

EXCHANGE AND NETWORK SERVICES TARIFF

Telephone rate schedules
setting forth
rates, charges and
conditions of service

of

CITIZENS TELECOMMUNICATIONS COMPANY
OF THE WHITE MOUNTAINS, INC.

d/b/a

FRONTIER COMMUNICATIONS
OF THE WHITE MOUNTAINS
4 TRIAD CENTER, SUITE 200
SALT LAKE CITY, UT 84180

(N)
|
(N)

As filed with the
ARIZONA CORPORATION COMMISSION

DATE ISSUED: April 3, 2002
EFFECTIVE DATE: May 3, 2002
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-02-0103

EXCHANGE AND NETWORK SERVICES TARIFF

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SCHEDULE NO. AA		SCHEDULE NO. AB		SCHEDULE NO. AB		SCHEDULE NO. AC	
1	Original	28	Original	57	1st Revised	18	Original
2	Original	29	Original	58	1st Revised	19	1st Revised
3	Original	30	Original	59	1st Revised	20	Original
		31	Original	60	Original	21	Original
SCHEDULE NO. AB		32	Original	61	Original	22	Original
		33	Original	62	Original	23	Original
1	2nd Revised	34	Original	63	Original	24	1 st Revised
2	1st Revised	35	Original	64	Original	25	Original
3	1st Revised	36	Original	65	Original	26	Original
4	Original	37	1st Revised	66	Original	27	Original
5	Original	38	1st Revised	67	Original	28	Original
6	Original	39	Original	68	Original	29	Original
7	Original	40	Original	69	Original	30	1st Revised
8	Original	41	Original	70	Original	31	Original
9	Original	42	Original	71	Original	32	Original
10	Original	43	Original			33	Original
11	Original	44	Original	SCHEDULE NO. AC		34	Original
12	Original	45	Original	1	14th Revised	35	Original
13	Original	46	Original	2	1 st Revised	36	Original
14	Original	47	2nd Revised	3	Original	37	Original
15	Original	48	2nd Revised	4	Original	38	Original
16	Original	49	2nd Revised	5	1 st Revised	39	Original
17	1st Revised	50	Original	6	Original	40	1 st Revised
18	1st Revised	51	Original	7	Original	41	2 nd Revised
19	1st Revised	52	1st Revised	8	4th Revised	42	Original
20	Original	53	1st Revised	9	1 st Revised	43	Original
21	Original	54	1st Revised	10	2 nd Revised	44	1 st Revised
22	Original	55	Original	11	1 st Revised	45	Original
23	Original	56	Original	12	1st Revised	46	Original
24	Original			13	1st Revised	47	Original
25	Original			14	1st Revised	48	Original
26	Original			15	Original	49	Original
27	Original			16	1st Revised	50	Original
				17	Original	51	Original
						52	Original
						53	Original

DATE ISSUED: October 26, 2016
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FILED BY: Steve Crosby
TITLE: Senior Vice President

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EXCHANGE AND NETWORK SERVICES TARIFF

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SCHEDULE NO. AC		SCHEDULE NO. A-1		SCHEDULE NO. A-1		SCHEDULE NO. A-4	
54	Original	11	1st Revised	50	1 st Revised	1	37th Revised
55	Original	12	2 nd Revised	51	1 st Revised	1.1	13th Revised
56	Original	13	1 st Revised	52	1 st Revised	2	3 rd Revised
57	Original	14	2 nd Revised	53	2 nd Revised	3	2 nd Revised
58	Original	15	1 st Revised	54	6 th Revised	4	3 rd Revised
59	Original	16	Original	54.1	2 nd Revised	5	1 st Revised
60	Original	17	1 st Revised	55	5 th Revised	6	2 nd Revised
61	Original	18	Original	56	Original	7	1 st Revised
62	Original	19	Original	57	2 nd Revised	8	Original
63	Original	20	2 nd Revised	59	1 st Revised	9	Original
64	Original	21	Original			10	Original
65	Original	22	1 st Revised	SCHEDULE NO. A-2		11	Original
66	Original	23	1 st Revised			12	Original
67	Original	24	1 st Revised	1	1 st Revised	13	Original
68	Original	25	2 nd Revised	2	Original	14	Original
69	Original	26	2 nd Revised	3	Original	15	Original
70	Original	27	1 st Revised	4	Original	16	Original
71	Original	28	1 st Revised	5	Original	17	Original
72	Original	29	2 nd Revised	6	Original	18	Original
73	Original	30	Original	7	Original	19	2 nd Revised
74	Original	31	1 st Revised	8	Original	20	Original
		32	1 st Revised	9	Original	21	Original
SCHEDULE NO. A-1		33	1 st Revised	10	Original	22	1 st Revised
		34	Original	11	Original	23	1 st Revised
1	30 th Revised	35	1 st Revised	12	Original	24	Original
2	Original	36	Original	13	Original	25	Original
3	Original	37	Original	14	Original	26	Original
4	1 st Revised	38	Original	15	1 st Revised	27	Original
5	Original	39	1 st Revised			28	1 st Revised
5.1	2 nd Revised	40	1st Revised	SCHEDULE NO. A-3		29	1 st Revised
5.2	2 nd Revised	41	Original			30	Original
5.3	3 rd Revised	42	Original	1	11 th Revised	31	Original
5.4	3 rd Revised	43	Original	2	4 th Revised	32	Original
5.5	3 rd Revised	44	Original	3	6 th Revised	33	5 th Revised
5.6	1 st Revised	45	Original	4	Original	34	5 th Revised
5.7	1 st Revised	46	Original	5	Original	35	1 st Revised
6	2 nd Revised	47	Original	6	5 th Revised	35.1	1 st Revised
7	2 nd Revised	48	Original	6.1	Original	36	3 rd Revised
8	2 nd Revised	49	1 st Revised	6.2	3 rd Revised	37	2 nd Revised
9	1 st Revised			7	1 st Revised	38	1 st Revised
10	1 st Revised			8	Original	38.1	1 st Revised

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DECISION NO.:
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EXCHANGE AND NETWORK SERVICES TARIFF

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40	1 st Revised	76	2 nd Revised	2	Original	14	Original
41	2 nd Revised	77	1 st Revised	3	Original	15	Original
42	5 th Revised	78	1 st Revised	4	Original	16	Original
43	5 th Revised	79	1 st Revised	5	Original	17	Original
44	3 rd Revised	80	Original	6	Original		
45	Original	81	2 nd Revised	7	Original	SCHEDULE NO. A-9	
46	2 nd Revised	82	1 st Revised			1	Original
47	2 nd Revised	83	1 st Revised	SCHEDULE NO. A-7		2	Original
47.1	Original	84	2 nd Revised	1	3 rd Revised	3	Original
48	2 nd Revised	85	2 nd Revised	2	3 rd Revised	4	Original
49	2 nd Revised	86	1 st Revised	3	1 st Revised	5	Original
50	3 rd Revised	87	2 nd Revised	4	1 st Revised	6	Original
51	2 nd Revised	88	2 nd Revised			7	Original
52	3 rd Revised	89	Original	SCHEDULE NO. A-8		8	Original
53	2 nd Revised	90	Original	1	1 st Revised	9	Original
54	1 st Revised	91	1 st Revised	2	Original	10	Original
55	2 nd Revised	92	2 nd Revised	3	Original	11	Original
56	1 st Revised	93	Original	4	Original	12	Original
57	Original	94	Original	5	Original	13	Original
58	1 st Revised	95	1 st Revised	6	1 st Revised	14	Original
59	3 rd Revised	96	2 nd Revised	7	Original	15	Original
60	2 nd Revised	97	Original	8	Original	16	Original
61	2 nd Revised	98	Original	9	Original	17	Original
62	4 th Revised	99	Original	10	1 st Revised	18	Original
63	4 th Revised	100	Original	11	1 st Revised	19	Original
64	4 th Revised	SCHEDULE NO. A-5		12	1 st Revised	20	Original
65	3 rd Revised	1	5 th Revised			21	Original
66	3 rd Revised	2	Original			22	Original
67	4 th Revised	3	3 rd Revised			23	Original
68	1 st Revised	4	Original			24	Original
69	1 st Revised	5	4 th Revised			25	Original
70	1 st Revised	6	Original			26	Original
71	1 st Revised	7	Original			27	Original
72	1 st Revised	8	Original			28	Original
73	2 nd Revised	9	Original				
74	1 st Revised	10	Original				
		11	Original				
		12	2 nd Revised				
		13	2 nd Revised				
		14	Original				

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EXCHANGE AND NETWORK SERVICES TARIFF

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2	2 nd Revised	1	Original	1	8 th Revised		
SCHEDULE NO. A-11		2	Original	2	2 nd Revised		
1	7 th Revised	3	Original	3	Original		
2	2 nd Revised	4	Original	4	Original		
3	2 nd Revised	5	Original	5	1 st Revised		
4	5 th Revised	SCHEDULE NO. G-1		6	1 st Revised		
5	1 st Revised	1	1 st Revised	7	1 st Revised		
6	2 nd Revised	2	Original	8	Original		
SCHEDULE NO. A-12		3	Original	9	Original		
1	Original	4	Original	10	Original		
2	Original	5	Original	11	Original		
3	Original	SCHEDULE NO. G-2		12	Original		
SCHEDULE NO. A-13		1	2 nd Revised	13	Original		
1	1st Revised	2	Original	14	Original		
2	1st Revised	3	Original	15	Original		
3	1st Revised	4	2 nd Revised	16	Original		
SCHEDULE NO. B-1		5	1 st Revised	17	Original		
1	Original	6	1 st Revised	18	Original		
2	Original	SCHEDULE NO. B-2		19	Original		
SCHEDULE NO. B-2		1	Original	20	Original		
1	Original	2	Original	21	Original		
SCHEDULE NO. B-3		SCHEDULE NO. B-3		22	Original		
1	8 th Revised	1	8 th Revised	23	Original		
2	9 th Revised	2	9 th Revised	24	Original		
				25	1 st Revised		
				26	Original		
				27	Original		
				28	Original		
				29	1 st Revised		

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TITLE: Senior Vice President

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SUBJECT INDEX

SUBJECT

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(L)

(L) Material relocated from Sheet No. 2.

(N)

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FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

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SCHEDULE NO. AA

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

SYMBOLS

The following symbols are applicable to all tariff schedules and rules of the utility.

- (C) To signify changed listing, rule or condition which may affect rates or charges
- (D) To signify discontinued material, including listing, rate, rule or condition
- (I) To signify increase
- (L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition
- (N) To signify new material, including listing, rate, rule or condition
- (R) To signify reduction
- (T) To signify change in wording of text, but no change in rate, rule or condition

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

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SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

TERRITORY SERVED - SERVICE RENDERED - RATES - RULES AND REGULATIONS

Citizens Telecommunications Company of the White Mountains, Inc., hereinafter referred to as the "utility", furnishes exchange telephone service, toll telephone service, private line services and channels, and classified telephone directory advertising service throughout the territory served by it as shown in its schedules, which includes a description of the service furnished, and maps filed herewith.

Connection for toll telephone service is maintained with the lines of connecting companies, whereby the toll service of such companies is made available to customers and patrons of the utility at the regular published rates of the toll companies.

The rates and rules contained in these schedules have been regularly filed with the Arizona Corporation Commission, and are the effective rates and rules of the utility.

No officer, solicitor, agent or employee of the utility has any authority to waive, alter or amend in any respect these rates and rules or any part thereof or to make any agreements inconsistent therewith.

The rates and rules herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the Arizona Corporation Commission and changes in the rates and rules herein set forth must first be approved or accepted by the Arizona Corporation Commission before they become effective.

DATE ISSUED: September 03, 1997
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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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SCHEDULE NO. AB

EXCHANGE AREA MAPS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 71 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	(C) 2nd Revised	33	Original	65	Original
2	(C) 1st Revised	34	Original	66	Original
3	1st Revised	35	Original	67	Original
4	Original	36	Original	68	Original
5	Original	37	(C) 1st Revised	69	Original
6	Original	38	(C) 1st Revised	70	Original
7	Original	39	Original	71	Original
8	Original	40	Original		
9	Original	41	Original		
10	Original	42	Original		
11	Original	43	Original		
12	Original	44	Original		
13	Original	45	Original		
14	Original	46	Original		
15	Original	47	2nd Revised		
16	Original	48	2nd Revised		
17	(C) 1st Revised	49	2nd Revised		
18	(C) 1st Revised	50	Original		
19	(C) 1st Revised	51	Original		
20	Original	52	1st Revised		
21	Original	53	1st Revised		
22	Original	54	1st Revised		
23	Original	55	Original		
24	Original	56	Original		
25	Original	57	1st Revised		
26	Original	58	1st Revised		
27	Original	59	1st Revised		
28	Original	60	Original		
29	Original	61	Original		
30	Original	62	Original		
31	Original	63	Original		
32	Original	64	Original		

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TITLE: Vice President

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SCHEDULE NO. AB

EXCHANGE AREA MAPS (continued)

MAPS OF EXCHANGE AREAS AND BASE RATE AREAS

<u>Revision Number</u>	<u>Sheet Number</u>	<u>Title</u>	
Original	4	Alpine - Legal Description	
Original	5	Alpine - Exchange Map	
Original	6	Alpine - BRA Boundary Description	
Original	7	Alpine - Base Rate Area Map	
Original	8-9	Greer - Legal Description	
Original	10	Greer - Exchange Map	
Original	11	Greer - BRA Boundary Description	
Original	12	Greer - Base Rate Area Map	
Original	13	Hawley Lake - Legal Description	
Original	14	Hawley Lake - Exchange Map	
Original	15	Hawley Lake - BRA Description	
Original	16	Hawley Lake - Base Rate Area Map	
1st Revised	17-18	Heber - Legal Description	(C)
1st Revised	19	Heber - Exchange Map	(C)
Original	20	Heber BRA Boundary Description	
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Original	22-23	Holbrook - Legal Description	
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Original	31	McNary - BRA Boundary Description	
Original	32	McNary - Base Rate Area Map	
Original	33	Merzville - Legal Description	
Original	34	Merzville - Exchange Map	
Original	35	Merzville - BRA Boundary Description	
Original	36	Merzville - Base Rate Area Map	
1st Revised	37	Pinedale - Legal Description	(C)
1st Revised	38	Pinedale - Exchange Map	(C)
Original	39	Pinedale - BRA Boundary Description	
Original	40	Pinedale - Base Rate Area Map	
Original	41-42	Pinetop - Legal Description	
Original	43	Pinetop - Exchange Map	
Original	44-45	Pinetop - BRA Boundary Description	
Original	46	Pinetop - Base Rate Area Map	

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TITLE: Vice President

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EXCHANGE AREA MAPS (continued)

MAPS OF EXCHANGE AREAS AND BASE RATE AREAS (continued)

<u>Revision Number</u>	<u>Sheet Number</u>	<u>Title</u>	
2nd Revised	47-48	St. Johns - Legal Description	(C)
2nd Revised	49	St. Johns - Exchange Map	(C)
Original	50	St. Johns - BRA Boundary Description	
Original	51	St. Johns - Base Rate Area Map	
1st Revised	52-53	Show Low - Legal Description	(C)
1st Revised	54	Show Low - Exchange Map	(C)
Original	55	Show Low - BRA Boundary Description	
Original	56	Show Low - Base Rate Area Map	
1st Revised	57-58	Snowflake - Legal Description	(T)
1st Revised	59	Snowflake - Exchange Map	(T)
Original	60	Snowflake - BRA Boundary Description	
Original	61	Snowflake - Base Rate Map	
Original	62	Springerville - Legal Description	
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Original	65	Springerville - Base Rate Area Map	
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Original	69-70	Whiteriver - BRA Boundary Description	
Original	71	Whiteriver - Base Rate Area Map	

DATE ISSUED: May 4, 2000

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FILED BY: F. Wayne Lafferty

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62615

DOCKET NO.: T-03214A

ALPINE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 7, T-7-N, R-29-E, Apache County, Arizona;

Thence: East to the southwest corner, section 5, T-7-N, R-30-E;

Thence: North to the northwest corner, section 5, T-7-N, R-30-E;

Thence: East to a point on the Apache-Catron county line and Arizona-New Mexico state line being the northeast corner, section 2, T-7-N, R-31-E;

Thence: Following the Arizona-New Mexico state line south crossing the Apache-Greenlee county line, to a point on the state line being 1 mile south of the division between T-3-N and T-2-N, R-32-E;

Thence: West to a point located 8.35 miles west and 1 mile south of the southwest corner of section 31, T-3-N, R-31-E;

Thence: North to the point of beginning being the northwest corner, section 7, T-7-N, R-29-E, Apache County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 5, Alpine EAB map

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

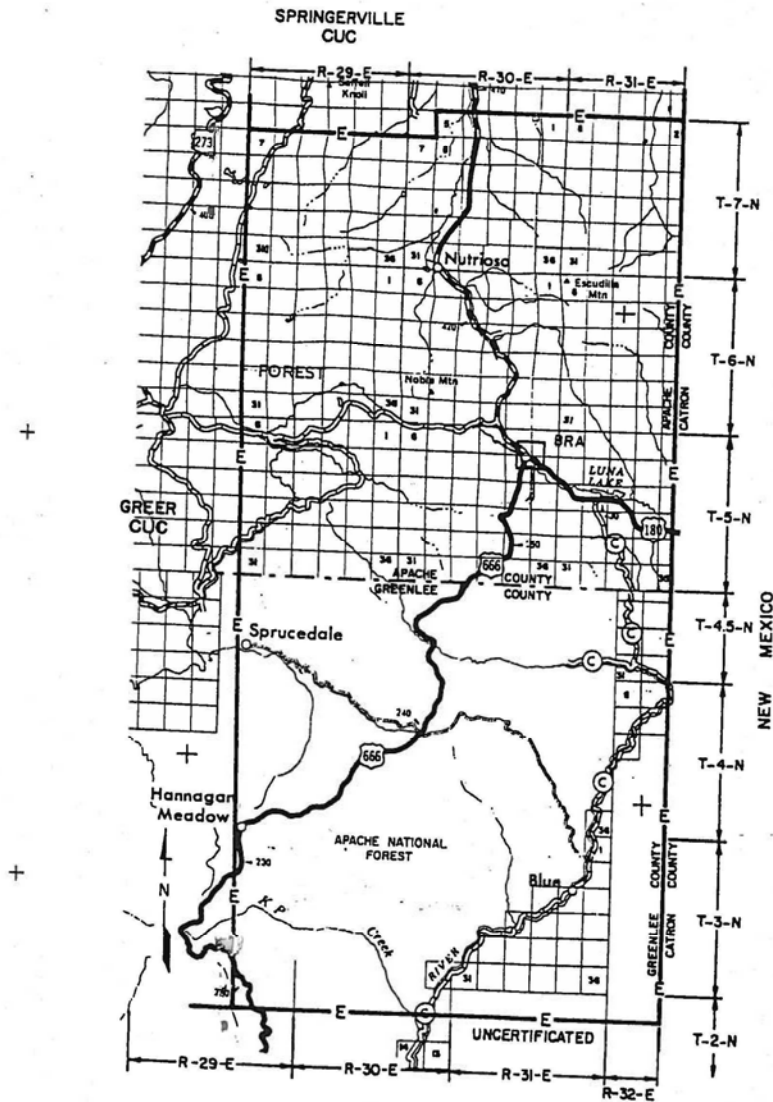
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

ALPINE, ARIZONA - EXCHANGE MAP



ALPINE EXCHANGE
APACHE, GREENLEE COUNTY
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

ALPINE, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: From a point on the west section line of section 12, T-5-N, R-30-E, approximately 150 feet south of the one half section line of section 12, T-5-N, R-30-E, Apache County, Arizona, (center of southern boundary line);
- Thence: West along a line parallel to the north section line of section 11, T-5-N, R-30-E, approximately 2850 feet west of the west section line of section 12, T-5-N, R-30-E, (southwest corner of the BRA boundary);
- Thence: North approximately 2825 feet along a line perpendicular to the north section line of section 12, T-5-N, R-30-E, to the point of intersection at the south section line of section 2, T-5-N, R-30-E, continuing north on an extension line approximately 2750 feet from the south section line of section 2, T-5-N, R-30-E, (northwest corner of the BRA boundary);
- Thence: East approximately 2550 feet along a perpendicular line to a point of intersection at the west section line of section 1, T-5-N, R-30-E, continuing along an extension line approximately 3000 feet from the west section line of section 1, T-5-N, R-30-E, (northeast corner of the BRA boundary);
- Thence: South approximately 2750 feet along a perpendicular line to a point of intersection at the north section line of section 12, T-5-N, R-30-E, continuing along an extension line 2850 feet from the north section line of section 12, T-5-N, R-30-E, (southeast corner of the BRA boundary);
- Thence: West approximately 2700 feet along a perpendicular line to the point of beginning, being on the west section line of section 12, T-5-N, R-30-E and approximately 150 feet south of the one half section line of section 12, T-5-N, R-30-E, Apache County, Arizona.

Reflects BRA shown on original A.C.C. Sheet No. 7, Alpine BRA map.

