. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- GG. Customers may add or delete any features offered in the bundle without a service order charge.
- HH. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- II. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- JJ. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- KK. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- LL. The bundles are offered on a month to month.
- MM. The bundle will appear as a single line item on the bill.
- NN. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.13.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- R. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering	\$9.99	

11.13.5 SPECIAL CONDITIONS

- OO. The bundle is available only where facilities and operating systems are available and technically feasible.
- PP. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- QQ. Customers may add or delete any features offered in the bundle without a service order charge.
- RR. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- SS. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- TT. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- UU. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- VV. The bundles are offered on a month to month.
- WW. The bundle will appear as a single line item on the bill.
- XX. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.13 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.13.5 SPECIAL CONDITIONS (Continued)

YY. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

ZZ. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

(L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.14.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone Nationwide with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide with Essentials 4-2010	\$19.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

11.14.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(L)

Relocated from Section 7.

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.14.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Digital Phone Nationwide with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.14.5 SPECIAL CONDITIONS

- K. The bundle is available only where facilities and operating systems are available and technically feasible.
- L. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- M. Customers may add or delete any features offered in the bundle without a service order charge.
- N. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- O. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- P. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- Q. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- R. The bundles are offered on a month to month.
- S. The bundle will appear as a single line item on the bill.
- T. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.14.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- L. Frontier Digital Phone Nationwide with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.14.5 SPECIAL CONDITIONS

- U. The bundle is available only where facilities and operating systems are available and technically feasible.
- V. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- W. Customers may add or delete any features offered in the bundle without a service order charge.
- X. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- Y. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- Z. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- AA. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- BB. The bundles are offered on a month to month.
- CC. The bundle will appear as a single line item on the bill.
- DD. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.14.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- O. Frontier Digital Phone Nationwide with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.14.5 SPECIAL CONDITIONS

- EE. The bundle is available only where facilities and operating systems are available and technically feasible.
- FF. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- GG. Customers may add or delete any features offered in the bundle without a service order charge.
- HH. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- II. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- JJ. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- KK. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- LL. The bundles are offered on a month to month.
- MM. The bundle will appear as a single line item on the bill.
- NN. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.14.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- R. Frontier Digital Phone Nationwide with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering	\$9.99	

11.14.5 SPECIAL CONDITIONS

- OO. The bundle is available only where facilities and operating systems are available and technically feasible.
- PP. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- QQ. Customers may add or delete any features offered in the bundle without a service order charge.
- RR. Extended Area Service and Zone Usage Measurement Service are only available in the Elk Grove and Meadowview exchange areas.
- SS. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- TT. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- UU. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- VV. The bundles are offered on a month to month.
- WW. The bundle will appear as a single line item on the bill.
- XX. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.14 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.14.5 SPECIAL CONDITIONS (Continued)

YY. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.

ZZ. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 4-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges to do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

(L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.15.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

11.15.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(L)

Relocated from Section 7.

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.15.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.15.5 SPECIAL CONDITIONS

- K. The bundle is available only where facilities and operating systems are available and technically feasible.
- L. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- M. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- N. Customers may add or delete any features offered in the bundle without a service order charge.
- O. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- P. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- Q. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- R. The bundles are offered on a month to month.
- S. The bundle will appear as a single line item on the bill.
- T. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.15.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- L. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$4.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.15.5 SPECIAL CONDITIONS

- U. The bundle is available only where facilities and operating systems are available and technically feasible.
- V. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- W. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- X. Customers may add or delete any features offered in the bundle without a service order charge.
- Y. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- Z. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- AA. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- BB. The bundles are offered on a month to month.
- CC. The bundle will appear as a single line item on the bill.
- DD. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.15.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- O. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$5.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.15.5 SPECIAL CONDITIONS