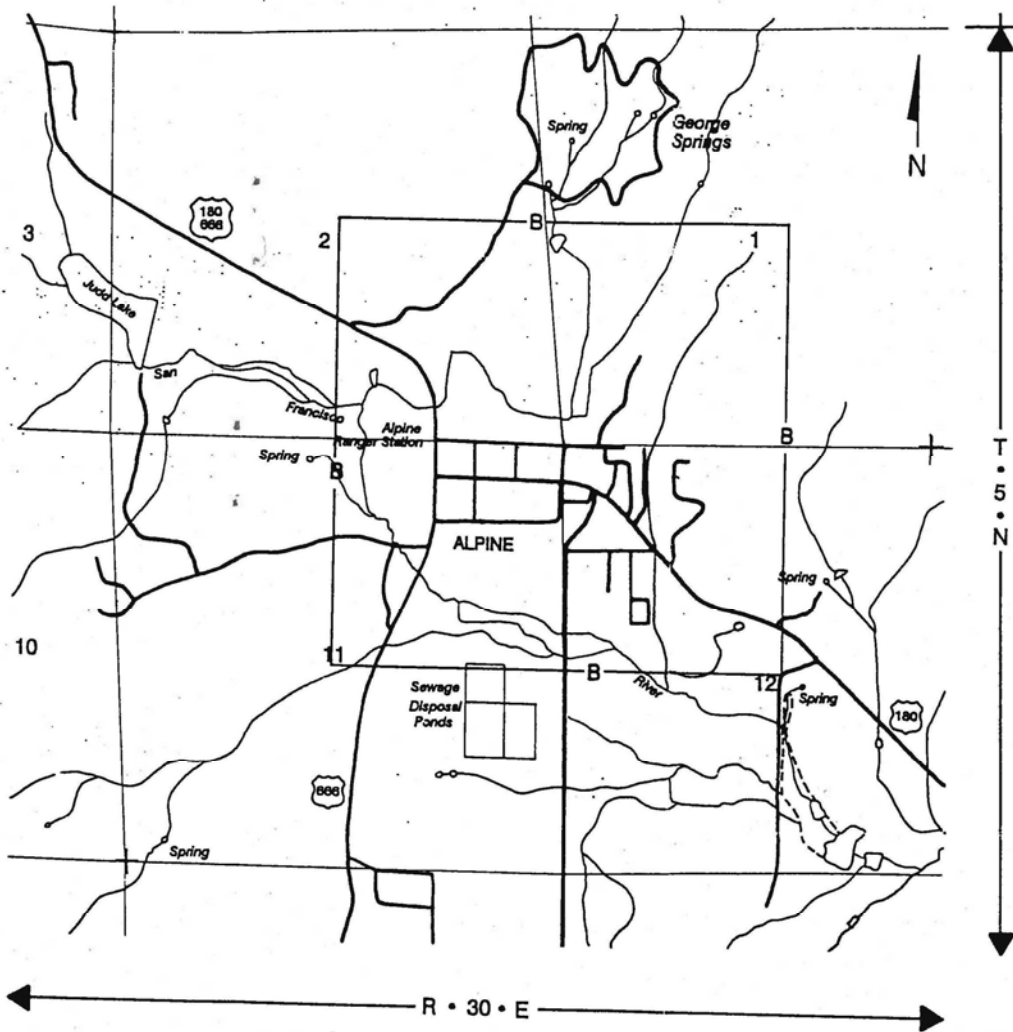
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

ALPINE, ARIZONA - BASE RATE AREA MAP



ALPINE BASE RATE AREA
1" = 2000 ft. ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

GREER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northeast corner, section 1, T-8-N, R-27-E, Apache county, Arizona;

Thence: South to the northeast corner, section 24, T-8-N, R-27-E;

Thence: East to the northeast corner, section 24, T-8-N, R-28-E;

Thence: South 37.85 miles, crossing the Apache-Greenlee county line and continuing south to a point which is located in T-2-N, R-28-E, said point located 10.55 miles south and 0.75 of a mile east of the southeast corner, section 36, T-4-N, R-28-E;

Thence: West to a point on the Greenlee-Graham county line, said point being 7.9 miles south of the intersection of the Greenlee-Graham county line and the center of the Black River;

Thence: Following the Greenlee-Graham county line in a northerly direction 7.9 miles to a point at the intersection of the Greenlee-Graham county line and the corner of the Black River;

Thence: Following the center of the Black River and the Apache-Graham county line in a southwesterly direction to a point which is 10.1 miles due west of the north-south Greenlee-Graham county line;

Thence: North to a point which is 7.2 miles west and 0.5 mile north of the southwest corner, section 31, T-7-N, R-27-E;

Thence: East to a point which is 5.2 miles west and 0.5 mile north of the southwest corner, section 31, T-7-N, R-27-E;

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

GREER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: North to a point which is 4.2 miles due west of the northwest corner, section 36, T-8-N, R-26-E;
- Thence: West to a point which is 6.2 miles due west of the northwest corner, section 36, T-8-N, R-26-E;
- Thence: North to a point 1 mile west of the northwest corner, section 6, T-8-N, R-26-E;
- Thence: East to the point of beginning being the northeast corner, section 1, T-8-N, R-27-E, apache county, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 10, Greer EAB map

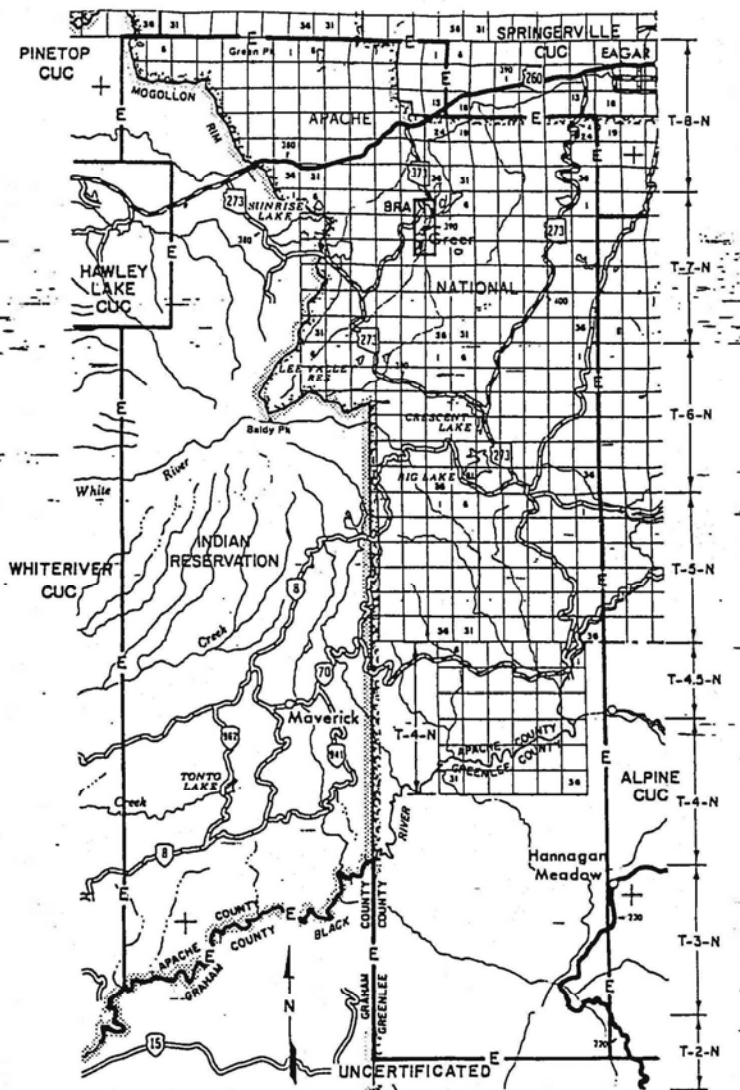
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

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GREER, ARIZONA - EXCHANGE MAP



GREER EXCHANGE
APACHE, GREENLEE COUNTIES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

GREER, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: At the southwest corner of the northeast one quarter, section 14, T-7-N, R-27-E, Apache County, Arizona, (southwest corner of the base rate area);
- Thence: North to the southwest corner of the east one half, section 2, T-7-N, R-27-E, continuing on an extension line to a point approximately 125 feet east of the northwest corner of the southwest one quarter of the southwest one quarter of the northeast one quarter, section 2, T-7-N, R-27-E;
- Thence: East in a straight line to the northeast corner of the northwest one quarter of the northwest one quarter the southeast one quarter of the southeast one quarter of the northwest one quarter, section 1, T-7-N, R-27-E;
- Thence: South in a straight line to the one half section, section 13, T-7-N, R-27-E;
- Thence: West to the point of beginning, being at the southwest corner of the northeast one quarter, section 14, T-7-N, R-27-E, Apache County, Arizona.

Reflects BRA shown on original A.C.C. Sheet No. 12, Greer BRA map.

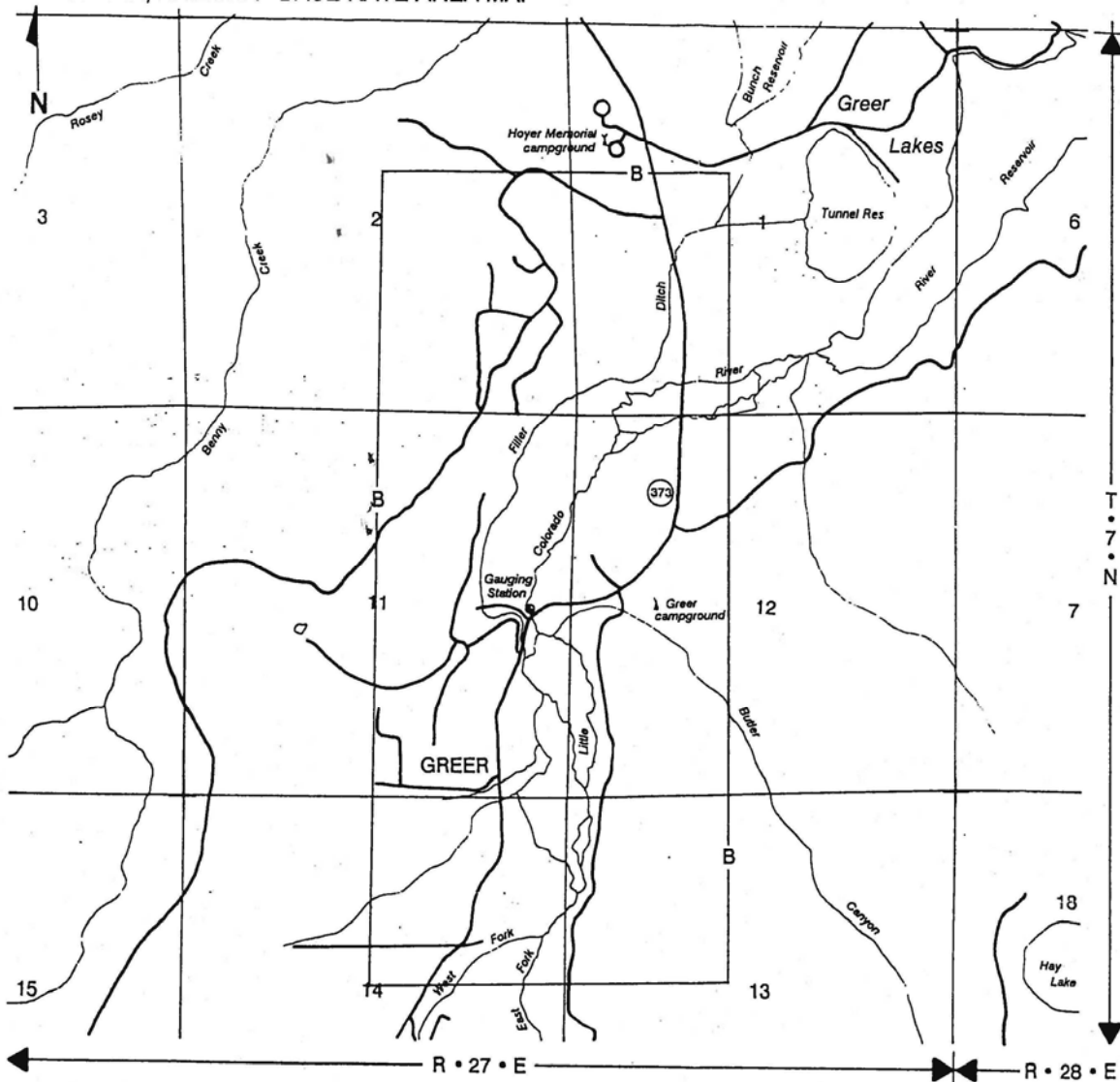
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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GREER, ARIZONA - BASE RATE AREA MAP



GREER BASE RATE AREA
1" = 2000 ft. ADMINISTRATIVELY

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

HAWLEY LAKE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the Navajo-Apache county line being 6.45 miles northwest of McKays Peak;

Thence: East 13.3 miles to a point 9.7 miles east and 5.3 miles north of McKays Peak;

Thence: South 6.5 miles to a point 9.7 miles east and 1.2 miles south of McKays Peak;

Thence: West 13.3 miles to a point on the Navajo-apache county line 3.7 miles southwest of McKays Peak;

Thence: Following the Navajo-Apache county line north to the point of beginning being 6.45 miles northwest of McKays Peak.

Reflects EAB shown on original A.C.C. sheet No. 14, Hawley Lake EAB map.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

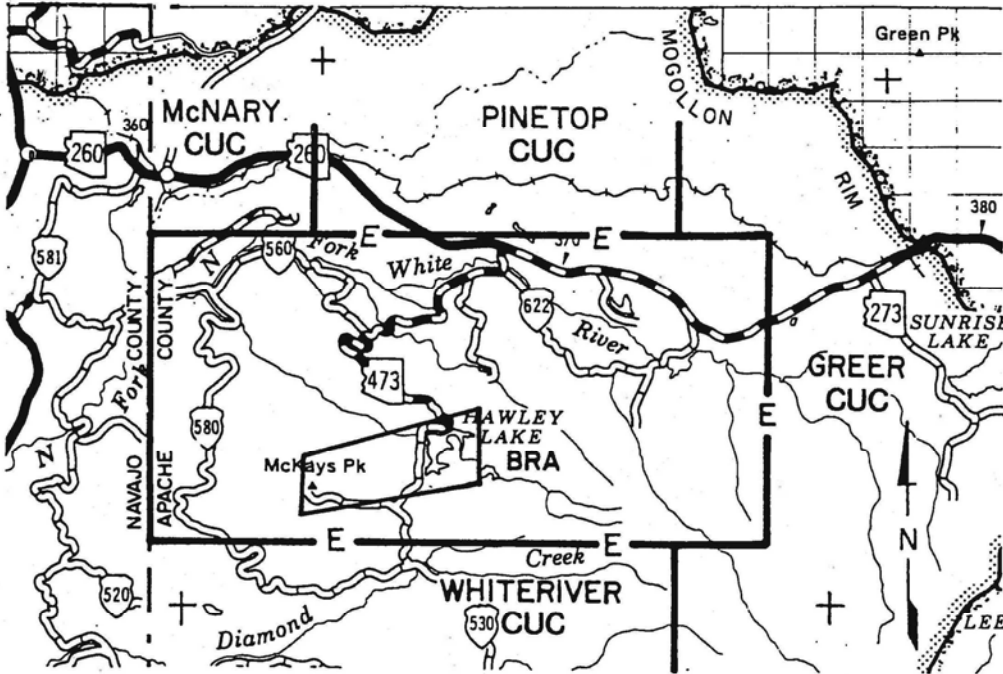
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HAWLEY LAKE, ARIZONA - EXCHANGE MAP



HAWLEY LAKE EXCHANGE
APACHE COUNTY
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
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TITLE: Assistant Vice - President

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HAWLEY LAKE, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: At a point approximately 2600 feet due south of the southwest end of the Cyclone Lake Dam, Apache County, Arizona, said point is at approximately 34° 00' 27" N and 109° 44' 13" W (northeast corner of the Hawley Lake base rate area boundary);
- Thence: South in a straight line a distance of approximately 10,275 feet (being the southeast corner of the base rate area boundary);
- Thence: South 77° west in a straight line a distance of approximately 10,450 feet to a point of intersection with the road to McKay's Peak and continuing along a straight line for an approximate distance of 8,750 feet and being at a point approximately 3,100 feet due south of the end point of the state maintained portion of the road to McKay's Peak, (being the southwest corner of the base rate area boundary);
- Thence: North along a line to the end point of the state maintained portion of the road to McKay's Peak and continuing in a straight line north to a point being approximately 2,825 feet due north of the end point of the road to McKay's Peak, (being the northwest corner of the base rate area boundary);
- Thence: Northeast in a straight line a distance of approximately 15,600 feet to a point of intersection at Arizona Highway 473 and continuing in a straight line 5,200 feet to the point of beginning, being at a point approximately 2,600 feet due south of the southwest end of the Cyclone Lake Dam Apache County, Arizona.

Reflects BRA as shown on original A.C.C. Sheet No. 16, Hawley Lake BRA map.

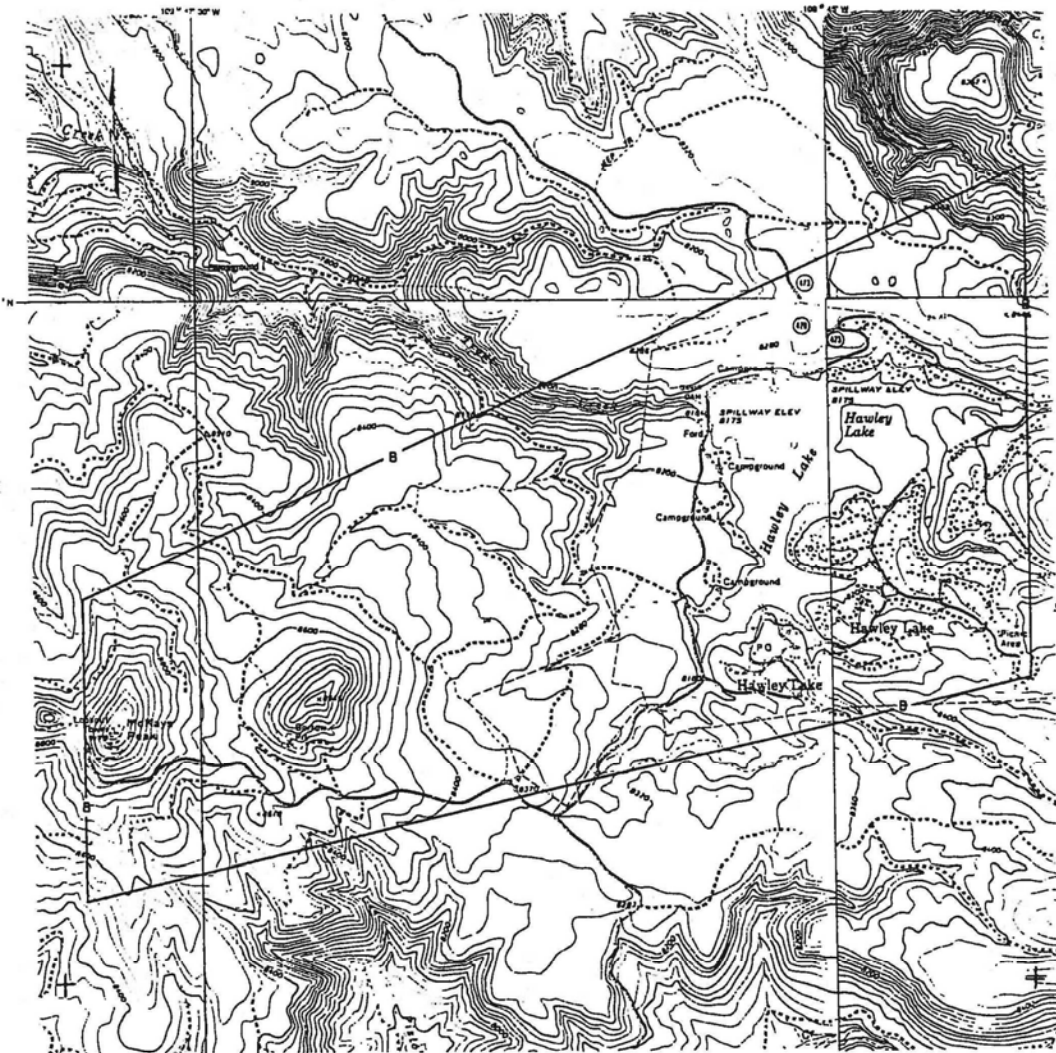
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HAWLEY LAKE, ARIZONA - BASE RATE AREA MAP



HAWLEY LAKE BASE RATE AREA
1" = 2000 ft.

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HEBER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the Navajo-Coconino county line being the northwest corner, section 3, T-16-N, R-15-E, Navajo County, Arizona;

Thence: East to the northeast corner, Section 1, T-16-N, R-18-E;

Thence: South to the southeast corner, Section 36, T-13-N, R-18-E;

Thence: East to the northeast corner, Section 1, T-12-N, R-18-E;

Thence: South to the southeast corner, Section 1, T-11-N, R-18-E;

Thence: West to the southwest corner, Section 1, T-11-N, R-18, E;

Thence: South to the southeast corner, Section 14, T-11-N, R-18-E;

Thence: West to the northwest corner, Section 22, T-11-N, R-18-E;

Thence: South to a point where the Mogollon Rim intersects the west section line, Section 34, T-11-N, R-18-E;

Thence: Following the Mogollon Rim in a northwesterly to westerly direction to a point of intersection with the Navajo-Coconino county line, Section 9, T-10-N, R-15.5-E;

Thence: Following the Navajo-Coconino county line north to a point on the north section line of Section 4, T-12-N, R-15-E;

Thence: West to the southwest corner, Section 31, T-13-N, R-15-E;

(N)
|
(N)
(C)
(C)

DATE ISSUED: November 12, 2001

EFFECTIVE DATE: December 12, 2001

FILED BY: Aloa J. Stevens

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64242

DOCKET NO.: T-03214A-01-0898

HEBER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: North to the northwest corner, Section 6, T-13-N, R-15-E;
- Thence: East to a point on the Navajo-Coconino county line being the northeast corner, Section 4, T-13-N, R-15-E, Coconino County, Arizona.
- Thence: North to the point of beginning being the northwest corner, Section 3, T-16-N, R-15-E, Navajo County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 19, Heber EAB map.

DATE ISSUED: November 12, 2001

EFFECTIVE DATE: December 12, 2001

FILED BY: Aloa J. Stevens

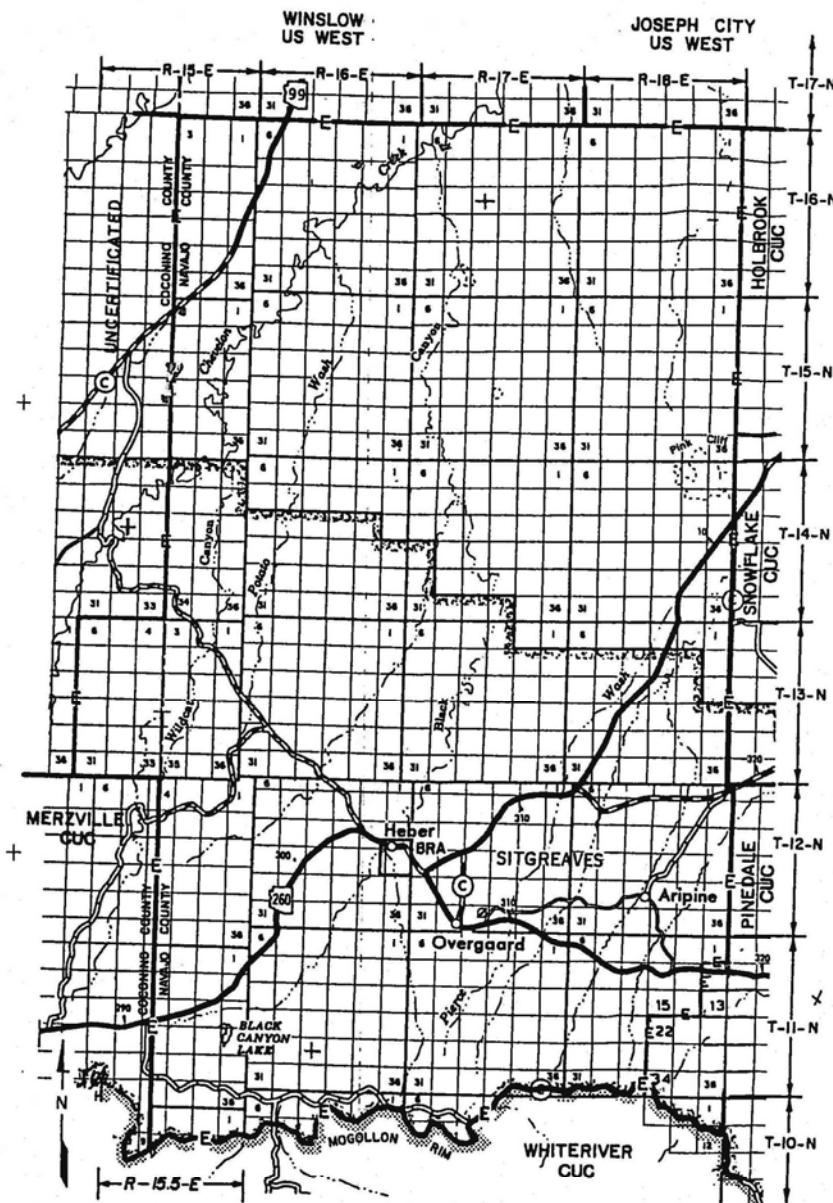
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64242

DOCKET NO.: T-03214A-01-0898

HEBER, ARIZONA - EXCHANGE MAP



HEBER EXCHANGE
NAVAJO, COCONINO COUNTIES
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: November 12, 2001
EFFECTIVE DATE: December 12, 2001
FILED BY: Aloa J. Stevens
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64242

DOCKET NO.: T-03214A-01-0898

HEBER, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

Beginning: At the northeast corner of the southeast one quarter of the southeast one quarter, section 13, T-12-N, R-16-E, Navajo County, Arizona, (northeast corner of the base rate area);

Thence: South to the southeast corner, section 24, T-12-N, R-16-E;

Thence: West to the southwest corner, section 24, T-12-N, R-16-E;

Thence: 3/10 of a mile west along the south section line of section 23, T-12-N, R-16-E;

Thence: North following a line parallel to the east section line of section 23, T-12-N, R-16-E, to a point of 1/4 mile north of the south section line of section 14 and 3/10 of a mile west of the east section line of section 14, T-12-N, R-16-E;

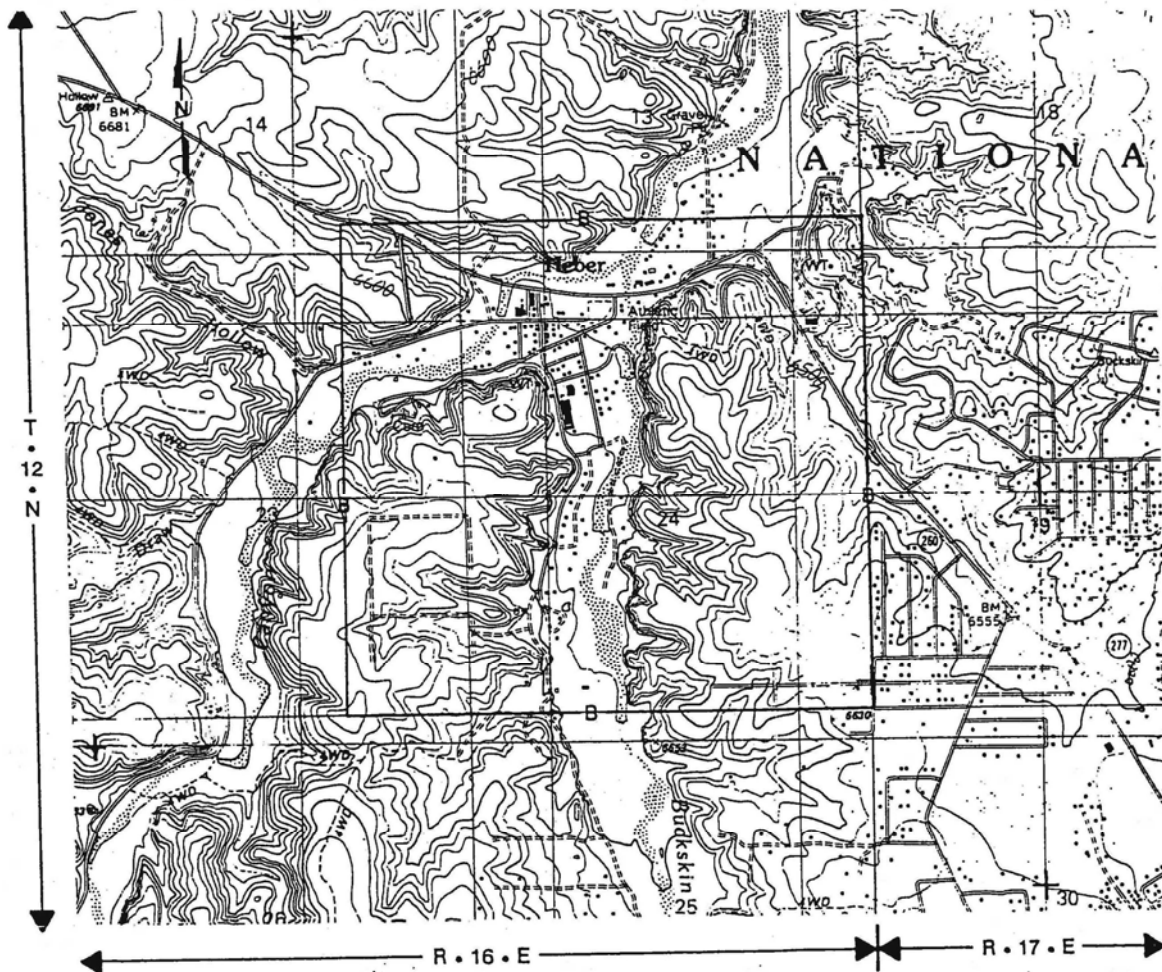
Thence: East to the point of beginning, being the northeast corner, of the southeast one quarter of the southeast one quarter, section 13, T-12-N, R-16-E, Navajo County, Arizona.

Reflects BRA shown on original A.C.C. Sheet No. 21 Heber BRA map.

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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

<p>RESERVED FOR ACC TARIFF APPROVAL</p> <p>DECISION NO.: 59810</p> <p>DOCKET NO.: E-1032-96-353</p>
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HEBER, ARIZONA - BASE RATE AREA MAP



HEBER BASE RATE AREA
1" = 2000 ft.
ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

HOLBROOK, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-20-N, R-20-E, Navajo County, Arizona;

Thence: East crossing the Navajo-Apache County line continuing to the northeast corner, section 1, T-20-N, R-24-E;

Thence: South to the northeast corner, section 1, T-18-N, R-24-E;

Thence: East to a point on the Apache County, Arizona and McKinney County, New Mexico state line located at the northeast corner, section 3, T-18-N, R-31-E;

Thence: Following the Arizona-New Mexico state line south to a point on the Apache-Valencia County line located at the southeast corner, section 33, T-17-N, R-31-E;

Thence: West to the northeast corner, section 1, T-16-N, R-25-E;

Thence: South to the southeast corner, section 13, T-15-N, R-25-E;

Thence: West to a point on the Navajo-Apache County line being the southwest corner, section 18, T-15-N, R-24-E;

Thence: Following the Navajo-Apache County line north to the southwest corner, section 31, T-16-N, R-24-E;

Thence: West to the southeast corner, section 36, T-16-N, R-21-E;

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HOLBROOK, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: South to the southeast corner, section 25, T-15-N, R-21-E;
- Thence: West to the southwest corner, section 30, T-15-N, R-19-E;
- Thence: North to the northwest corner, section 6, T-16-N, R-19-E;
- Thence: East to the southwest corner, section 31, T-17-N, R-20-E;
- Thence: North to the southeast corner, section 13, T-17-N, R-19-E;
- Thence: West to the southwest corner, section 15, T-17-N, R-19-E;
- Thence: North to the northwest corner, Section 34, T-18-N, R-19-E;
- Thence: East to the northeast corner, section 35, T-18-N, R-19-E;
- Thence: South to the southeast corner, section 35, T-18-N, R-19-E;
- Thence: East to the southwest corner, section 32, T-18-N, R-20-E;
- Thence: North to the southeast corner, section 19, T-18-N, R-20-E;
- Thence: West to the southwest corner, section 19, T-18-N, R-20-E;
- Thence: North to the point of beginning being the northwest corner, section 6, T-20-N, R-20-E, Navajo County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 24, Holbrook EAB map.

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FILED BY: F. Wayne Lafferty

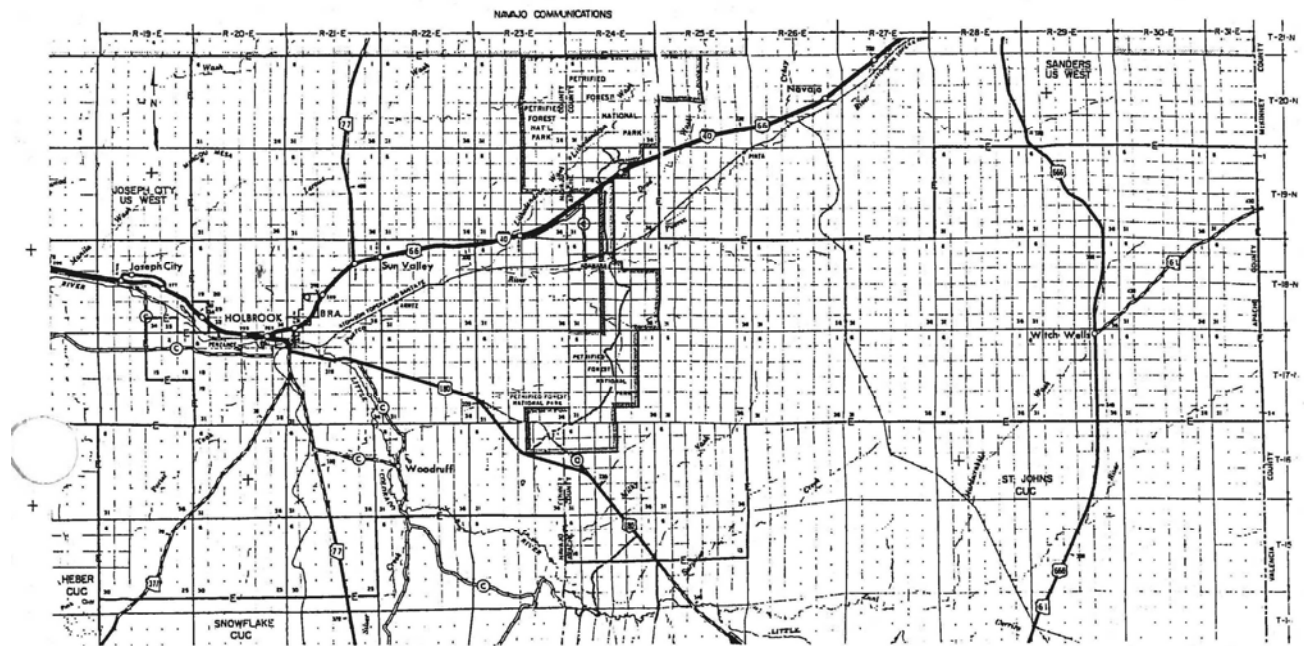
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HOLBROOK, ARIZONA - EXCHANGE MAP



HOLBROOK EXCHANGE
APACHE, NAAJO COUNTIES
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HOLBROOK, ARIZONA
BASE RATE BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northeast corner of the south one half, section 20, T-18-N, R-21-E, Navajo County, Arizona;

Thence: South to the southeast corner, section 29, T-18-N, R-21-E;

Thence: West to the northeast corner of the northwest one quarter, section 32, T-18-N, R-21-E;

Thence: South to the southeast corner of the northwest one quarter, section 32, T-18-N, R-21-E;

Thence: West to the southwest corner of the northwest one quarter, section 32, T-18-N, R-21-E;

Thence: South to the southeast corner, section 31, T-18-N, R-21-E;

Thence: West to the northeast corner of the northwest one quarter of the northeast one quarter, section 6, T-17-N, R-21-E;

Thence: South to the southeast corner of the northeast one quarter of the southeast one quarter of the northwest one quarter of the northeast one quarter, section 6, T-17-N, R-21-E;

Thence: West to the southwest corner of the northwest one quarter of the southwest one quarter of the northwest one quarter of the northeast one quarter, section 6, T-17-N, R-21-E and continuing on an extension line to a point approximately 75 feet west;

Thence: South to the southeast corner of the west one half, section 6, T-17-N, R-21-E;

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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HOLBROOK, ARIZONA
BASE RATE BOUNDARY
LEGAL DESCRIPTION (Cont'd)

- Thence: West to the southeast corner of the southwest one quarter of the southwest one quarter of section 1, T-17-N, R-20-E, being a point of intersection at the municipal boundary;
- Thence: Northwest following the municipal boundary to a point of intersection at the north section line, section 1, T-17-N, R-20-E at a point approximately 150 feet east of the northwest corner of the northeast one quarter of the northwest one quarter of the northwest one quarter, section 1, T-17-N, R-20-E.;
- Thence: East to the northeast corner of the northwest one quarter of the northeast one quarter of the northwest one quarter, of the northeast one quarter section 1, T-17-N, R-20-E;
- Thence: North to the northwest corner of the northeast one quarter of the northeast one quarter of the southwest one quarter of the southeast one quarter, section 36, T-18-N, R-20-E;
- Thence: East to the northwest corner of the southwest one quarter of the southwest one quarter, section 31, T-18-N, R-21-E;
- Thence: North to the northwest corner, section 31, T-18-N, R-21-E;
- Thence: East to the southwest corner of the southeast one quarter of the southeast one quarter, section 30, T-18-N, R-21-E;
- Thence: North to the northwest corner of the northeast one quarter of the southeast one quarter, section 30, T-18-N, R-21-E;
- Thence: East to the southwest corner of the north one half, section 29, T-18-N, R-21-E;

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TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

HOLBROOK, ARIZONA
BASE RATE BOUNDARY
LEGAL DESCRIPTION (Cont'd)

Thence: North to the northwest corner of the south one half, section 20, T-18-N, R-21-E;
Thence: East to the point of beginning being at the northeast corner of the south one half,
section 20, T-18-N, R-21-E, Navajo County, Arizona.

Reflects BRA as shown on original A.C.C. Sheet No. 28, Holbrook BRA map.

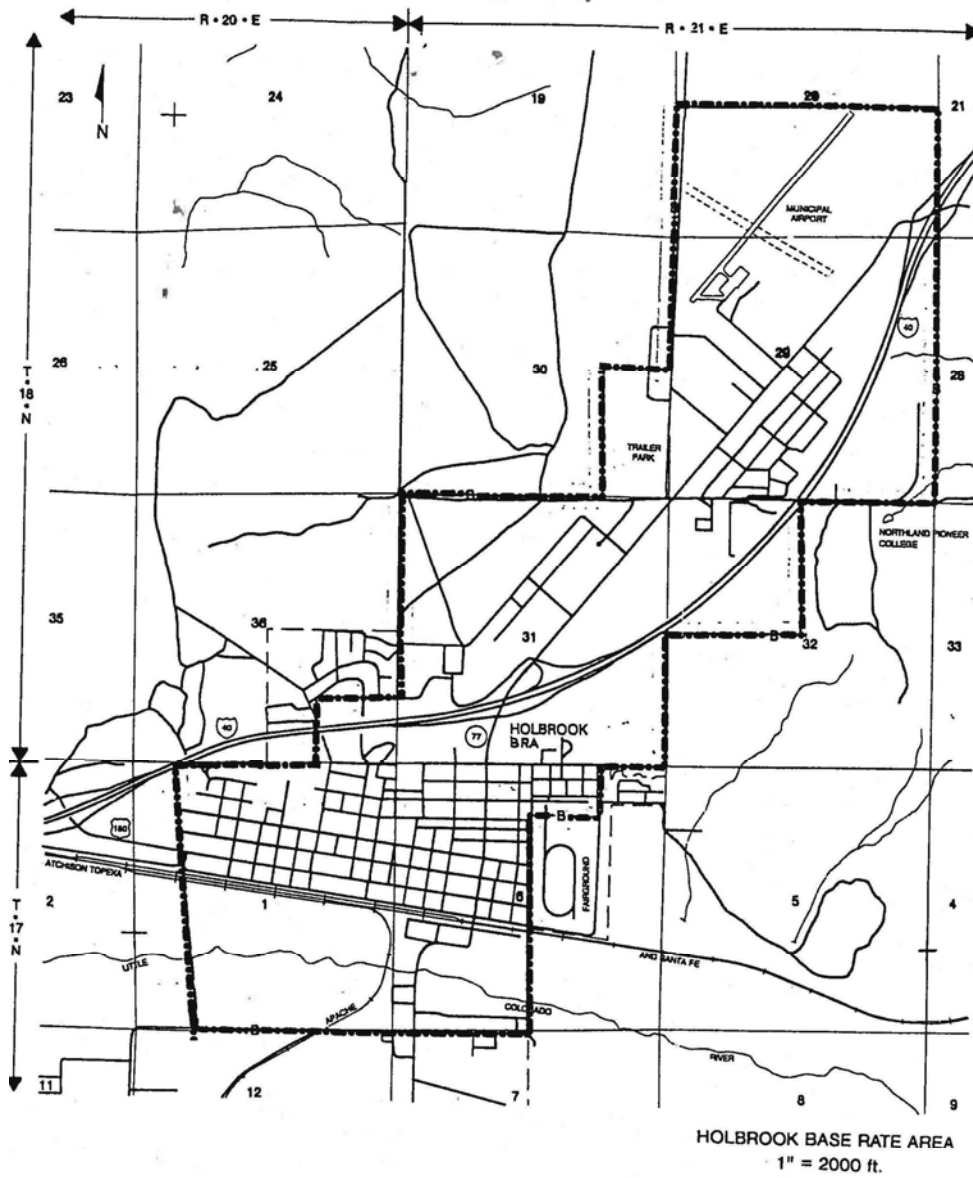
DATE ISSUED: September 03, 1997
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TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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HOLBROOK, ARIZONA - BASE RATE AREA MAP



ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

McNARY, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

- Beginning: At a point on the Navajo-Apache county line being 5 miles south of the division between T-8-N and T-9-N, R-23-E, Navajo County, Arizona;
- Thence: West to a point on the center line of Highway 581 being 5 miles south of the division between T-8-N and T-9-N, R-23-E;
- Thence: North to a point on the Mogollon Rim which said point is 2.2 miles due west of the Navajo-Apache county line in section 10, T-8-N, R-23-E;
- Thence: Following the Mogollon rim in a northeasterly direction, crossing the Navajo-Apache county line to a point 2.9 miles east of the Navajo-Apache county line in section 33, T-9-N, R-24-E;
- Thence: South to a point 5 miles south of the division between T-8-N and T-9-N, and 3-1/2 miles east of the Navajo-Apache county line in T-8-N, R-24-E;
- Thence: West to the point of beginning being on the Navajo-Apache county line and 5 miles south of the division between T-8-N and T-9-N, R-23-E, Navajo County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 30, McNary EAB map.

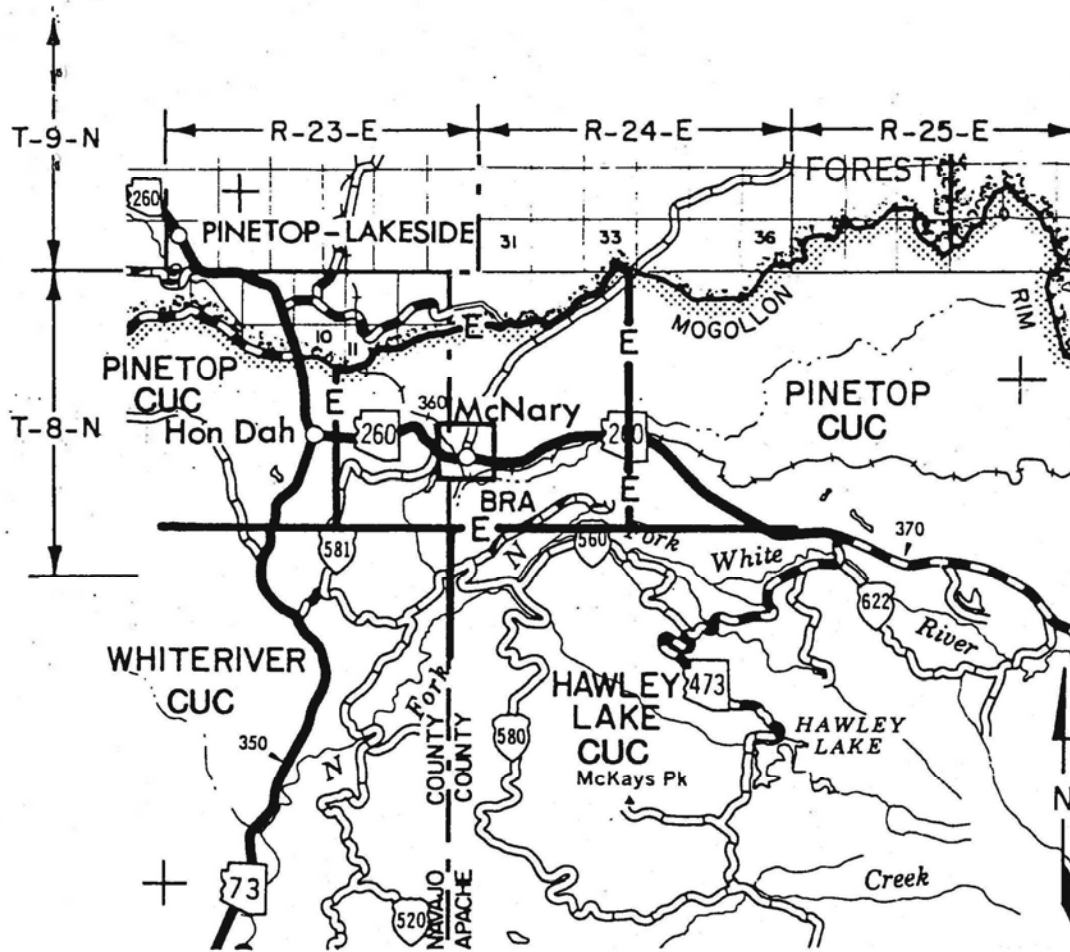
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

McNARY, ARIZONA - EXCHANGE MAP



McNARY EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

McNARY, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: On the Navajo/Apache county line, at a point approximately 1,500 feet north of the intersection of State Highway 260 and the Navajo/Apache county line, Apache County, Arizona, said point is at approximately 34° 4' 41.5" N and 109° 51' 31" W, (north side of the base rate area);
- Thence: East, along a line perpendicular to the county line, a distance of approximately 4,650 feet;
- Thence: South, along a line parallel to the county line, a distance of approximately 6,000 feet;
- Thence: West, along a line perpendicular to the county line, a distance of approximately 4,650 feet, to a point approximately 4,500 feet south of the intersection of State Highway 260 and the Navajo/Apache county line, continuing west along a line perpendicular to the county line a distance of approximately 1,300 feet;
- Thence: North, along a line parallel to the county line, a distance of approximately 6,000 feet;
- Thence: East, along a line perpendicular to the county line, a distance of approximately 1,300 feet, to the point of beginning, being on the Navajo/Apache county line, at a point approximately 1,500 feet north of the intersection of State Highway 260 and the Navajo/Apache county line, Apache County, Arizona.