- EE. The bundle is available only where facilities and operating systems are available and technically feasible.
- FF. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- GG. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- HH. Customers may add or delete any features offered in the bundle without a service order charge.
- II. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- JJ. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- KK. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- LL. The bundles are offered on a month to month.
- MM. The bundle will appear as a single line item on the bill.
- NN. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.15.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- R. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99	
Digital Phone Enhanced Feature Pack	\$6.49	(I)
Stay Connected Seasonal Offering	\$9.99	

11.15.5 SPECIAL CONDITIONS

- OO. The bundle is available only where facilities and operating systems are available and technically feasible.
- PP. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- QQ. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- RR. Customers may add or delete any features offered in the bundle without a service order charge.
- SS. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- TT. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- UU. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- VV. The bundles are offered on a month to month.
- WW. The bundle will appear as a single line item on the bill.
- XX. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.15 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.15.5 SPECIAL CONDITIONS (Continued)

YY. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the Service Catalog.

ZZ. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle will be activated on only one of the access lines designated by the customer.

AAA. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

(L)

Relocated from Section 7.

(N)

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.16.4 RATES AND CHARGES

- D. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Nationwide Extra with Essentials 4-2010	\$19.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

11.16.5 SPECIAL CONDITIONS

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- H. The bundles are offered on a month to month.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(L)

Relocated from Section 7.

(N)

Effective: October 8, 2017

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.16.4 RATES AND CHARGES

- G. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- H. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- I. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$3.99	(I)
Stay Connected Seasonal Offering	\$9.99	

11.16.5 SPECIAL CONDITIONS

- K. The bundle is available only where facilities and operating systems are available and technically feasible.
- L. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- M. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- N. Customers may add or delete any features offered in the bundle without a service order charge.
- O. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- P. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- Q. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- R. The bundles are offered on a month to month.
- S. The bundle will appear as a single line item on the bill.
- T. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: December 16, 2018

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

11.16.4 RATES AND CHARGES

- J. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- K. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- L. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$4.99	
Stay Connected Seasonal Offering	\$9.99	(I)

11.16.5 SPECIAL CONDITIONS

- U. The bundle is available only where facilities and operating systems are available and technically feasible.
- V. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- W. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- X. Customers may add or delete any features offered in the bundle without a service order charge.
- Y. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- Z. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- AA. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- BB. The bundles are offered on a month to month.
- CC. The bundle will appear as a single line item on the bill.
- DD. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: November 24, 2019

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.16.4 RATES AND CHARGES

- M. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- N. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- O. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$5.99	
Stay Connected Seasonal Offering	\$9.99	(I)

11.16.5 SPECIAL CONDITIONS

- EE. The bundle is available only where facilities and operating systems are available and technically feasible.
- FF. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- GG. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- HH. Customers may add or delete any features offered in the bundle without a service order charge.
- II. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- JJ. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- KK. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- LL. The bundles are offered on a month to month.
- MM. The bundle will appear as a single line item on the bill.
- NN. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: March 1, 2023

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE - Grandfathered as of July 14, 2012 (Continued)

11.16.4 RATES AND CHARGES

- P. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- Q. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 2 of this Service Catalog apply to the installation of individual components of the bundle.
- R. Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Nationwide Extra with Essentials 4-2010	\$19.99	
Digital Phone Enhanced Feature Pack	\$6.49	
Stay Connected Seasonal Offering	\$9.99	(I)

11.16.5 SPECIAL CONDITIONS

- OO. The bundle is available only where facilities and operating systems are available and technically feasible.
- PP. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- QQ. Extended Area Service and Zone Usage Measurement Service are only available in Elk Grove and Meadowview exchange areas.
- RR. Customers may add or delete any features offered in the bundle without a service order charge.
- SS. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- TT. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- UU. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- VV. The bundles are offered on a month to month.
- WW. The bundle will appear as a single line item on the bill.
- XX. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

Effective: July 14, 2012

SECTION 11 – GRANDFATHERED SERVICES

11.16 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 4-2010 SERVICE -
Grandfathered as of July 14, 2012 (Continued)

(L)

11.16.5 SPECIAL CONDITIONS (Continued)

YY. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the service catalog.