Reflects BRA shown on original A.C.C. Sheet No.32, McNary BRA map.

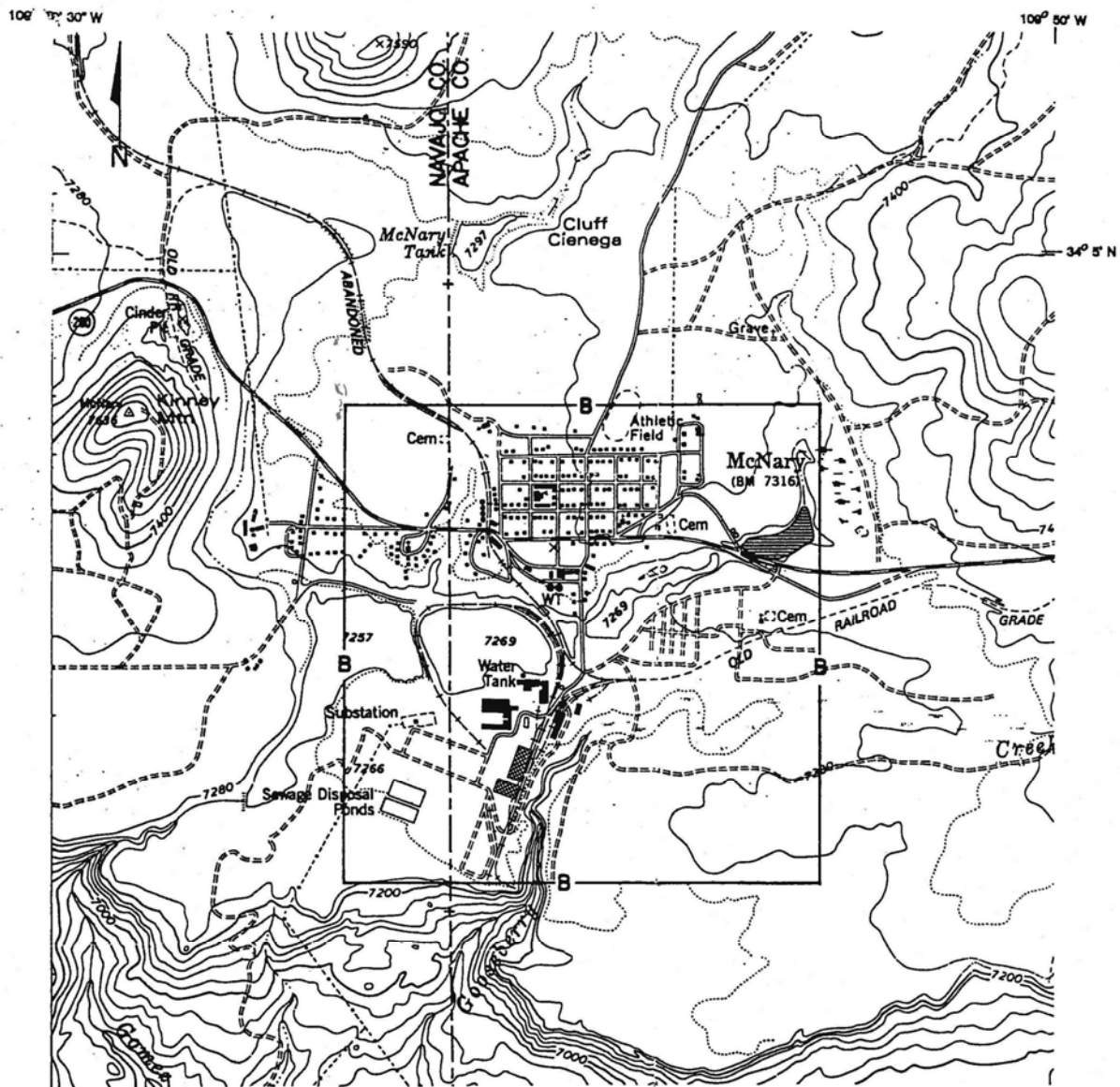
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

McNARY, ARIZONA - BASE RATE AREA MAP



McNARY BASE RATE AREA

1" = 2000 ft.

**ADMINISTRATIVELY
APPROVED FOR FILING**

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

MERZVILLE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-11-N, R-13-E, Coconino County, Arizona;
Thence: East to the northwest corner, section 6, T-11-N, R-14-E
Thence: North to the northwest corner, section 6, T-12-N, R-14-E;
Thence: East to the point where the Coconino-Navajo county line intersects the north section line of section 4, T-12-N, R-15-E;
Thence: Following the Coconino-Navajo county line south to its intersection with the Mogollon rim, section 9, T-10-N, R-15-1/2-E;
Thence: Following the Mogollon Rim on a northwesterly direction to a point which intersects the west section line, section 6, T-11-N, R-13-E;
Thence: North to the point of beginning being the northwest corner, section 6, T-11-N, R-13-E, Coconino County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 34, Merzville EAB map.

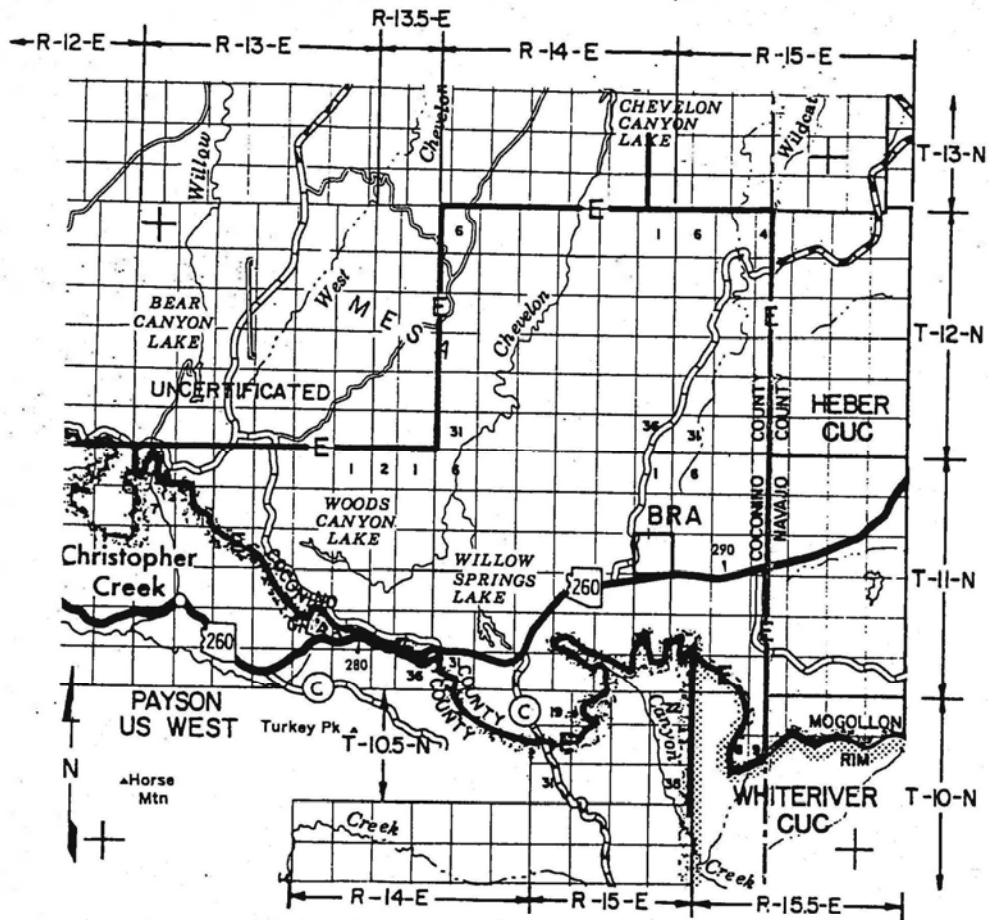
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

MERZVILLE, ARIZONA - EXCHANGE MAP



MERZVILLE EXCHANGE
COCONINO COUNTY
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

EXCHANGE AND NETWORK SERVICES TARIFF
FRONTIER COMMUNICATIONS OF THE WHITE MOUNTAINS

TARIFF PART: Exchange Area Maps
Original Sheet No. 35
CANCELLING: Sheet No.

MERZVILLE, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

The Merzville BRA boundary follows the limits of section 13, T-11-N, R-14-E, Coconino County, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 36, Merzville BRA map.

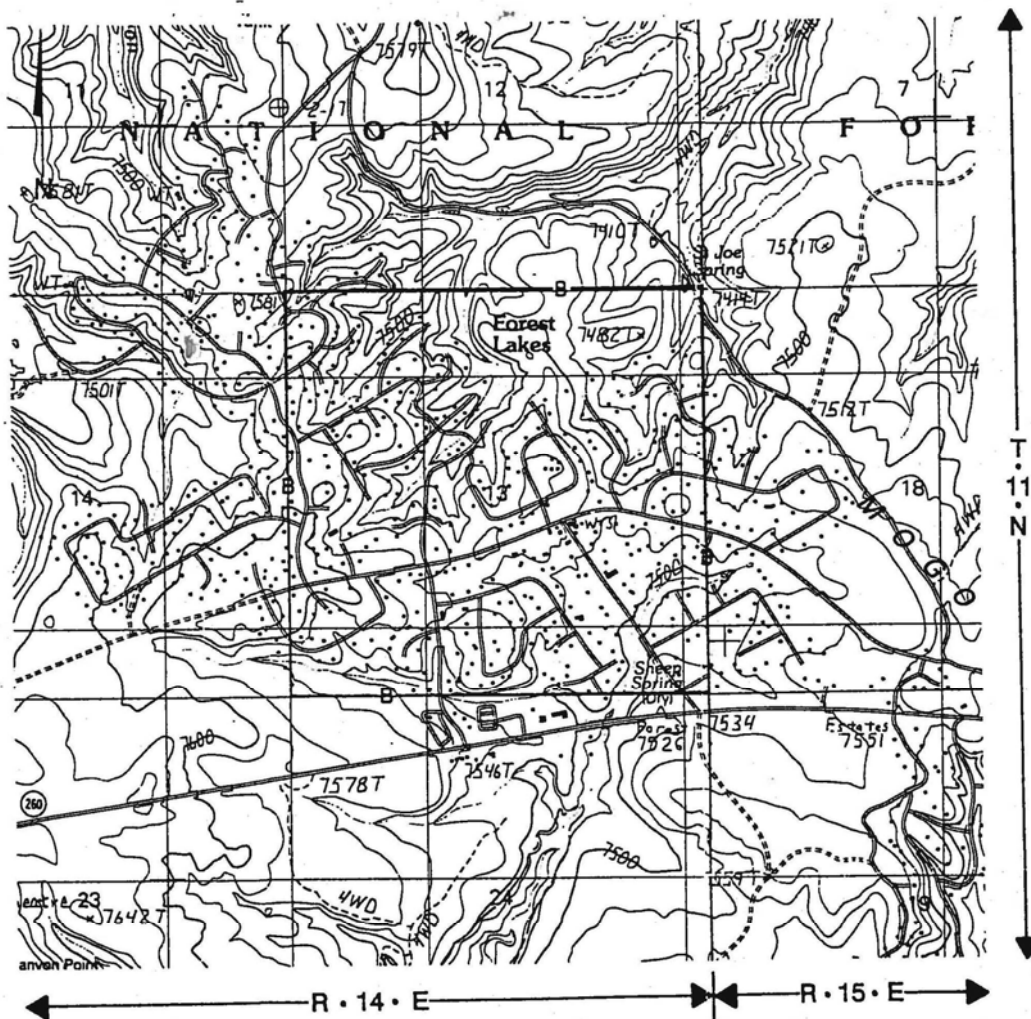
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

MERZVILLE, ARIZONA - BASE RATE AREA MAP



MERZVILLE BASE RATE AREA
1" = 2000 ft.

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINEDALE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, Section 6, T-12-N, R-19-E, Navajo County, Arizona;

Thence: East to the northeast corner, Section 1, T-12-N, R-19-E;

Thence: South to the northeast corner, Section 1, T-11-N, R-19-E;

Thence: East to the southeast corner, Section 36, T-12-N, R-20-E;

Thence: South to the southwest corner, Section 31, T-12-N, R-21-E;

Thence: West to a point on the west section line, Section 1, T-11-N, R-20-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E;

Thence: South to a point where the Mogollon Rim intersects the east section line, Section 26, T-10-N, R-20-E;

Thence: Following the Mogollon Rim in a westerly to northwesterly direction to its intersection with the west section line, Section 34, T-11-N, R-18-E; (C)

Thence: North to the northwest corner, Section 22, T-11-N, R-18-E; (N)

Thence: East to the southwest corner, Section 13, T-11-N, R-18-E;

Thence: North to the southwest corner, Section 1, T-11-N, R-18-E;

Thence: East to the southwest corner, Section 6, T-11-N, R-19-E;

Thence: North to the point of beginning being the northwest corner, Section 6, T-12-N, R-19-E, Navajo County, Arizona. (N)

Reflects EAB shown on original A.C.C. Sheet No. 38, Pinedale EAB map.

DATE ISSUED: November 12, 2001

EFFECTIVE DATE: December 12, 2001

FILED BY: Aloa J. Stevens

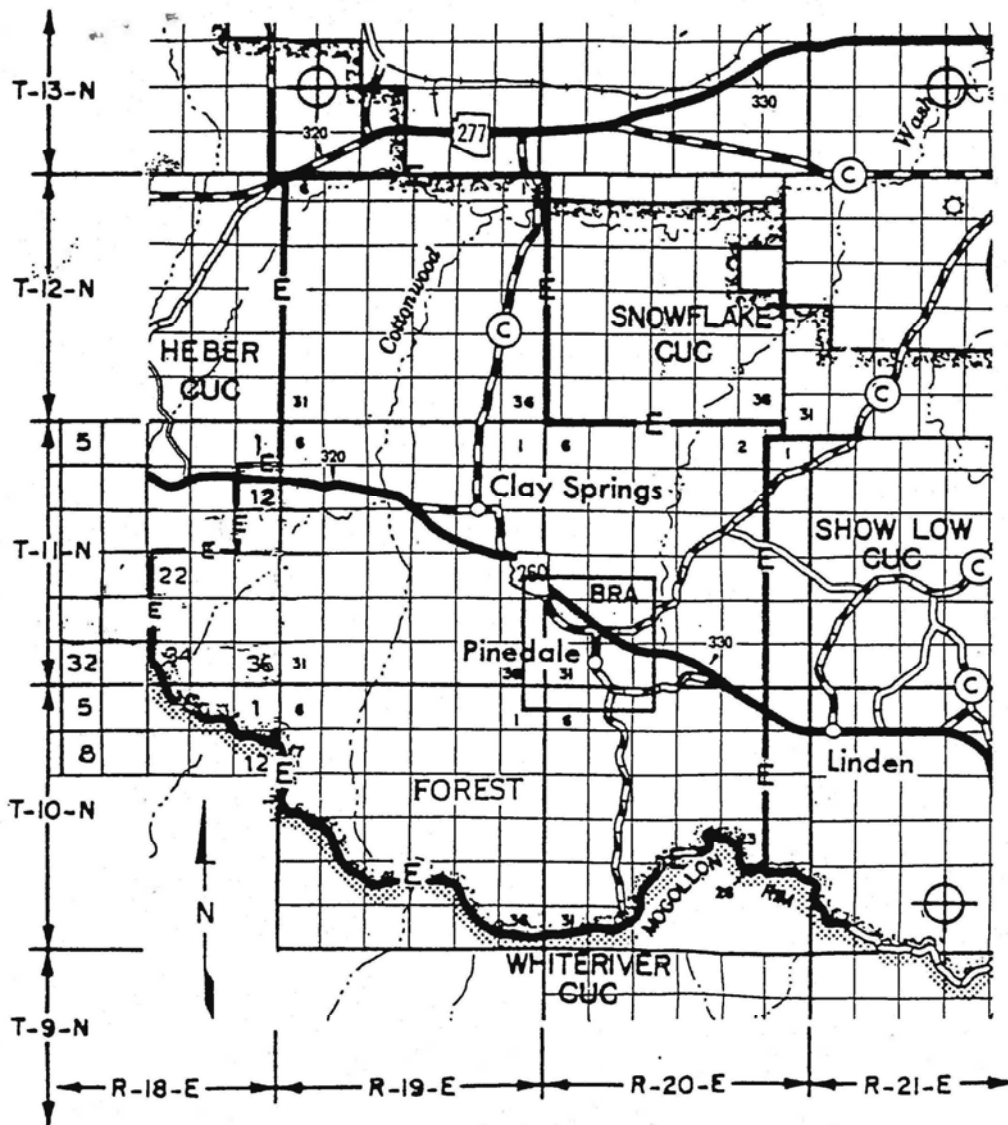
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64242

DOCKET NO.: T-03214A-01-0898

PINDALE, ARIZONA - EXCHANGE MAP



PINEDALE EXCHANGE
NAVAJO COUNTY
ADMINISTRATIVELY APPROVED FOR FILING
SCALE 1" = 4 MILES

DATE ISSUED: November 12, 2001
EFFECTIVE DATE: December 12, 2001
FILED BY: Aloa J. Stevens
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64242

DOCKET NO.: T-03214A-01-0898

PINEDALE, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

Beginning: At the northeast corner of the southwest one quarter, section 21, T-11-N, R-20-E, Navajo County, Arizona, (northeast corner of the base rate area boundary);

Thence: South in a straight line to the southeast corner of the northwest one quarter, section 4, T-10-N, R-20-E;

Thence: West to the southwest corner of the northeast one quarter, section 1, T-10-N, R-19-E;

Thence: North to the northwest corner of the southeast one quarter, section 24, T-11-N, R-19-E;

Thence: East to the point of beginning being the northeast corner of the southwest one quarter, T-11-N, R-20-E, being the northeast corner of the Pinedale base rate area boundary, Navajo County, Arizona.

Reflects BRA as shown on original A.C.C. Sheet No. 40 Pinedale BRA map.