ZZ. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 4-2010 bundle will be activated on only one of the access lines designated by the customer.

AAA. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 4-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 4-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

(L)

Relocated from Section 7.

(N)

Effective: November 20, 2016

SECTION 12 – OPERATOR SERVICES

12.1 DESCRIPTION

- Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. The following services are offered: (N)
(N)
- A. Busy Verification (T)(L)
- The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.
- B. Busy Interrupt (T)(L)
- The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.
- C. Operator Assisted Station to Station (T)
- A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).
- D. Collect (L)
- A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges. (L)
- E. Operator Assisted Person to Person
- An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.
- F. Operator Assisted Time and Charges (L)
- A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call. (T)(L)
- G. Operator Assisted - Corrections (N)
- Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator. (N)
- H. Billed to Third Number (T)(L)
- Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed. (T)(L)

(L) Material relocated from Section 3.

(N)

Effective: November 20, 2016

SECTION 12 – OPERATOR SERVICES

12.2 RATES AND CHARGES

A. West Coast Market – Concurrence

Frontier Communications West Coast Inc., assents to adopt and concur in Frontier Communications of the Southwest Inc., Product Guide, Section 18, Operator Services for local operator handled service charges.

Frontier Communications West Coast Inc. assents to adopt and concur in Frontier Communications of the Southwest Inc., Product Guide, Section 18, Verification/Interrupt Services.

B. Service Charges

1. No Service Charge will apply when the Operator finds the called telephone line to be out of order.

2. Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>	
Busy Verification	\$1.50	(L)(T)(I)
Busy Interrupt	\$2.00	
Operator Assisted Station to Station	\$3.00	
Collect	\$3.00	
Operator Assisted Person to Person	\$4.75	(L)(T)(I)
Operator Time and Charges	\$2.00	(N)
Operator Assisted - Corrections	\$3.00	(N)
Billed to Third Number	\$3.00	(L)(T)(I)

(L) Material relocated from Section 3.

(N)

Effective: February 1, 2018

SECTION 12 – OPERATOR SERVICES

12.2 RATES AND CHARGES

C. Service Charges

3. No Service Charge will apply when the Operator finds the called telephone line to be out of order.
4. Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>
Busy Verification	\$1.50
Busy Interrupt	\$2.00
Operator Assisted Station to Station	\$3.00
Collect	\$3.00
Operator Assisted Person to Person	\$4.75
Operator Time and Charges	\$2.00
Operator Assisted - Corrections	\$3.00
Billed to Third Number	\$3.00

(D)

(D)

(T)

Effective: March 1, 2018

SECTION 12 – OPERATOR SERVICES

12.2 RATES AND CHARGES

A. Service Charges

1. No Service Charge will apply when the Operator finds the called telephone line to be out of order.
2. Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>
Operator Assisted Station to Station	\$3.00
Collect	\$3.00
Operator Assisted Person to Person	\$4.75
Operator Time and Charges	\$2.00
Operator Assisted - Corrections	\$3.00
Billed to Third Number	\$3.00

(D)

(D)

Effective: November 13, 2019

SECTION 12 – OPERATOR SERVICES

12.2 RATES AND CHARGES

B. Service Charges

3. No Service Charge will apply when the Operator finds the called telephone line to be out of order.
4. Service Charges are assessed on a per call basis as specified below:

	<u>Per Call</u>
Operator Assisted Station to Station	\$3.00
Collect	\$3.00
Operator Assisted Person to Person	\$4.75
Operator Time and Charges	\$2.00
Operator Assisted - Corrections	\$3.00
Billed to Third Number	\$3.00

3. Live Operator Fee

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:

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

Live Operator Fee, per occurrence \$1.50 Nonrecurring Charge (

(N)

Effective: February 3, 2010

R1 - GENERAL REGULATIONS

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Effective: January 15, 2010

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

CUSTOMER GUIDE SERVICE: Customer Guide Service is a service, which allows long-distance companies (interexchange carriers) who are certified by the California Public Utilities Commission to provide toll service within California's LATAs, to list their name, long-distance Company Code, telephone number and/or intraLATA rates in the preface section of the Utility's White Page directories.