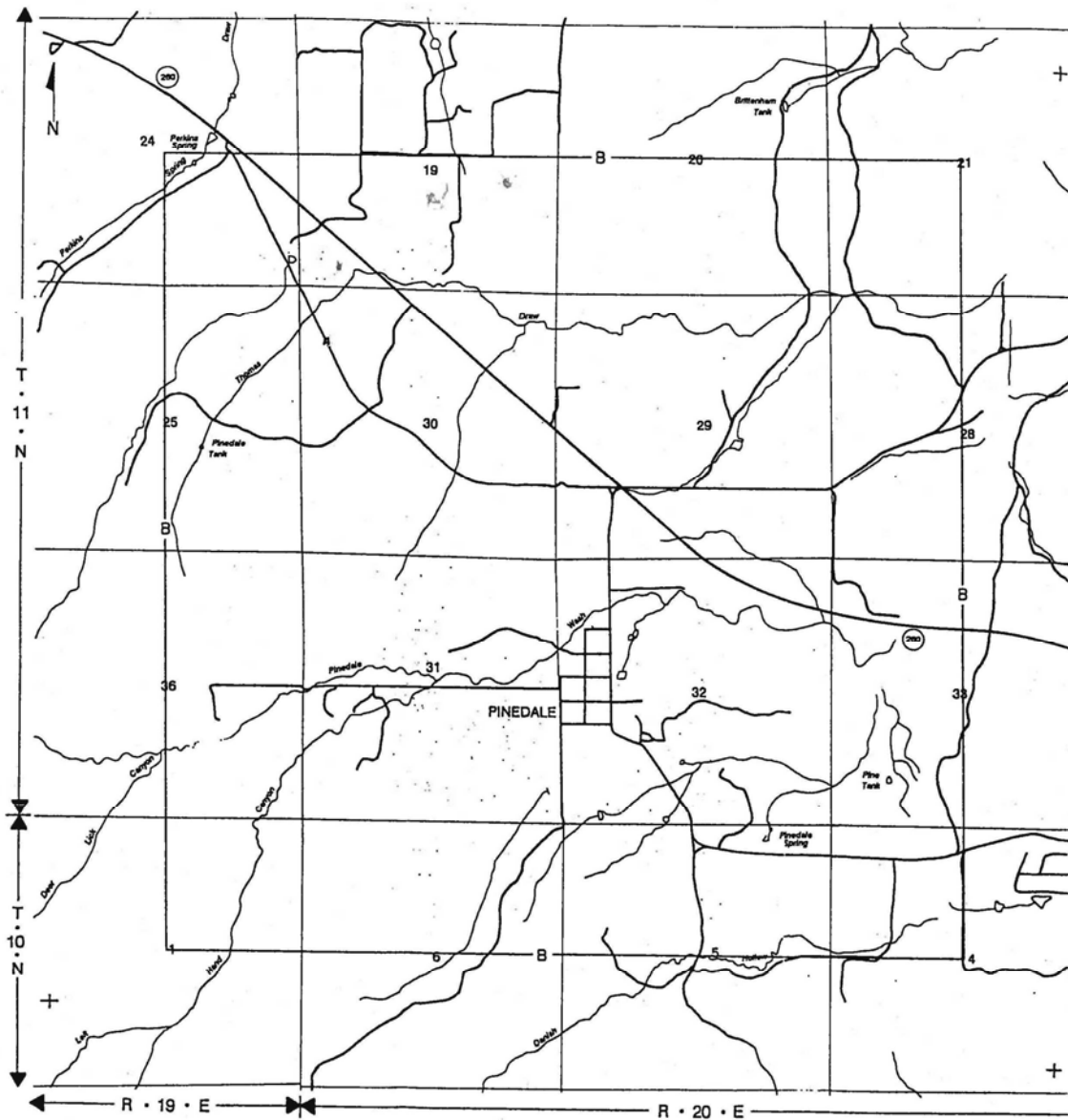
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINEDALE, ARIZONA - BASE RATE AREA MAP



PINEDALE BASE RATE AREA
1" = 2000 ft.
**ADMINISTRATIVELY
APPROVED FOR FILING**

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINETOP, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 1, T-9-N, R-22-E, Navajo County, Arizona;

Thence: East crossing the Navajo-Apache county line to the northeast corner, section 1, T-9-N, R-25-E;

Thence: South to the southeast corner, section 36, T-9-N, R-25-E;

Thence: West to a point on the east-west 1/2 section line, section 35, T-9-N, R-25-E;

Thence: South to a point 0.5 mile east and 5 miles south of the southwest corner, section 35, T-9-N, R-25-E;

Thence: West 7.9 miles to a point 0.2 mile west and 5 miles south of the southeast corner, section 33, T-9-N, R-24-E;

Thence: North to a point on the south section, section 33, T-9-N, R-24-E, which said point is at the intersection of the Mogollon Rim and the southern section line of said section 33;

Thence: Following the Mogollon Rim in a southwesterly direction, crossing the Navajo-Apache county line, to a point 2.2 miles due west of the Navajo-apache county line in T-8-N, R-23-E;

Thence: Parallel with the Navajo-Apache county line south 3.1 miles to a point on the center line of Highway 581 being 2.2 miles due west of said county line;

Thence: West 3.9 miles to a point 5 miles south of the division line between T-8-N and T-9-N;

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

PINETOP, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: Parallel with the Navajo-Apache county line north 4 miles to a point in the center of a road along the Mogollon Rim;
- Thence: Following the center of the road and Mogollon Rim in a northwesterly direction to a point 0.3 mile north of the south section line, section 16, T-9-N, R-22-E;
- Thence: East 2 miles to a point on the east-west half section line, section 14, and 0.3 mile north of the south section line, section 14, T-9-N, R-22-E;
- Thence: North to the northwest corner of the northeast quarter, section 14, T-9-N, R-22-E;
- Thence: East to the northeast corner, section 14, T-9-N, R-22-E;
- Thence: North to the point of beginning being the northwest corner, section 1, T-9-N, R-22-E, Navajo County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 43, Pinetop EAB map.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

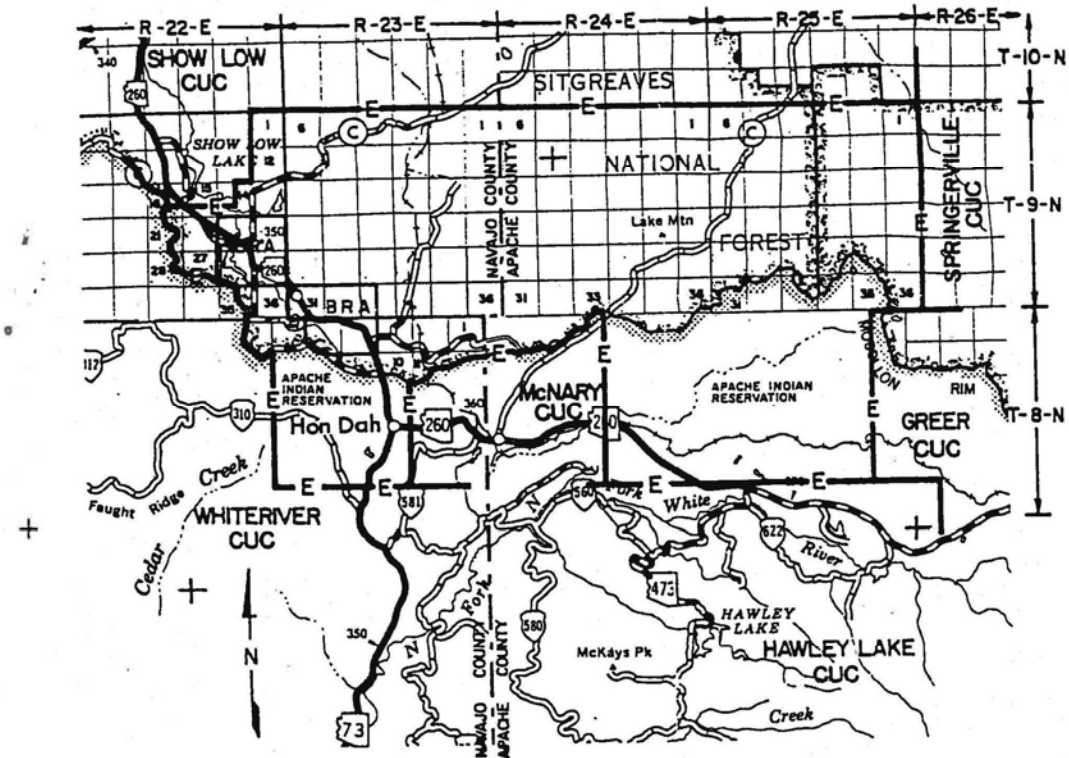
RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINETOP, ARIZONA - EXCHANGE MAP

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PINETOP EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINETOP, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

Beginning: At the northwest corner, section 23, T-9-N, R-22-E, Navajo County, Arizona, (northwest corner of the base rate area);

Thence: East to the northeast corner, section 24, T-9-N, R-22-E;

Thence: South to the southeast corner, section 25, T-9-N, R-22-E;

Thence: East to the northeast corner, section 32, T-9-N, R-23-E; continuing east to a point on the north section line of section 33 approximately 225 feet west of the northeast corner of the west one half, section 33, T-9-N, R-23-E, being at the intersection of an extension of the east section line of section 4, T-8-N, R-23-E and the north section line of section 33, T-9-N, R-23-E;

Thence: South to the southeast corner, section 4, T-8-N, R-23-E;

Thence: West to the intersection of the south section line of section 5 and the Indian Reservation Boundary, T-8-N, R-23-E;

Thence: Northwesterly along the Indian Reservation Boundary to the point of intersection with the west section line of section 5, T-8-N, R-23-E;

Thence: North to the northwest corner, section 5, T-8-N, R-23-E;

Thence: West to the southwest corner, section 31, T-9-N, R-23-E;

Thence: North to the northwest corner, section 31, T-9-N, R-23-E;

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINETOP, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION
(Cont'd)

- Thence: West to the intersection of the south section line of section 26 and the Indian Reservation Boundary, T-9-N, R-22-E;
- Thence: Northwesterly along the Indian Reservation Boundary to the point of intersection with the west section line of section 26, T-9-N, R-22-E;
- Thence: North to the point of beginning, being the northwest corner, section 23, T-9-N, R-22-E, Navajo County, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 46, Pinetop BRA map.

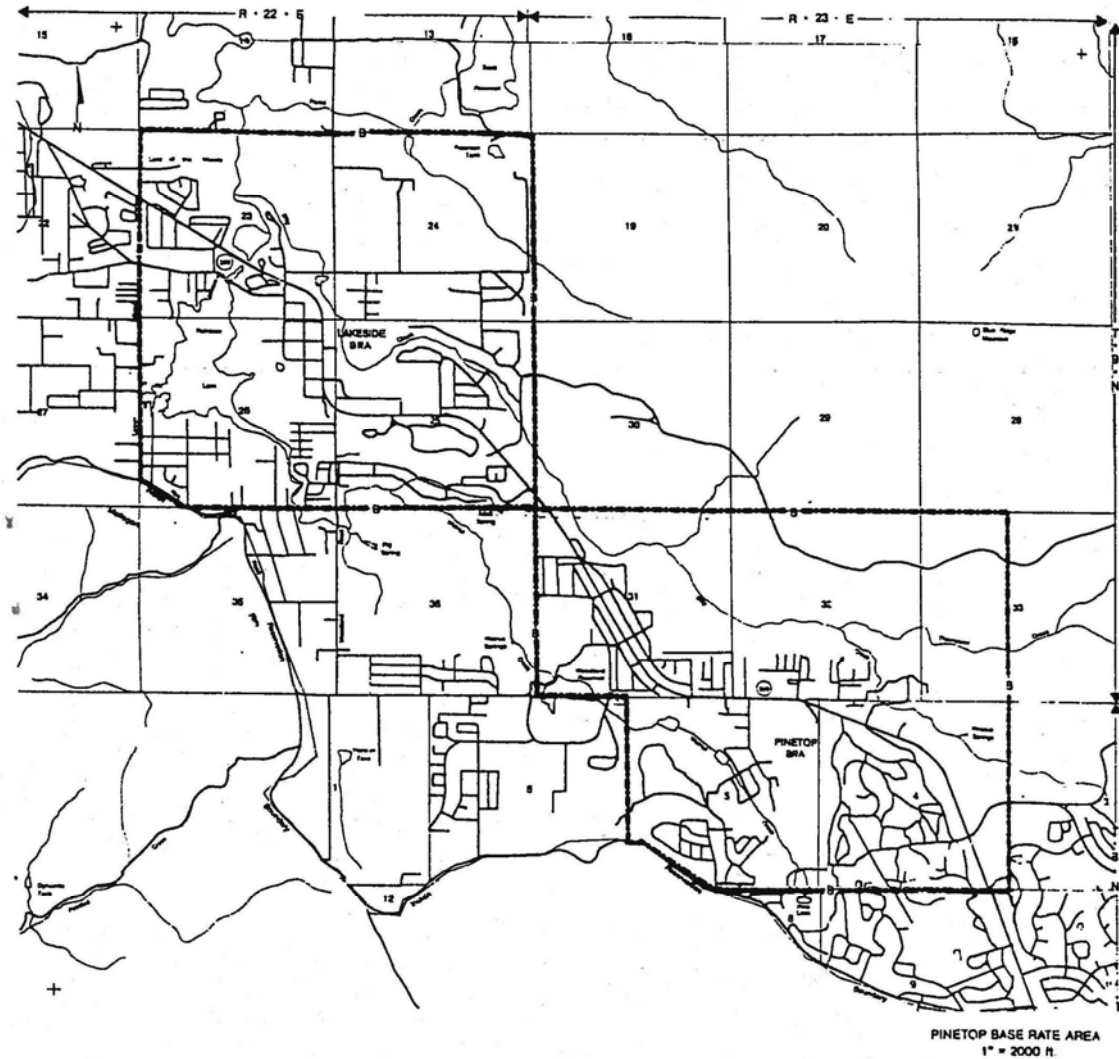
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

PINETOP, ARIZONA - BASE RATE AREA MAP



**ADMINISTRATIVELY
APPROVED FOR FILING**

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

ST. JOHNS, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-16-N, R-26-E, Apache County, Arizona;

Thence: East to a point on the Apache-Valencia county line and the Arizona-New Mexico state line being the northeast corner, section 10, T-16-N, R-31-E;

Thence: Following the Apache-Valencia, Apache-Catron county line and the Arizona-New Mexico state line south to the southeast corner, section 34, T-11-N, R-31-E;

Thence: West to the southwest corner, section 32, T-11-N, R-26-E;

Thence: North to the southwest corner, section 17, T-11-N, R-26-E;

Thence: West to the southwest corner, section 15, T-11-N, R-25-E;

(D)

|

(D)

(L)

|

(L)

Thence: North to the southeast corner, section 4, T-11-N, R-25-E; (N)

Thence: West to the southwest corner, section 4, T-11-N, R-25-E;

Thence: North to the northwest corner, section 4, T-11-N, R-25-E;

Thence: West to the southwest corner, section 32, T-12-N, R-25-E;

Thence: North to the northwest corner, section 32, T-12-N, R-25-E;

Thence: West to the southwest corner, section 30, T-12-N, R-25-E;

Thence: North to the northwest corner, section 30, T-12-N, R-25-E; (N)

(L) Material moved to 2nd Revised Sheet No. 48.

DATE ISSUED: May 4, 2000

EFFECTIVE DATE: June 9, 2000

FILED BY: F. Wayne Lafferty

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62615

DOCKET NO.: T-03214A

ST. JOHNS, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

Thence: West to the southwest corner, section 22, T-12-N, R-24-E; (N)
Thence: North to the northwest corner, section 22, T-12-N, R-24-E;
Thence: West to the southwest corner, section 16, T-12-N, R-24-E;
Thence: North to the northwest corner, section 16, T-12-N, R-24-E;
Thence: West to the southwest corner, section 8, T-12-N, R-24-E;
Thence: North to the northwest corner, section 5, T-12-N, R-24-E; (N)
Thence: Easterly to the southwest corner, section 31, T-13-N, R-25-E; (L)
Thence: Northerly to the northwest corner, section 7, T-13-N, R-25-E; (C)
Thence: Northerly to the northwest corner, section 19, T-15-N, R-25-E;
Thence: East to the northwest corner, section 19, T-15-N, R-26-E;
Thence: North to the point of beginning being the northwest corner, section 6, T-16-N, R-26-E, Apache County, Arizona.

Reflects EAB shown on 2nd Revised A.C.C. Sheet No. 49, St. Johns EAB map. (T)

(L) Material moved from 2nd Revised Sheet No. 47.

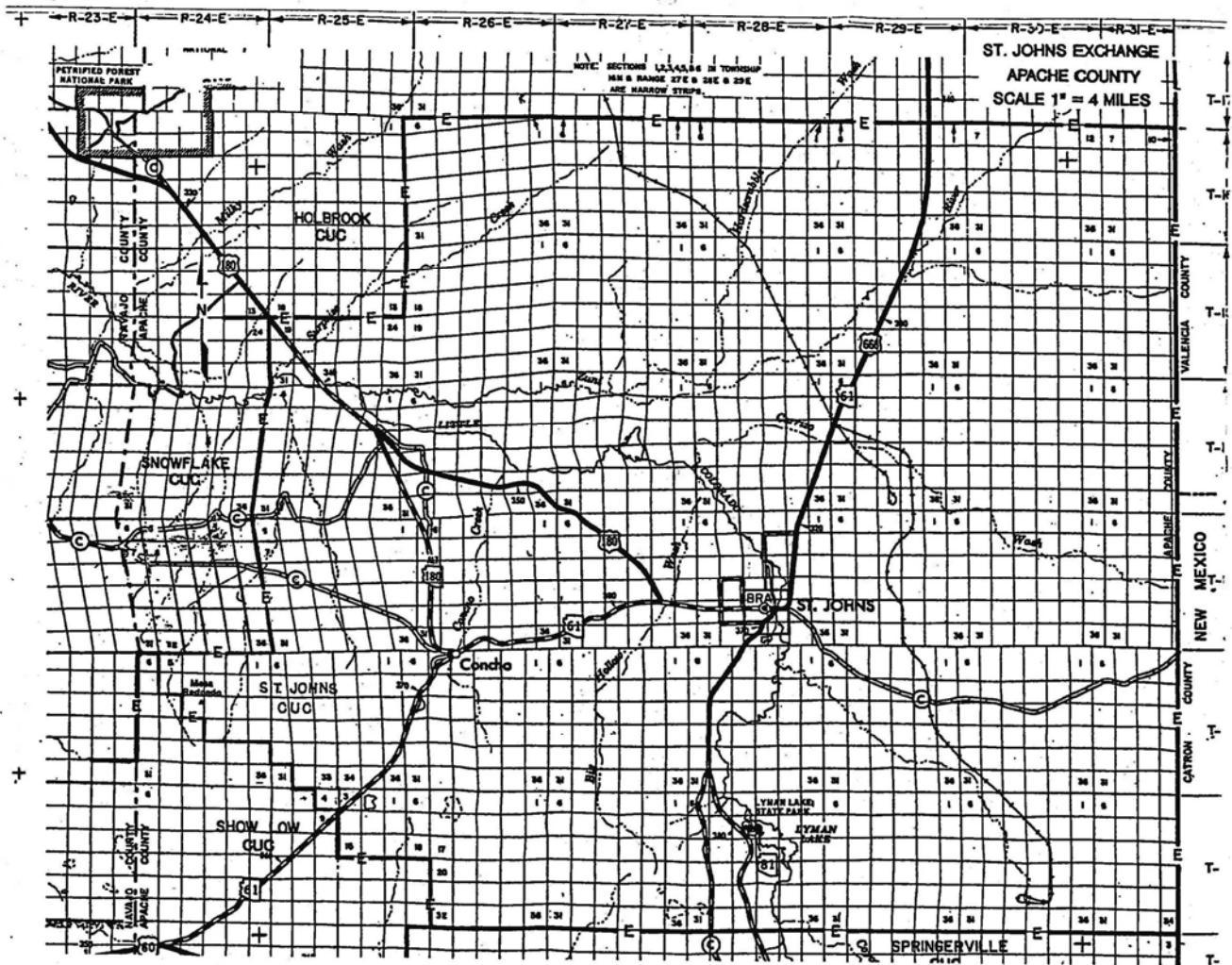
DATE ISSUED: May 4, 2000
EFFECTIVE DATE: June 9, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62615

DOCKET NO.: T-03214A

ST. JOHNS, ARIZONA - EXCHANGE MAP



ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: May 4, 2000
EFFECTIVE DATE: June 9, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62615

DOCKET NO.: T-03214A

ST. JOHNS, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: At the northeast corner of the south one half, section 22, T-13-N, R-28-E, Apache County, Arizona, (northeast corner of the base rate area);
- Thence: South to the southeast corner of the north one half, section 34, T-13-N, R-28-E;
- Thence: West to the southwest corner of the north one half, section 33, T-13-N, R-28-E;
- Thence: North to the northwest corner of the south one half, section 21, T-13-N, R-28-E;
- Thence: East to the point of beginning, being the northeast corner, of the south one half, section 22, T-13-N, R-28-E, Apache County, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 51, St. Johns BRA map.

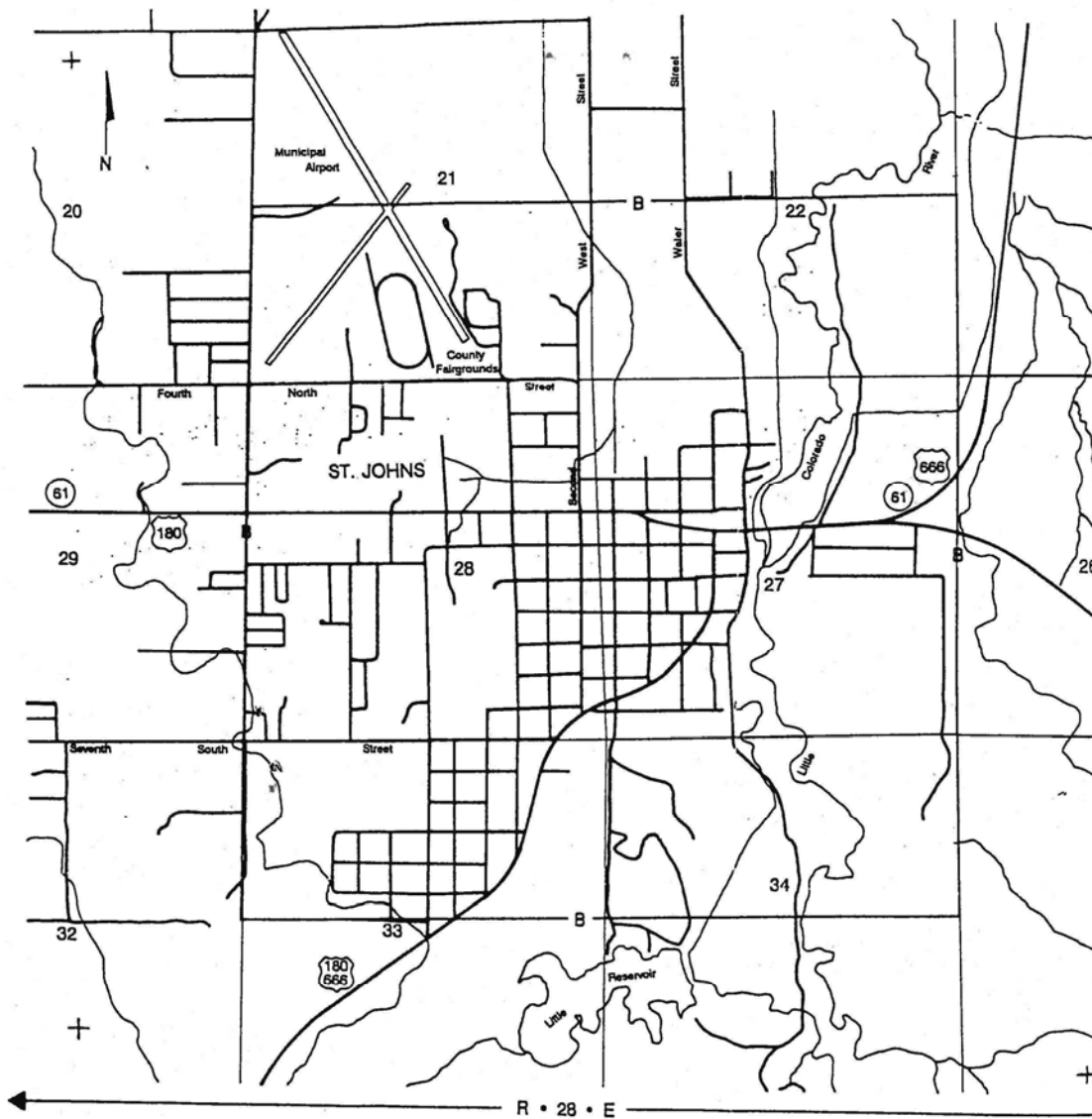
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

ST. JOHNS, ARIZONA - BASE RATE AREA MAP



ST. JOHNS BASE RATE AREA
1" = 2000 ft.
ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SHOW LOW, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At a point on the west section line, section 1, T-11-N, R-20-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E, Navajo County, Arizona;

Thence: East to a point on the east section line, section 6, T-11-N, R-22-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E;

Thence: North to the northeast corner, section 31, T-12-N, R-22-E;

Thence: East to a point on the Navajo-Apache county line being the northeast corner, section 36, T-12-N, R-23-E;

(D)

Thence: Following the Navajo-Apache county line north to the northwest corner, section 6, T-12-N, R-24-E;

(N)

Thence: East to the northeast corner, section 6, T-12-N, R-24-E;

Thence: South to the southwest corner, section 8, T-12-N, R-24-E;

Thence: East to the northeast corner, section 17, T-12-N, R-24-E;

Thence: South to the northwest corner, section 21, T-12-N, R-24-E;

Thence: East to the northeast corner, section 21, T-12-N, R-24-E;

Thence: South to the northwest corner, section 27, T-12-N, R-24-E;

Thence: East to the northeast corner, section 25, T-12-N, R-24-E;

Thence: South to the northwest corner, section 31, T-12-N, R-25-E;

Thence: East to the northeast corner, section 31, T-12-N, R-25-E;

Thence: South to the southeast corner, section 31, T-12-N, R-25-E;

(N)

(L)

(L) Material moved to 1st Revised Sheet No. 53.