CUSTOMER OWNED PAY TELEPHONE (COPT): A customer owned and provided pay telephone (coin and coinless) for public or non-public use. This service is connected to a Utility provided public access line.

CUSTOMER PROVIDED EQUIPMENT (CPE): Customer provided equipment includes telephones, data equipment and ancillary equipment furnished by the customer.

DATAPATH: A central office based communications service for the transmission of digital signals, using only digital transmission facilities. Datapath service provides asynchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps.

DATE OF PRESENTATION: The date upon which a bill or notice is mailed or delivered to the customer.

DEMARCATION POINT: See definition for Local Loop Demarcation Point (LLDP).

DIALAN SERVICE: (DMS Integrated Access Local Area Network) DIALAN Service allows for the simultaneous voice and data access to the switched telephone network over a single exchange access line. DIALAN Service provides data access at speeds from 110 bps through 19.2 kbps for asynchronous communication.

DIGITAL CHANNEL SERVICE (DCS): The term "Digital Channel Service" denotes a service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

DIRECT INWARD DIAL (DID): A feature, which allows callers to dial direct to a wanted PBX or Centrex extension without the intervention of an operator or attendant.

DIRECTORY LISTINGS: Essential information in the telephone directory whereby users may ascertain the telephone number of a customer's station.

Effective: January 15, 2010

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

DISTRIBUTION CABLE FACILITIES: The Utility's cables, wires and associated supporting structures and appurtenances, located in dedicated streets and Utility easements, designed to serve more than one property and extending from the serving central office to the points of connection with the Utility's service connection facilities. (See Line Extensions and Service Connections) On continuous property, these facilities include the Utility's cable and associated apparatus directly or indirectly routed to the Minimum Point of Entry (MPOE) in a building or buildings.

DISTRICT AREA: A specific portion of an exchange area served by a particular central office or by a group of central offices common only to that portion.

DUAL PARTY RELAY SYSTEM: See California Relay Service

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP): Electronic Bill Presentment and Payment (EBPP) is an optional service provided by the Utility that allows customers to view and or pay their telephone bill on-line.

EMERGENCY: A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

EMERGENCY SERVICE ORGANIZATIONS: Law enforcement agencies and shelters for battered spouses and runaways.

END USER/END USER CUSTOMER: A customer who uses (rather than provides) telecommunications services. (See Customer.)

ENHANCED LIFELINE SERVICE/TRIBAL LANDS: Additional federal Lifeline (fourth tier) and Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals.

EXCHANGE: A telephone system providing service within a specified area as shown on maps filed else- where in the tariff schedules and within which communications are considered as exchange messages, except those messages between toll points.

EXCHANGE AREA: An area shown on maps filed elsewhere in tariff schedules within which the Utility holds itself out to furnish exchange telephone service from one or more central offices serving that area.

EXCHANGE SERVICE: Telephone service furnished between customers within an exchange area.

Effective: January 15, 2010

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

SERVICE CONNECTION CHARGE: A charge intended to cover in part operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system.

SERVICE CONNECTION FACILITY: Denotes wire/cable either aerial or buried, used as the entrance facility and the building entrance terminal located up to and including the Utility's LLDP.

SERVICE PROVISIONING CROSS-CONNECTS (SPCs): Wires that connect the utility's network access termination point to the building owner's access terminal.

SERVICE LINE: See Centrex Service.

SIMPLE INSIDE WIRE: Any wire on the customer's side of the local loop demarcation point (LLDP) running between the demarcation point and the customer's premises equipment (CPE) served by two pairs of wire or

SIMPLE INSIDE WIRE: (Continued) less. Inside wire includes the associated jacks on the customer's side of the Utility's local loop demarcation point. Inside wire does not include CPE.

SNI: See Standard Network Interface

SPECULATIVE PROJECTS: Projects involving oil wells, mining operations, stock or other promotional schemes, club memberships or other drives, sales campaigns, resorts, business ventures when experience shows that they are of a type subject to frequent sales or in which the proprietor has only a minor financial interest, and other projects which present more than the usual liability of loss.

STANDARD NETWORK INTERFACE (SNI): A type of Utility-owned network interface at which customer-owned facilities are connected to the telephone network. The SNI is also a modularized connection and testing point, this allowing the customer to isolate trouble to inside wire without Utility involvement. It also serves as the official LLDP between the customer's responsibility and the Utility's responsibility.

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 non-temporary main telephones and/or PBX trunk line terminations, at a density of at least one per acre.

SUBSCRIBER: See Customer

SUBURBAN SERVICE: Party line service furnished in a portion of the exchange area by means of a central office line to which four customers may be assigned.

SUPERSEDURE: The transfer of a customer's complete service, including the telephone number from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.

Effective: August 13, 2013

R1 - GENERAL REGULATIONS

R1.1 RULE NO. 1 - DEFINITION OF TERMS (Continued)

SERVICE CONNECTION CHARGE: A charge intended to cover in part operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system.

SERVICE CONNECTION FACILITY: Denotes wire/cable either aerial or buried, used as the entrance facility and the building entrance terminal located up to and including the Utility's LLDP.

SERVICE PROVISIONING CROSS-CONNECTS (SPCs): Wires that connect the utility's network access termination point to the building owner's access terminal.

SERVICE LINE: See Centrex Service.

SIMPLE INSIDE WIRE: Any wire on the customer's side of the local loop demarcation point (LLDP) running between the demarcation point and the customer's premises equipment (CPE) served by two pairs of wire or

SIMPLE INSIDE WIRE: (Continued) less. Inside wire includes the associated jacks on the customer's side of the Utility's local loop demarcation point. Inside wire does not include CPE.

SNI: See Standard Network Interface

SPECULATIVE PROJECTS: Projects involving oil wells, mining operations, stock or other promotional schemes, club memberships or other drives, sales campaigns, resorts, business ventures when experience shows that they are of a type subject to frequent sales or in which the proprietor has only a minor financial interest, and other projects, including subdivisions for which the utility is unlikely to recover its investment.

(C)
(C)

STANDARD NETWORK INTERFACE (SNI): A type of Utility-owned network interface at which customer-owned facilities are connected to the telephone network. The SNI is also a modularized connection and testing point, this allowing the customer to isolate trouble to inside wire without Utility involvement. It also serves as the official LLDP between the customer's responsibility and the Utility's responsibility.

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 non-temporary main telephones and/or PBX trunk line terminations, at a density of at least one per acre.

SUBSCRIBER: See Customer

SUBURBAN SERVICE: Party line service furnished in a portion of the exchange area by means of a central office line to which four customers may be assigned.

SUPERSEDURE: The transfer of a customer's complete service, including the telephone number from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.

Effective: January 15, 2010

R1 - GENERAL REGULATIONS

R1.18 RULE NO. 18 - TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

Telephone Directories, Listings and Numbers rules for Service Catalog services may be found in the Local Exchange Tariff Schedule Cal. P.U.C. No. R1.18.

Effective: January 15, 2010

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.1 APPLICABILITY

Applicable to charges for line extensions and service connections in addition to line extension and service connection provision of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17.

R1.22.2 TERRITORY

Within the suburban areas of all exchanges and Zones B and C of the Elk Grove Exchange Area as shown on maps contained in its Local Exchange Tariff, Schedule AB.

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.)