DATE ISSUED: May 4, 2000

EFFECTIVE DATE: June 9, 2000

FILED BY: F. Wayne Lafferty

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62615

DOCKET NO.: T-03214A

(L)

SHOW LOW, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: East to the northwest corner, section 4, T-11-N, R-25-E; (L, C)
- Thence: South to the southwest corner, section 4, T-11-N, R-25-E; (N)
- Thence: East to the southeast corner, section 4, T-11-N, R-25-E; (N)
- Thence: South to the northwest corner, section 22, T-11-N, R-25-E; (L)
- Thence: East to the northeast corner, section 19, T-11-N, R-26-E; (L)
- Thence: South to the southeast corner, section 31, T-11-N, R-26-E; (N)
- Thence: West to the southwest corner, section 31, T-11-N, R-26-E; (L)
- Thence: South to the southeast corner, section 36, T-10-N, R-25-E; |
- Thence: West crossing the Navajo-Apache county line, continuing to the northeast corner, section 2, T-9-N, R-22-E; |
- Thence: South to the northeast corner, section 14, T-9-N, R-22-E; (L)
- Thence: West to the Northeast corner of the west half section, section 14, T-9-N, R-22-E;
- Thence: South 0.7 mile along the east-west half section line, section 14, T-9-N, R-22-E;
- Thence: West to a point in the center of a road along the Mogollon Rim being 0.3 mile north of the south section line, section 16, T-9-N, R-22-E;
- Thence: Following the center of the road and Mogollon Rim in a northwesterly direction to a point where the center of the road intersects the west section line, section 25, T-10-N, R-20-E; (D)
- Thence: North to the point of beginning being on the west section line, section 1, T-11-N, R-20-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E, Navajo County, Arizona.

Reflects EAB shown on 1st Revised A.C.C. Sheet No. 54, Snowflake EAB map. (T)

(L) Material moved from 1st Revised Sheet No. 52.

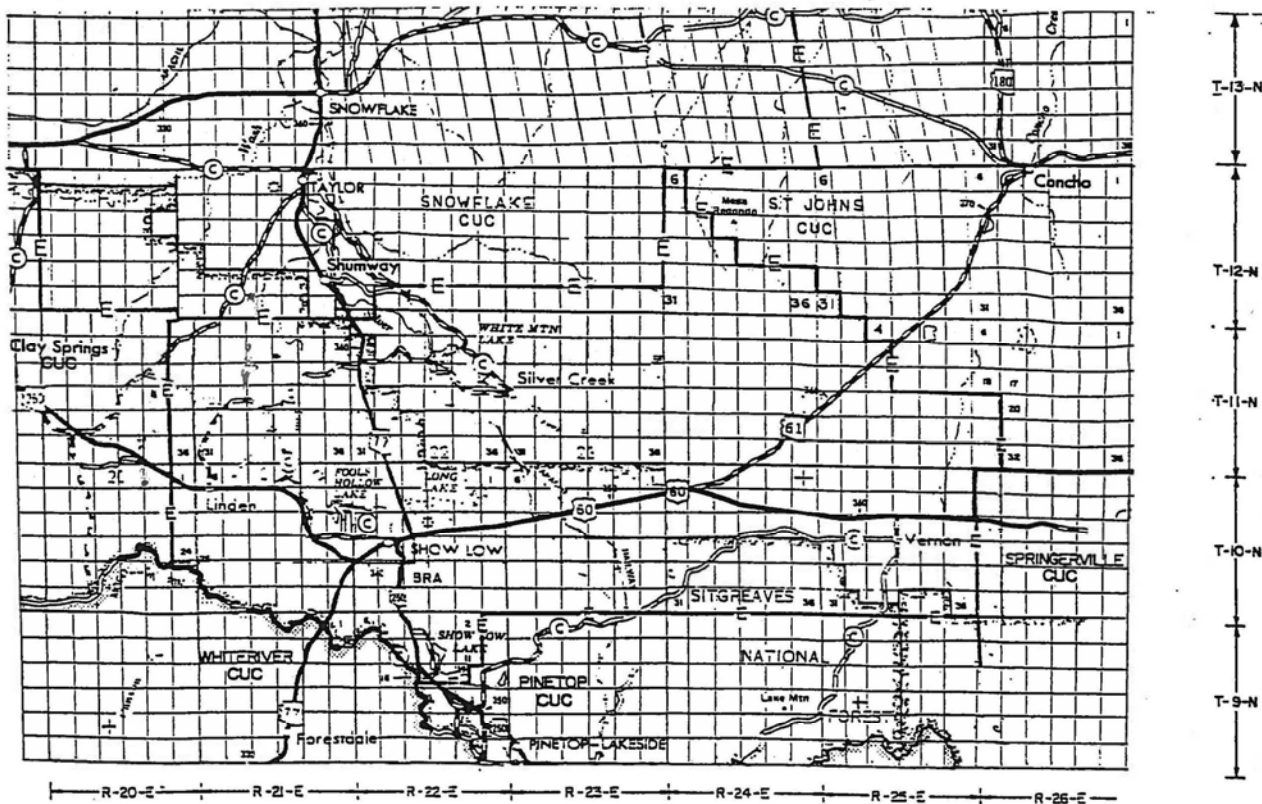
DATE ISSUED: May 4, 2000
EFFECTIVE DATE: June 9, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62615

DOCKET NO.: T-03214A

SHOW LOW, ARIZONA - EXCHANGE MAP



SHOW LOW EXCHANGE
NAVAJO, APACHE COUNTIES
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: May 4, 2000
EFFECTIVE DATE: June 9, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.: 62615
DOCKET NO.: T-03214A

SHOW LOW, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

Beginning: At the northeast corner of the west one half, section 21, T-10-N, R-22-E, Navajo County, Arizona, (northeast corner of the base rate area);

Thence: South to the southeast corner of the west one half, section 21, T-10-N, R-22-E;

Thence: West to the southwest corner, section 19, T-10-N, R-22-E;

Thence: North to the northwest corner, section 19, T-10-N, R-22-E;

Thence: East to the point of beginning, being the northeast corner, of the west one half, section 21, T-10-N, R-22-E, Navajo County, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 56, Show Low BRA map.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

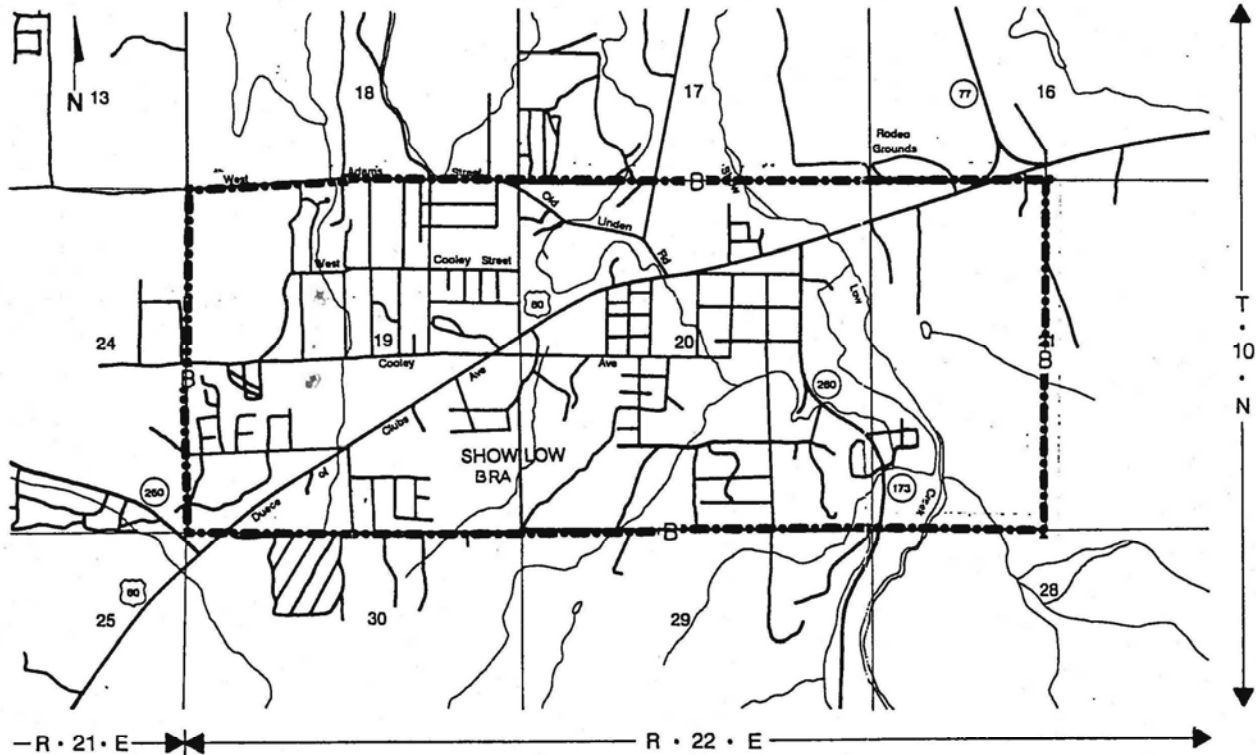
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SHOW LOW, ARIZONA - BASE RATE AREA MAP



SHOW LOW BASE RATE AREA
1" = 2000 ft.

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SNOWFLAKE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 31, T-15-N, R-19-E, Navajo county, Arizona;
Thence: East to the northwest corner, section 31, T-15-N, R-22-E;
Thence: North to the northwest corner, section 6, T-15-N, R-22-E;
Thence: East to a point on the Navajo-Apache county line being the northeast corner, section 1, T-15-N, R-23-E;
Thence: Following the Navajo-Apache county line south to the northeast corner, section 24, T-15-N, R-23-E;
Thence: East to the northeast corner, section 24, T-15-N, R-24-E;
Thence: In a southerly direction to the southeast corner, section 1, T-13-N, R-24-E; (D)

Thence: Southeasterly to the southeast corner of Section 36, T13N, R24E; (D)
Thence: West to the southwest corner of Section 32, T13N, R24E; (N)
Thence: West to a point on the Navajo-Apache county line being the southeast corner, section 36, T-13-N, R-23-E; (N)
Thence: Following the Navajo-Apache county line in a southerly direction to the southeast corner, section 25, T-12-N, R-23-E;
Thence: West to southeast corner, section 30, T-12-N, R-22-E;

DATE ISSUED: January 25, 2000
EFFECTIVE DATE: February 16, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62306

DOCKET NO.: T-03234A

SNOWFLAKE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: South to a point on the east section line of section 6, T-11-N, R-22-E, said point being an extension of the division line between T-11-N and T-12-N in R-21-E;
- Thence: West to the southwest corner, section 31, T-12-N, R-21-E;
- Thence: North to the southeast corner, section 36, T-12-N, R-20-E;
- Thence: West to the southwest corner, section 31, T-12-N, R-20-E;
- Thence: North to the northwest corner, Section 6, T-12-N, R-20-E;
- Thence: West to the southwest corner, section 31, T-13-N, R-19-E;
- Thence: North to the point of beginning being the northwest corner, section 31, T-15-N, R-19-E, Navajo County, Arizona.

Reflects EAB shown on 1st Revised A.C.C. Sheet No. 59, Snowflake EAB map.

(T)

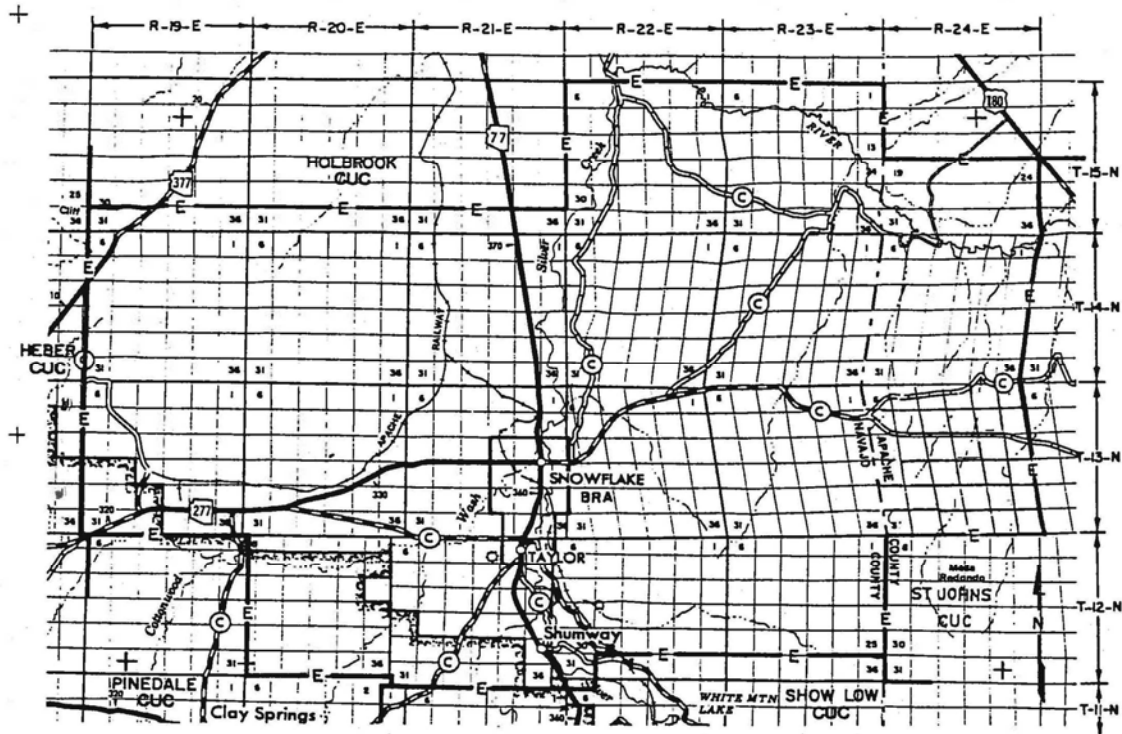
DATE ISSUED: January 25, 2000
EFFECTIVE DATE: February 16, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62306

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SNOWFLAKE, ARIZONA – EXCHANGE MAP



SNOWFLAKE EXCHANGE
APACHE, NAVAJO COUNTIES
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: January 25, 2000
EFFECTIVE DATE: February 16, 2000
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62306

DOCKET NO.: T-03234A

SNOWFLAKE, ARIZONA - EXCHANGE MAP

SNOWFLAKE, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: At the northeast corner, section 13, T-13-N, R-21-E, Navajo County, Arizona, (northeast corner of the base rate area);
- Thence: South to southeast corner, section 25, T-13-N, R-21-E;
- Thence: West to the northeast corner of the west one half, section 36, T-13-N, R-21-E;
- Thence: South to the southeast corner, section 1, T-12-N, R-21-E;
- Thence: West to the southwest corner, section 2, T-12-N, R-21-E;
- Thence: North along the west section line of section 2, T-12-N, R-21-E, to its intersection with the south section line of section 34, T-13-N, R-21-E at a point approximately 125 feet west of the southwest corner of the east one half, section 34, T-13-N, R-21-E; continuing on an extension line to a point approximately 225 feet west of the northwest corner of the east one half, section 34, T-13-N, R-21-E;
- Thence: West to the southwest corner, section 27, T-13-N, R-21-E;
- Thence: North to the northwest corner, section 15, T-13-N, R-21-E;
- Thence: East to the point of beginning, being the northeast corner, section 13, T-13-N, R-21-E, Navajo County, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 61, Snowflake BRA map.

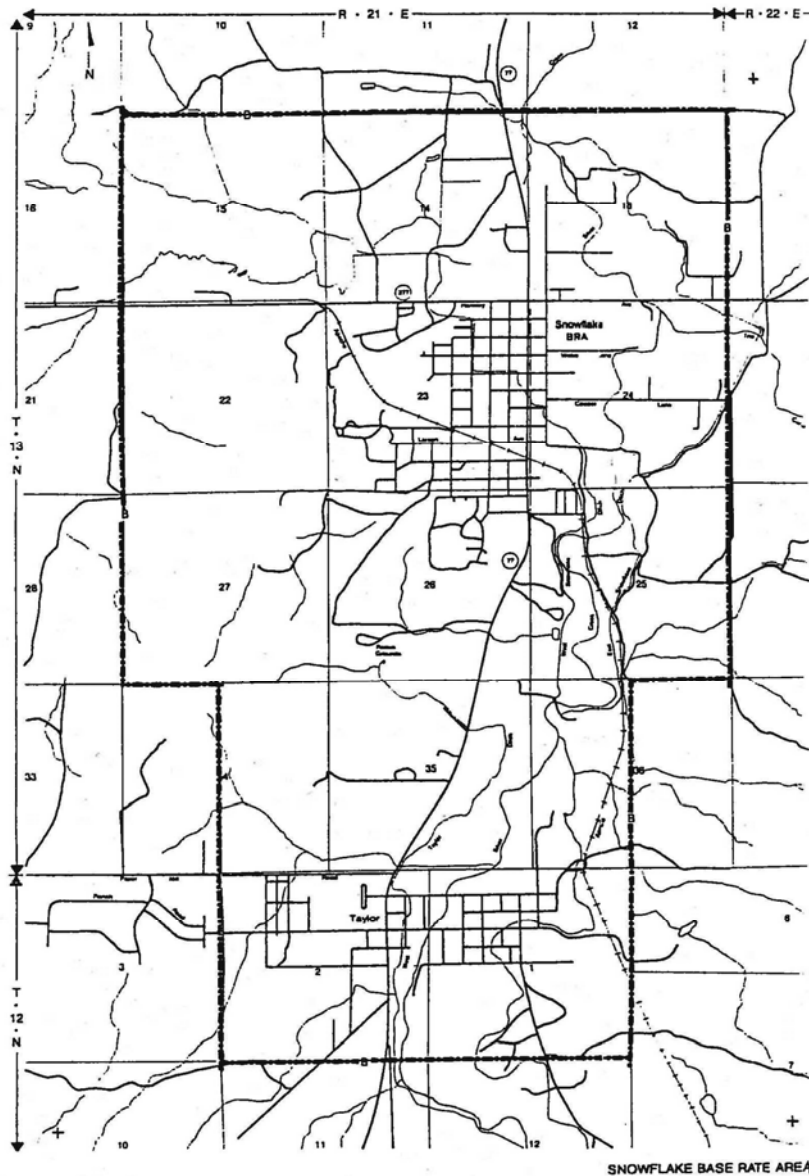
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SNOWFLAKE, ARIZONA - BASE RATE AREA MAP



ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SPRINGERVILLE, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

Beginning: At the northwest corner, section 6, T-10-N, R-26-E, Apache County, Arizona;

Thence: East to a point on the Apache County, Arizona and Catron County, New Mexico state line being the northeast corner, section 3, T-10-N, R-31-E;

Thence: Following the Apache County, Arizona and Catron County, New Mexico state line south to the southeast corner, section 35, T-8-N, R-31-E;

Thence: West to the northeast corner, section 6, T-7-N, R-30-E;

Thence: South to the southeast corner, section 6, T-7-N, R-30-E;

Thence: West to the southwest corner, section 6, T-7-N, R-29-E;

Thence: North to the southwest corner, section 18, T-8-N, R-29-E;

Thence: West to the southwest corner, section 18, T-8-N, R-28-E;

Thence: North to the northwest corner, section 6, T-8-N, R-28-E;

Thence: West to the southwest corner, section 31, T-9-N, R-26-E;

Thence: North to the point of beginning being the northwest corner, section 6, T-10-N, R-26-E, Apache County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 63, Springerville EAB map.