	<u>Charge</u>
A. Aerial or, at Utility's option, underground reinforcements to plant along with existing exchange circuits of this Utility	No Charge

B. Aerial or, at Utility's option, underground extension to plant beyond existing exchange circuits of this Utility: (Not applicable to subdivisions or real estate developments; see Special Condition L following)	
--	--

1. Free Footage Allowance:

a. <u>California Embedded Market</u> The Utility will construct at its expense a maximum of 700 feet of line extension and/or 300 feet of service connection per applicant. (See Special Conditions B and C following)	No Charge
---	-----------

b. <u>Global Valley Market</u> The Utility will construct at its expense a maximum of 1,000 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.	No Charge
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2. Extensions to Plant Exceeding Free Footage Allowance:

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. The first 100 feet, or fraction thereof	\$100.00		\$150.00	\$65.00
b. Each additional foot	1.00	\$1.10	1.50	.65

Effective: February 23, 2012

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.1 APPLICABILITY

Applicable to charges for line extensions and service connections in addition to line extension and service connection provision of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17.

R1.22.2 TERRITORY

Within the suburban areas of all exchanges and Zones B and C of the Elk Grove Exchange Area as shown on maps contained in its Local Exchange Tariff, Schedule AB.

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.)

	<u>Charge</u>
A. Aerial or, at Utility's option, underground reinforcements to plant along with existing exchange circuits of this Utility	No Charge
B. Aerial or, at Utility's option, underground extension to plant beyond existing exchange circuits of this Utility: (Not applicable to subdivisions or real estate developments; see Special Condition L following)	
1. Free Footage Allowance:	
a. <u>California Embedded, Golden State & Tuolumne Markets</u> The Utility will construct at its expense a maximum of 700 feet of line extension and/or 300 feet of service connection per applicant. (See Special Conditions B and C following)	(T) No Charge
b. <u>Global Valley Market</u> The Utility will construct at its expense a maximum of 1,000 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.	No Charge

2. Extensions to Plant Exceeding Free Footage Allowance:

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. The first 100 feet, or fraction thereof	\$100.00		\$150.00	\$65.00
b. Each additional foot	1.00	\$1.10	1.50	.65

Effective: December 20, 2012

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.1 APPLICABILITY

Applicable to charges for line extensions and service connections in addition to line extension and service connection provision of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17.

R1.22.2 TERRITORY

Within the suburban areas of all exchanges and Zones B and C of the Elk Grove Exchange Area as shown on maps contained in its Local Exchange Tariff, Schedule AB.

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.)

- | | <u>Charge</u> |
|---|---------------|
| A. Aerial or, at Utility's option, underground reinforcements to plant along with existing exchange circuits of this Utility | No Charge |
| B. Aerial or, at Utility's option, underground extension to plant beyond existing exchange circuits of this Utility: (Not applicable to subdivisions or real estate developments; see Special Condition L following) | |
| 1. Free Footage Allowance: <u>Applications on or before December 19, 2012</u> | (C) |
| a. <u>California Embedded, Golden State & Tuolumne Markets</u>
The Utility will construct at its expense a maximum of 700 feet of line extension and/or 300 feet of service connection per applicant. (See Special Conditions B and C following) | No Charge |
| b. <u>Global Valley Market</u>
The Utility will construct at its expense a maximum of 1,000 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property. | No Charge |
| 2. Extensions to Plant Exceeding Free Footage Allowance: <u>Applications on or before December 19, 2012</u> | (C)
(C) |

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. The first 100 feet, or fraction thereof	\$100.00		\$150.00	\$65.00
b. Each additional foot	1.00	\$1.10	1.50	.65

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.1 APPLICABILITY

Applicable to charges for line extensions and service connections in addition to line extension and service connection provision of the Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 17.

R1.22.2 TERRITORY

Within the suburban areas of all exchanges and Zones B and C of the Elk Grove Exchange Area as shown on maps contained in its Local Exchange Tariff, Schedule AB.

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.)