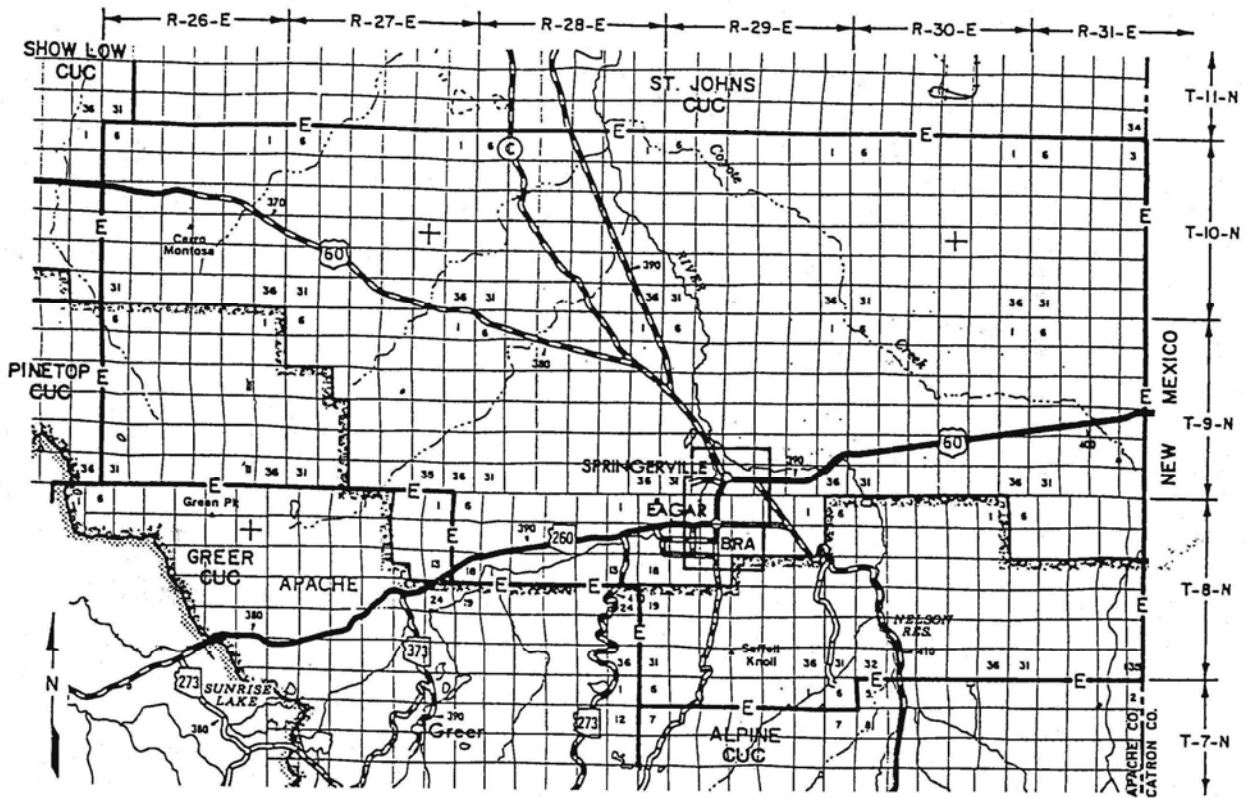
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SPRINGERVILLE, ARIZONA - EXCHANGE MAP



SPRINGERVILLE EXCHANGE
APACHE COUNTY
SCALE 1" = 4 MILES

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SPRINGERVILLE, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: At the northeast corner of the southwest one quarter, section 27, T-9-N, R-29-E, Apache County, Arizona, (northeast corner of the base rate area);
- Thence: South along the one half section line to the south section line, section 34, T-9-N, R-29-E; continuing south along an extension of the one half section line of section 34 to the south section line of section 2, T-8-N, R-29-E;
- Thence: West to the northeast corner, section 10, T-8-N, R-29-E;
- Thence: South to the southeast corner of the north one half, section 15, T-8-N, R-29-E;
- Thence: West to the southwest corner of the northeast one quarter, section 17, T-8-N, R-29-E;
- Thence: North along the one half section line of section 17; continuing along an extension line to a point approximately 250 feet east of the northwest corner of the northeast one quarter of the southeast one quarter, section 31, T-9-N, R-29-E;
- Thence: East to the northeast corner of the south one half, section 31, T-9-N, R-29-E;
- Thence: North to the northwest corner of the south one half, section 29, T-9-N, R-29-E;
- Thence: East to the point of beginning, being the northeast corner of the southwest one quarter, section 27, T-9-N, R-29-E, Apache County, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 65, Springerville BRA map.

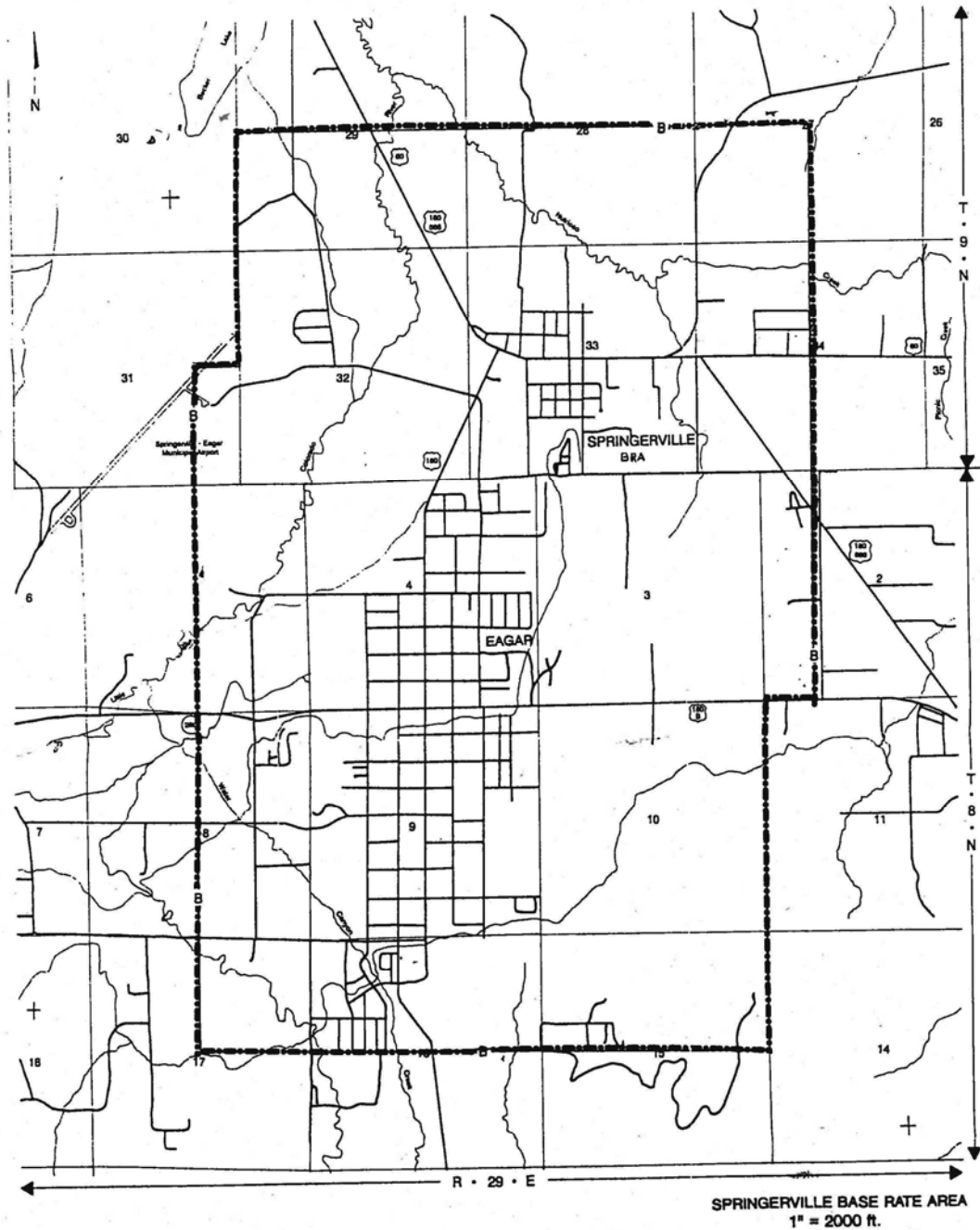
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SPRINGERVILLE, ARIZONA - BASE RATE AREA MAP



ADMINISTRATIVELY

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

WHITERIVER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION

- Beginning: At a point on the Navajo-Apache county line being 5 miles south of the division line between T-8-N and T-9-N, Navajo County, Arizona;
- Thence: South following the Navajo-apache county line 6.5 miles;
- Thence: East 11.4 miles to a point which is 6.8 miles north and 11.4 miles east of section 1, T-5-N, R-23-E;
- Thence: South 26.7 miles to a point in the center of the Black River, T-3-N, R-25-E;
- Thence: Following the center of the Black River in a southwesterly to northwesterly direction to the point of intersection of the White River and Black River, being the beginning of the Salt River;
- Thence: Following the center of the Salt River in a northwesterly to southwesterly direction to a point at the intersection of the Salt River and the western boundary of the Fort Apace Indian Reservation;
- Thence: North following the western boundary of the Fort Apache Indian Reservation to its intersection with the Mogollon Rim and the coconino-Gila county line being 1.9 miles due west of the Coconino-Navajo county line;
- Thence: Following the Mogollon Rim in a southeasterly to easterly direction crossing the Gila-Navajo county line, to a point in the center of a road that follows the Mogollon Rim, section 4, T-10-N, R-17-E;

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

WHITERIVER, ARIZONA
EXCHANGE AREA BOUNDARY
LEGAL DESCRIPTION
(Cont'd)

- Thence: Following the center of the road and the Mogollon Rim in a northeasterly to southeasterly direction to a point which is 0.1 mile west of the west section line of section 6, T-8-N, R-23-E;
- Thence: South 4.2 miles to a point which is 6 miles west of the Navajo-Apache county line;
- Thence: East 6 miles to the point of beginning on the Navajo-Apache county line which is 5 miles south of the division between T-8-N and T-9-N, Navajo County, Arizona.

Reflects EAB shown on original A.C.C. Sheet No. 68, Whiteriver EAB map.

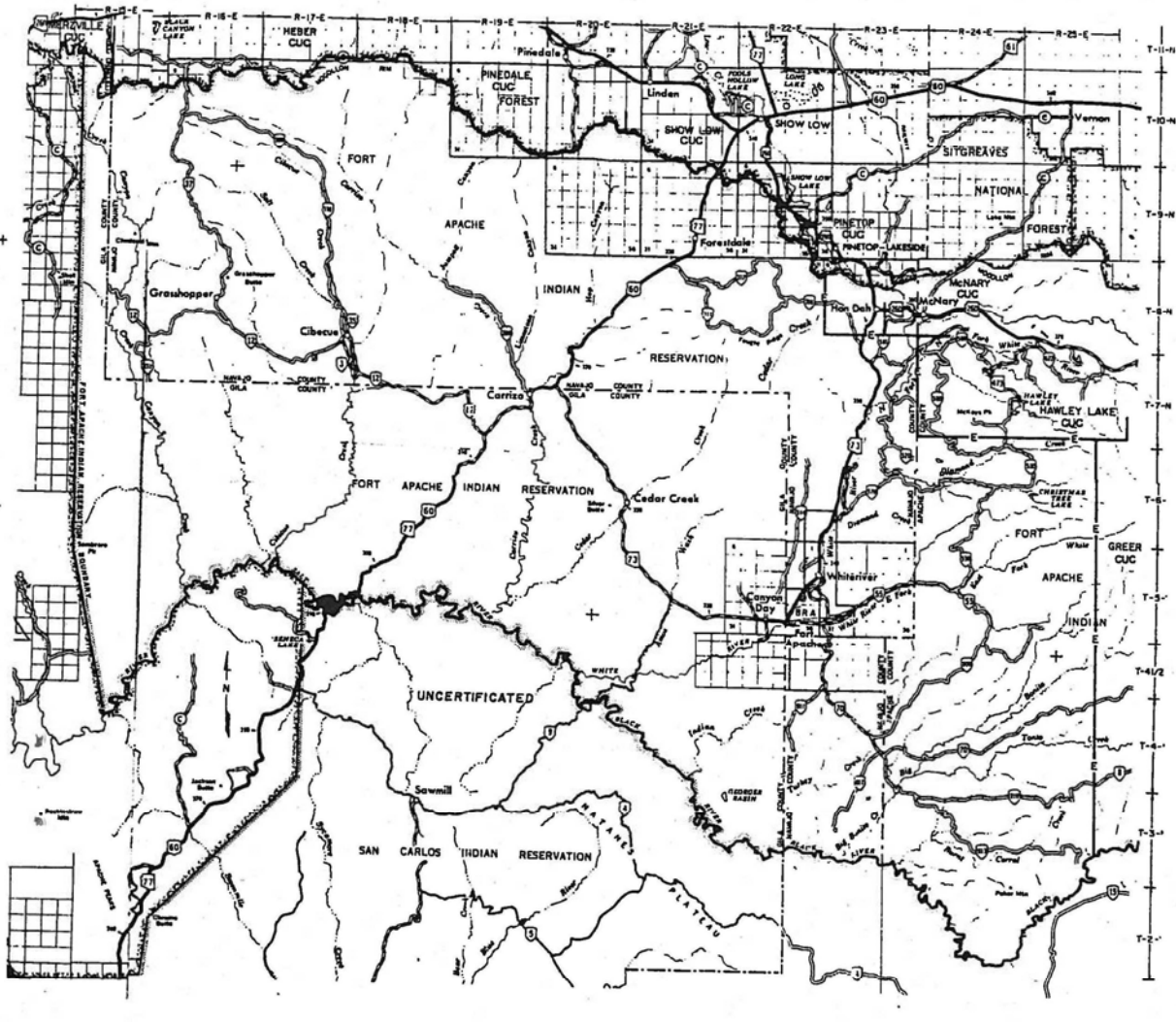
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

WHITERIVER ARIZONA EXCHANGE MAP



WHITERIVER EXCHANGE
APACHE, GILA, & NAVAJO COUNTIES
SCALE 1" = 4 Miles

ADMINISTRATIVELY
APPROVED FOR FILING

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

WHITERIVER, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION

- Beginning: From the northeast corner, section 15, T-4-N, R-23-E, Gila and Navajo Counties, Arizona, (southeast corner of the base rate area);
- Thence: West to the southwest corner, section 33, T-5-N, R-22-E;
- Thence: North to the northwest corner, section 33, T-5-N, R-22-E;
- Thence: East to a point of intersection at the Gila/Navajo county line and at a distance of approximately 700 feet west of the southwest corner, section 26, T-5-N, R-22-E;
- Thence: North along the Gila/Navajo county line to the intersection of the Gila/Navajo county line and the north section line, section 22, T-5-N, R-22-E;
- Thence: East to the northeast corner, section 23, T-5-N, R-22-E;
- Thence: North to the northwest corner, section 1, T-5-N, R-22-E, continuing north along an extension line a distance of approximately 2 miles;
- Thence: East along a line perpendicular to the extension line an approximate distance of 2 miles, and parallel to the north section line of section 1, T-5-N, R-22-E;
- Thence: South along a perpendicular line an approximate distance of 2 miles to the northeast corner, section 6, T-5-N, R-23-E;
- Thence: South to the southeast corner, section 19, T-5-N, R-23-E;
- Thence: East to the northeast corner, section 29, T-5-N, R-23-E, continuing east approximately 700 feet to the point of intersection at the north section line, section 28, and an extension of the east section line, section 15, T-4-N, R-23-E;

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

WHITERIVER, ARIZONA
BASE RATE AREA
BOUNDARY DESCRIPTION
(Cont'd)

Thence: South to the point of beginning, being the northeast corner, section 15, T-4-N, R-23-E, Gila and Navajo Counties, Arizona.

Reflects BRA shown on Original A.C.C. Sheet No. 71, Whiteriver BRA map.

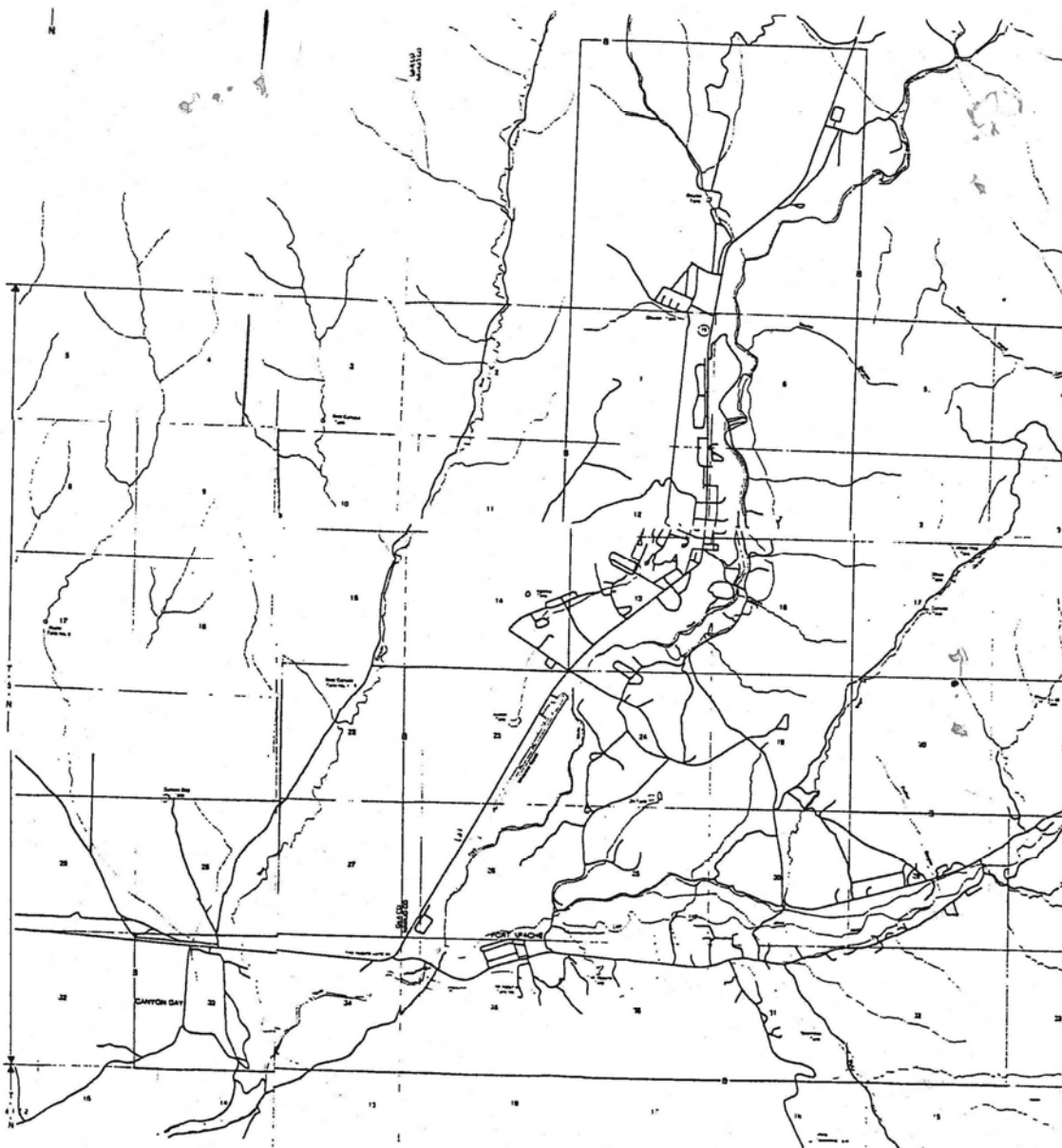
DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

WHITERIVER, ARIZONA - BASE RATE AREA MAP



WHITERIVER BASE RATE AREA

1" = 2000 ft

ADMINISTRATIVELY

APPROVED FOR FILING

DATE ISSUED: October 26, 2016

EFFECTIVE DATE: December 1, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. AC

RULES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 75 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	14th Revised	39	Original
2	2 nd Revised	40	1 st Revised
3	Original	41	2 nd Revised
4	Original	42	Original
5	1 st Revised	43	Original
6	Original	44	1 st Revised
7	Original	45	Original
8	4th Revised	46	Original
9	Original	47	Original
10	2 nd Revised	48	Original
11	1 st Revised	49	Original
12	1 st Revised	50	Original
13	1 st Revised	51	Original
14	1 st Revised	52	Original
15	Original	53	Original
16	1 st Revised	54	Original
17	Original	55	Original
18	Original	56	Original
19	1 st Revised	57	Original
20	Original	58	Original
21	Original	59	Original
22	Original	60	Original
23	Original	61	Original
24	1 st Revised	62	Original
25	Original	63	Original
26	Original	64	Original
27	Original	65	Original
28	Original	66	Original
29	Original	67	Original
30	1 st Revised	68	Original
31	Original	69	Original
32	Original	70	Original
33	Original	71	Original
34	Original	72	Original
35	Original	73	Original
36	Original	74	1 st Revised
37	Original	75	Original
38	Original		

DATE ISSUED: October 26, 2016

EFFECTIVE DATE: December 1, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. AC

RULES (Continued)

INDEX TO RULES

<u>Rule Number</u>	<u>Title</u>	<u>Sheet Number</u>	
1	Definitions	3	
2	Description of Service	18	
3	Application for Service	21	
4	Billing, Deposits and Discontinuance of Service	27	
5	Business and Residence Service	40	
6	Limitation of Liability	42	
7	Advance Payments	46	
8	Initial Contract Periods - Termination of Service	47	
9	Telephone Directories & Numbers	49	
10	Connection of Service and Facilities on Premises of Customer	50	
11	Obligation to Provide Service	55	
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13	Work Performed Outside Regular Working Hours - Right of Access	58	
14	Use of Service for Unlawful Purposes	59	
15	Concessions	60	
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17	Residence Customer Incentive Program	69	
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19	Promotional Offerings	75	(N)

DATE ISSUED: March 19, 2016

EFFECTIVE DATE: April 19, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth opposite them.

ACCESS LINE - A communications facility that connects service from a common distribution source to the service access point. (See Network Access Lines.)

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permits transmission of sound between the customer's telephone instrument and other customer premises equipment.

ACTUAL COST - Actual cost refers to the cost of materials plus the rate per hour at the utility's construction labor rate.

ADDITIONAL LISTINGS - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

ADVANCE IN AID OF CONSTRUCTION - Funds provided to the utility by the applicant under the terms of a construction agreement, which may be refundable.

AIRLINE MILE - As used in connection with airline mileage measurements in determining charges, means statute mile or 5,280 feet.

APPARATUS - Electrical or mechanical equipment in whole or in part provided by the utility in the provision of various services.

APPLICANT - The person or agency requesting the utility to supply telephone service.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

APPLICATION - A request to the utility for telephone service, as distinguished from an inquiry as to the availability or charges for such service.

ARIZONA CORPORATION COMMISSION - The regulatory authority of the State of Arizona having jurisdiction over public service corporations operating in Arizona.

AUTHORIZED PROTECTIVE CONNECTING MODULE (APCM) - Denotes a protective unit designed and manufactured under the control of American Telephone and Telegraph Company's quality assurance procedures, and which unit is to be incorporated in a Conforming Answering Device.

AUTOMATIC DIALING - ANNOUNCING DEVICES - Any automatic terminal equipment which incorporates:

1. (a) Storage capabilities of numbers to be called, or
(b) A random or sequential number generated that produces numbers to be called, and
(c) An ability to dial a call, and
2. Has the capabilities of working alone or in conjunction with other equipment or disseminating a prerecorded message to the number called.

AUXILIARY LINE - An additional network access line from the same central office to the same premises as the main network access line and associated therewith.

BASE RATE AREA - A more closely built-up section of the exchange area in which the basic access line rates apply without outside plant facility charges.

BASIC EXCHANGE SERVICE - Service provided to business or residential customers at a flat or measured rate which affords access to the telecommunications network.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

BATTERY POWER - A source of electrical energy furnished for the operation of telephone equipment.

BELL - A device, which produces a resonant sound.

BILLING PERIOD - The time interval between the issuance of two consecutive bills for utility service.

BURIED WIRE OR CABLE - A wire or cable designed for use in underground construction and utilized in extending the Utility's outside plant facilities.

BUSINESS SERVICE - Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of service is principally or substantially of a business, professional, or occupational nature. (D)
(D)

CENTRAL OFFICE - The switching equipment and operating arrangements, which provide exchange and long-distance service to the public and interconnection of customer telecommunication services.