	<u>Charge</u>	
A. Aerial or, at Utility's option, underground reinforcements to plant along with existing exchange circuits of this Utility	No Charge	
B. Aerial or, at Utility's option, underground extension to plant beyond existing exchange circuits of this Utility: (Not applicable to subdivisions or real estate developments; see Special Condition L following)		
1. Free Footage Allowance: <u>Applications on or before December 19, 2012</u>		
a. <u>California Embedded, Golden State & Tuolumne Markets</u> The Utility will construct at its expense a maximum of 700 feet of line extension and/or 300 feet of service connection per applicant. (See Special Conditions B and C following)	No Charge	
b. <u>Global Valley Market</u> The Utility will construct at its expense a maximum of 1,000 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.	No Charge	
c. <u>West Coast Market</u> - The Utility will construct at its expense a maximum of 500 feet of line extension and service connection per applicant, the combination of which includes not more than 300 feet of service connection on private property.	No Charge	(N) (N) (L) (L) (N)

(L) Item B.2. relocated to Sheet 37.1.

Effective: December 20, 2012

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.) (Continued)

B. (Continued)

3. Free Footage Allowance: Applications on or after December 20, 2012

a. California Embedded, Golden State, Tuolumne and Global Valley Markets

The Utility will construct at its expense a maximum of 500 feet of line extension and/or 100 feet of service connection per applicant. (See Special Conditions B and C following)

No Charge

4. Extensions to Plant Exceeding Free Footage Allowance: Applications on or after December 20, 2012

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. Each additional foot	Actual Cost *	Actual Cost *	Actual Cost *	Actual Cost *

* Includes Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.

(N)

(N)

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.) (Continued)

B. (Continued)

2. Extensions to Plant Exceeding Free Footage Allowance: Applications on or before December 19, 2012 (L)

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. The first 100 feet, or fraction thereof	\$100.00		\$150.00	\$65.00
b. Each additional foot	1.00	\$1.10	1.50	.65

3. Free Footage Allowance: Applications on or after December 20, 2012

a. California Embedded, Golden State, Tuolumne and Global Valley Markets

The Utility will construct at its expense a maximum of 500 feet of line extension and/or 100 feet of service connection per applicant (See Special Conditions B and C following) No Charge

4. Extensions to Plant Exceeding Free Footage Allowance: Applications on or after December 20, 2012

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. Each additional foot	Actual Cost *	Actual Cost *	Actual Cost *	Actual Cost *

5. Extensions to Plant Exceeding Free Footage Allowance: - West Coast Market (N)

Each foot or fraction thereof of line extension and/or service connection. Charge (N)
\$0.50 (N)

* Includes Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.

R1 - GENERAL REGULATIONS

R1.22 RULE NO. 22 – LINE EXTENSION AND SERVICE CONNECTION CHARGES IN SUBURBAN AREAS

R1.22.3 RATES AND CHARGES (See also Special Conditions A through E.) (Continued)

B. (Continued)

2. Extensions to Plant Exceeding Free Footage Allowance: Applications on or before December 31, 2012 (T)

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
a. The first 100 feet, or fraction thereof	\$100.00		\$150.00	\$65.00
b. Each additional foot	1.00	1.10	1.50	.65

3. Free Footage Allowance: Applications on or after December 31, 2012 (T)

- a. The Utility will construct at its expense a maximum of 500 feet of line extension and/or 100 feet of service connection per applicant (See Special Conditions B and C following) No Charge

4. Extensions to Plant Exceeding Free Footage Allowance: Applications on or after January 1, 2013 (T)

	<u>California Embedded Market</u>	<u>Global Valley Market</u>	<u>Golden State Market</u>	<u>Tuolumne Market</u>
Each additional foot	Actual Cost *	Actual Cost *	Actual Cost *	Actual Cost *

5. Extensions to Plant Exceeding Free Footage Allowance: Applications on or before July 29, 2014 - West Coast Market (T)
(T)

	<u>Charge</u>
Each foot or fraction thereof of line extension and/or service connection.	\$0.50

6. Extensions to Plant Exceeding Free Footage Allowance: Applications on or after July 30, 2014 - West Coast Market (N)

- a. The Utility will construct at its expense a maximum of 500 feet of line extension and/or 100 feet of service connection per applicant (See Special Conditions B and C following) No Charge
- b. Each additional foot Actual Cost * (N)

* Includes Income Tax Component as Listed in its Local Exchange Tariff, Schedule Cal. P.U.C. No. R1 Rule No. 3.