CIRCUIT - An outside plant facility used for the transmission of electrical energy in the furnishing of telephone and other communications service.

COMMISSION - The utility regulatory body of the State of Arizona.

DATE ISSUED: March 27, 2007

EFFECTIVE DATE: May 8, 2007

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A -07-0193

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

COMMUNICATIONS SYSTEM - Channels and other facilities, which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or utility telephones.

COMPANY - The public utility named herein. See also utility.

COMPLEX SERVICE - Key equipment and switching system service, including: KTS, PBX, Centrex, TAS associated with flat or measured, WATS, local, extended and foreign exchange services. Public telephone service is also included.

CONFORMANCE NUMBER - An identifying number assigned by the AT&T Company to a particular model of Conforming Answering Device incorporating an Authorized Protective Connecting Module when that model or device is in conformance with the provisions set forth by the AT&T Company in its Technical Reference for Conforming Answering Devices.

CONTRIBUTION IN AID OF CONSTRUCTION - Funds provided to the utility by the applicant under the terms of a construction agreement or construction tariff, which are not refundable.

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

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

CONNECTING ARRANGEMENT - The equipment provided by the utility to accomplish the direct electrical connection of customer-provided equipment or facilities with the outside plant facilities of the utility.

CONTINUOUS PROPERTY - A property owned or leased by a customer where all portions may be served without crossing a public thoroughfare or the property of another. The property of a customer when divided by a public thoroughfare is considered to be continuous provided the customer furnishes at his expense a suitable underground or overhead outside plant facility connecting the property separated by the public thoroughfare.

CUSTOMER - The person in whose name service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a signed instrument, by the receipt and payment of bills regularly issued in his name regardless of the identity of the actual user of the service.

CUSTOMER-OWNED PAY TELEPHONE (COPT) - A customer - provided pay telephone (coin and coinless) for public or nonpublic use. This service is provided on an instrument implemented basis rather than central office basis and must be connected to a public access line (PAL).

CUSTOMER PREMISES EQUIPMENT - Devices or apparatus and/or their associated wiring provided by a customer for use at the customer's premises.

DATE OF PRESENTATION - The date upon which a bill or notice is mailed or delivered to the customer.

DAY - Calendar day

DATE ISSUED: September 03, 1997

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

**RULE NO. 1
DEFINITIONS (Continued)**

DIAL TELEPHONE SERVICE - Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's telephone is equipped with a dial for use in originating calls.

DIGITAL CHANNEL SERVICE - 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 CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling.

DIRECTORY LISTINGS - Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer in the alphabetical section.

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

DISTRIBUTION 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 service connection.

ELECTRONIC BILL PRESENTMENT AND PAYMENT (EBPP) - Electronic Bill Presentment Program (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.

ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS - Additional federal Lifeline 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.

(T)

EXCHANGE - A telephone system providing service within a specified area as shown on maps filed elsewhere in the tariff schedules.

DATE ISSUED: October 26, 2016

EFFECTIVE DATE: December 1, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A -16-

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

EXCHANGE AREA - An area shown on maps filed 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 MESSAGE - A completed telephone call between telephones in the same local service area.

EXCHANGE SERVICE - Telephone service furnished within an exchange area of local service area.

EXTENDED AREA SERVICE - Exchange service available to customers in a particular exchange or district area for communication throughout that exchange and other designated areas in accordance with the provisions of the exchange tariffs.

FACILITIES - Service or equipment that is installed or established to serve a particular purpose.

FICTITIOUS NAME - A name or style employed by an individual or a concern to direct attention to a commodity or service or for any purpose other than the actual conduct of the business.

FLAT RATE SERVICE - Exchange service furnished at a fixed periodic charge.

FOREIGN ATTACHMENT - Equipment or facilities not owned, furnished, or authorized by the utility which are attached or connected to and used with exchange telephone facilities.

DATE ISSUED: September 03, 1997

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

FOREIGN EXCHANGE SERVICE - Exchange service furnished by means of outside plant facilities connecting a customer's telephone with a central office in an exchange area other than the exchange area in which the customer is located, or off-premises access line service in an exchange area other than that in which the customer's service or PBX service is located.

HARM - Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDUCTIVE CONNECTION - Electromagnetic coupling between customer-provided equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and a customer-provided inductor external to the utility equipment.

INTERCONNECTION - The method by which network access lines facilities of a utility are arranged to transmit to or receive information from customer-provided equipment.

INTERFACE - The point of interconnection between terminal equipment and telephone network access lines.

JACK - Standard or miniature (modular) connecting device used in connection with apparatus.

LIFELINE TELEPHONE SERVICE - Service which provides a credit on residential network access line service monthly rates. This credit is only available to the single line serving the principal residence of low income customers meeting eligibility requirements established by the Commission. This service also provides exceptions to the deposit rule and service charges.

LINE EXTENSION - The lines and equipment necessary to provide service to additional customers.

(L)
(L)

(L) Material relocated to Sheet No. 16.

(N)

DATE ISSUED: March 6, 2012

EFFECTIVE DATE: April 1, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

LOCAL SERVICE - Service or other apparatus in an exchange area for communication between telephones within that exchange.

LOCAL SERVICE AREA - An area within which are located the telephones, which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or part of an exchange area, or parts, or all of two or more exchange areas.

MILEAGE - Term used in measuring and charging for outside plant facilities.

MULTILINE ACCESS SERVICE - Exchange service furnished by means of a network access line to the utility's central office. Multiline service is applicable when a customer requests two or more access lines.

MULTI-LINE HUNTING SERVICE - Provides for a means of searching a group of lines, assigned to a directory number, to find an idle line available to accept a call. In order to access the hunt group, the directory number must be dialed. Hunting starts with the directory number and ends at the last number within the group, in sequential order. (N)
|
(N)

NETWORK ACCESS LINE - An outside plant facility from the telephone company's central office to a customer's premises, which provides direct access to the local exchange and/or the toll switching networks.

NON-RECURRING CHARGE - A one-time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly rates.

DATE ISSUED: June 29, 2005

EFFECTIVE DATE: July 29, 2005

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A -05-0476

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

ONE-PARTY SERVICE - Exchange service furnished by means of a network access line or outside plant facility assigned for the use of one customer only.

OUTSIDE PLANT FACILITIES - The connecting facilities over which telephone service is provided a customer, and includes but is not restricted to, open wire, aerial, and underground cable and wire.

PARTY LINE SERVICE - A telephone service furnished by means of a network access line to which may be assigned two or more customers.

(D)

(D)

PERMANENT DISCONNECT - Complete termination of utility service and subsequent service will require a reconnection charge.

PERSON - Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.

(D) Public Telephone Service has been deregulated.

DATE ISSUED: September 12, 1997

EFFECTIVE DATE: October 7, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60454

DOCKET NO.: U-3234-97-516

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

POINT OF DEMARCATION -

- 1) When the utility provides inside wire, it is the utility-provided jack or jacks.
- 2) When the customer provides inside wire, it is either the utility's protector or standard network interface, with outside access from the ground floor, in a location mutually agreeable to the customer and utility.

PREMISES - All of the real property and apparatus employed in a single enterprise on an integral parcel of land undivided by public streets, alleys or railways.

PRIVATE BRANCH EXCHANGE (PBX) SERVICE - Exchange service furnished by means of network access lines to the utility's central office.

PRIVATE LINE SERVICE - A dedicated circuit furnished for private use and is not connected to the public telephone network.

(D)
(D)

RADIO TELEPHONE SERVICE - Is a communication service through a land radiotelephone station, between a wire telephone and a mobile unit, or between two mobile units, or between a wire telephone and a fixed station, or between a fixed station and a mobile unit.

RECURRING FACILITY CHARGES - The additional charges for exchange telephone service based upon distance measurement for service furnished outside the base rate area, special rate area, or zoned rate areas where outside plant facilities are applicable, or off the premises of the primary service, or in connection with foreign exchange service.

(D) Public Telephone Service has been deregulated.

DATE ISSUED: September 12, 1997

EFFECTIVE DATE: October 7, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60454

DOCKET NO.: U-3234-97-516

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

REGISTERED PROTECTIVE CIRCUITRY - Separate, identifiable, and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment which is registered in accordance with the rules and regulations in Part 68, Subpart B, of F.C.C.

RESIDENCE SERVICE - Exchange telephone service furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

RESIDENTIAL SUBDIVISION DEVELOPMENT - Any tract of land which has been divided into four or more contiguous lots with an average size of one acre or less for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.

RINGING POWER - Electrical energy furnished to a private branch exchange system or other equipment for signaling stations connected thereto.

ROOM - Space in a building surrounded by walls or closed partitions provided the opening, if any, between the top of such walls or partitions and the ceiling is less than two feet.

ROTARY HUNTING SERVICE - Provides for a means of searching a number of lines within a hunt group to find an idle line available to accept a call. All lines within the hunt group will be hunted regardless of the start point of the hunting sequence. (N)
|
(N)

RULES - The regulations set forth in the tariffs, which apply to the provision of telephone service.

DATE ISSUED: June 29, 2005

EFFECTIVE DATE: July 29, 2005

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A -05-0476

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

SERVICE CONNECTION - Drop and block wiring or cable from the point of connection with the utility's outside plant facilities to the point of connection with the inside wiring at the premises served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or utility easement.

SERVICE ACCESS POINT - A demarcation point where facilities owned, leased, or under license by a customer connect to the utility-provided access line.

SERVICE AREA - The territory in which the utility has been granted a Certificate of Convenience and Necessity and is authorized by the Commission to provide telephone service.

SERVICE CHARGE - The charge as specified in the utility's tariffs, which covers the cost of establishing moving, changing or reconnecting service or equipment.

SERVICE CONNECTION CHARGE - A charge intended to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system. Nonrecurring charges for construction of outside plant facilities shown in Schedule No. A-2 do not constitute a service connection charge.

SET - A telephone instrument.

SIMPLE SERVICE - Non-key services for network access line, business and residence service associated with flat and measured, WATS, local, extended and foreign exchange services.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

SPECIAL BILL - A bill for accumulated exchange and toll service charges rendered in lieu of the requirement of a cash deposit for the reestablishment of credit before disconnection of service as provided in the tariff schedules, or a bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

SPECIAL RATE AREA - A portion of an exchange area shown on maps filed in the tariff schedules in which special base rates apply.

TARIFFS - The documents filed with the Commission which list the utility services and products offered by the utility and which set forth the terms and conditions and a schedule of rates and charges for those services and products.

TERMINAL EQUIPMENT - The equipment through which communication services are furnished.

TEMPORARY SERVICE - Service to premises or enterprises, which are temporary in character or where it is known in advance that the service will be of limited duration. Service, which in the opinion of the utility, is for operations of a speculative character is also considered to be temporary service.

TOLL SERVICE - Service between stations in different exchange areas for which a long-distance charge is applicable.

TRADE NAME - The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

TRENCHING COSTS - Cost of excavating, backfilling, and compacting, and where necessary, cost of breaking and repaving pavement and of restoring landscaping.

TRIBAL LINK UP - A discount program for Tribal Land low-income households A national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network. (L)(C)
(L)(C)

(N)

(L) Material relocated from Sheet No. 10.

DATE ISSUED: March 6, 2012

EFFECTIVE DATE: April 1, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. AC

RULE NO. 1
DEFINITIONS (Continued)

TRUNK LINE - A network access line from one central office to another or between PBX system and a utility central office.

UNDERGROUND SUPPORTING STRUCTURE - Conduit, manholes, handholes, and pull boxes where and as required, plus trenching costs as defined in Trenching Costs above.

UTILITY - The company providing telephone service to the public in compliance with state law. See also Company.

VISIT CHARGE - A Time and Material charge applied on a nonregulated basis when the use of customer premises equipment or facilities cause impairment or harm to the utility's facilities.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE AC

RULE NO. 2
DESCRIPTION OF SERVICE

A1 General

Exchange service is available by means of facilities owned and maintained by the utility operated from central offices designated by the utility. In certain exchanges extended service is furnished with availability of exchange service to other company exchange areas, or exchange areas of a connecting utility. Foreign exchange service from other exchanges of the utility or connecting utilities may also be furnished.

Toll service is furnished by means of the utility's toll lines, lines of a connecting utility, or combinations of both.

The exchange area is generally divided into one base rate area and the area outside the base rate area (zone).

A2 Service

The utility furnishes exchange service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

B1 Classes of service furnished

- C1 Business service
- C2 Residence service

B2 Types of service furnished

- C1 Flat rate service
- C2 Paystation service

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE AC

RULE NO. 2

DESCRIPTION OF SERVICE (Continued)

A2 Service (Continued)

B3 Grades of service

In general, the following grades of service are furnished:

<u>Grade of Service</u>	<u>Area Applicable</u>
One-party	B.R.A. and zone
PBX	B.R.A. and zone
Multiline	B.R.A. and zone
Public access line (PAL)	B.R.A. and zone

Note

B.R.A. - Base Rate Area

Miscellaneous service, including private line, are furnished by the utility in accordance with the tariff schedules.

Unless specifically identified as such, two and four wire circuits provided in this tariff are not intended to support high-speed data applications.

(N)
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(N)

Exchange service generally consists of:

- C1 Network access service lines
- C2 Facilities between company central office and customer location

DATE ISSUED: March 3, 2000

EFFECTIVE DATE: April 2, 2000

FILED BY: F. Wayne Lafferty

TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03234A

SCHEDULE AC

RULE NO. 2

DESCRIPTION OF SERVICE (Continued)

A3 Bell limitations

B1 Based on operating practices and conditions, the utility may request the customer to limit the number of bells connected to a circuit.

A4 Private lines (Non-network access lines)

Private lines will be provided solely for communication between points connected thereon and will not be connected with the public telephone network.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 3
APPLICATION FOR SERVICE

A1 Application for service

Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the utility, as a condition precedent to the initial establishment of service.

The application will generally set forth the following information:

- B1 Name or names of applicant(s).
- B2 Service address or location and telephone number.
- B3 Billing address, if different than service address.
- B4 Address and telephone number where service was provided previously.
- B5 Date applicant will be ready for service.
- B6 Indication of whether premises have been supplied with telephone utility service previously.
- B7 Class of service to be provided.
- B8 Indication of whether applicant is owner or tenant of or agent for the premises.

The utility may require a new applicant for service to appear at the utility's designated place of business to produce proof of identity and sign the utility's application form.

Where service is requested by two or more individuals the utility shall have the right to collect the full amount owed to the utility from any one of the applicants.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (Continued)

A1 Application for service (Continued)

B9 Party line service

Applications for party line service will be accepted by the utility with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by other customers on the same line. When the duration or number of local messages sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line or where the use may be such as to cause disturbance to others sharing the line, the utility shall have the right to discontinue the service of the customer in question upon his refusal to accept a grade of service suitable to his needs.

The utility may accept an oral or written application from a customer for additions to or changes in the present service.

Any application is merely a request for service and does not in itself bind the utility to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (Continued)

A2 Cancellation of application

An application for service cancelled by the applicant or by the utility prior to the establishment of service applied for is subject to the following conditions:

B1 Cancelled by the applicant

C1 If cancellation of an application for service is requested by the applicant prior to the time service is connected, the application will be cancelled by the utility and the utility will collect all charges applicable to any service actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.

C2 If cancellation of an application for service is requested by the applicant subsequent to the connection of service, such cancellation will be considered as an order to discontinue service and the utility will collect all charges applicable to the connection of service. The minimum requirements of the rate schedule under which service is furnished will apply.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (Continued)

A2 Cancellation of application (Continued)

B2 Cancelled by the utility

If the applicant refuses to comply with the requirements set forth in the utility's tariff schedules prior to the establishment of service, the utility may cancel the application, in which case any amounts collected from the applicant will be refunded.

A3 Limit of conversation and emergency use

Applications for party line service will be accepted with the understanding that the customer will so use the service as not to interfere with the equitable proportionate use of the service by other customers on the same line. Exchange calls of a customer of party line service may be limited to a maximum period of five minutes. Telephone users may be subject to disconnection of service if such users:

B1 willfully refuse to immediately relinquish a party line when informed that such line is needed for an emergency call, and in fact such line is needed for an emergency call to a fire department, or police department, or for medical aid, or ambulance service;

B2 secure the use of a party line by falsely stating that such line is needed for an emergency call.

A4 Responsibility for payment of bills

B1 The customer for telephone service is held responsible for the payment of all exchange, toll, and other charges properly applicable to his service in accordance with the tariff schedules. (T)

B2 Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Tariff Schedule A-11 for rates and special conditions. (N)

(N)

DATE ISSUED: August 23, 2005

EFFECTIVE DATE: October 1, 2005

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A -05-0609

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (Continued)

A5 Service not to be immediately used

The utility may refuse the installation of service that is not to be used within a reasonable period after installation.

A6 Temporary service

B1 Applicants for temporary service may be required to pay the utility, in advance of service establishment, the funds provided under the terms of a construction agreement or the cost of installing and removing the facilities necessary for furnishing the desired service.

B2 Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service.

B3 If at any time the character of a temporary customer's operations changes so that in the opinion of the utility the customer is classified as permanent, the terms of the utility's construction agreement or tariff shall apply.

A7 Service Connections and Establishments

B1 Service establishments shall be scheduled for completion within ten (10) working days of the date the customer has been accepted for service, except in those instances when the customer requests service establishment beyond the ten (10) working day limitation.

B2 The maximum interval of ten (10) working days applies to single line residence and business installations only. Multiline services and any special equipment configurations shall be installed within a reasonable time frame based on availability of necessary equipment.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (Continued)

A7 Service Connections and Establishments (Continued)

B3 When a utility has made arrangements to meet with a customer for service establishment purposes and the utility or the customer cannot make the appointment during the prearranged time, the utility shall reschedule the establishment to the satisfaction of both parties.

B4 Unless another time frame is mutually acceptable to the utility and the customer, each utility shall schedule service establishment appointments within a maximum range of four (4) hours during normal working hours.

B5 For the purposes of this Rule, service establishments are where the utility's and customer's facilities are available and the utility needs only to connect the service.

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TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE

A1 Billing terms

- B1 The billing date shall be printed on the bill and the date rendered shall be the mailing date.
- B2 Bills for telephone services may be considered delinquent fifteen (15) days after the date the bill is rendered.
- B3 Delinquent accounts for which payment has not been received may be terminated twenty-two (22) days after the date the bill is rendered.
- B4 All payments shall be made at or mailed to the office of the utility or to the utility's duly authorized representative.
- B5 Applicable tariffs, prepayment, failure to receive, commencement date, taxes:
- C1 Each customer shall be billed under the applicable tariff.
- C2 Each utility shall make provisions for advance payment for utility services.
- C3 Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
- C4 Charges for service commence when the service is installed and connection made, whether used or not.
- C5 In addition to the collection of regular rates, the utility may collect from the customer a proportionate share of any privilege, sales or use tax, or other imposition based on the gross revenues received by the utility.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A2 Insufficient funds (NSF) checks

B1 The utility may render a service charge for processing insufficient fund checks to the customer at the rate shown in Schedule No. A-5.

B2 When the utility is notified by the customer's bank that there are insufficient funds to cover the check tendered for utility service, the utility may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to the utility.

B3 A customer who tenders an insufficient check shall in no way be relieved of the obligation to render payment to the utility under the original terms of the bill nor defer the utility's provision for termination of service for nonpayment of bills.

A3 Late payment penalty

B1 The utility may charge a late payment penalty which may be applied to delinquent bills.

B2 The amount of the late payment penalty shall be indicated upon the customer's bill when rendered by the utility.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS, AND DISCONTINUANCE OF SERVICE (Continued)

A4 Deposits

- B1 When the utility deems it necessary, in protecting its earned revenues, an applicant for service or a present customer may be required to make and keep intact a deposit in such amount as may be required from time to time by the utility as a guarantee of the payment of charges for services rendered. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the regulations of the utility as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the utility providing for the discontinuance of service for nonpayment of any sums due the utility for service rendered.
- B2 The deposit will bear simple interest at 9 percent a year payable on the actual amount on deposit with the utility. Interest will not be paid if service is discontinued for nonpayment of bill or if deposit is held less than one (1) year.
- B3 When the service is terminated, the amount of the deposit with interest computed from the date of its receipt by the utility to the date of discontinuance of service will be returned to the customer less such sums as may be due the utility for services rendered. However, if the utility deems the deposit no longer necessary, it may return the deposit prior to the discontinuance of service in which case interest will be computed to the date of the notice to the customer that the deposit will be returned to him.
- B4 The utility may require the customer to increase the amount of the deposit at any time if, in its opinion, the charges billed against the customer are found to warrant such an increase.

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RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A4 Deposits (Continued)

B5 Service may be discontinued for failure to maintain credit, as specified above, within five days after the utility has mailed notice requiring the customer to do so.

B6 The utility shall not require a deposit from a new applicant for residential service if the applicant is able to meet any of the following requirements:

C1 The applicant has had continuous telephone service of a comparable nature with the utility at another service location within the past two (2) years and was not delinquent in payment more than once during the last twelve (12) consecutive months or disconnected for nonpayment.

C2 The applicant can produce a letter regarding credit or verification from a telephone utility where service of a comparable nature was last received which states:

D1 Applicant had a timely payment history at time of service discontinuation.

D2 Applicant has no outstanding liability from prior service.

D3 In lieu of a deposit, a new applicant may provide a Letter of Guarantee from an existing customer with service who is acceptable to the utility or a surety bond as security for the utility. The utility shall review and release an existing customer as a guarantor for the new applicant after twelve (12) consecutive months if no obligations are delinquent and has maintained a timely payment history.

C3 The applicant is a Lifeline Telephone Service customer who has selected (N)
Optional Toll Blocking (Schedule No. A-1, A17) at no charge. (N)

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RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A4 Deposits (Continued)

B7 The utility may require a residential customer to establish a deposit if the customer becomes delinquent in the payment of two or more bills within a twelve (12) consecutive month period or has been disconnected for service during the last twelve (12) months.

B8 The amount of a deposit required by the utility shall be determined according to the following terms:

C1 Residential customer deposits shall not exceed two times that customer's estimated average monthly bill or the average monthly bill for the customer class for that customer whichever is greater.

C2 Nonresidential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.

C3 The utility may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of Service

B1 Discontinuance notice requirements

C1 The utility shall not disconnect service to any of its customers without providing advance written notice to the customer of the utility's intent to disconnect service, except under those conditions specified where advance written notice is not required.

C2 Such advance written notice shall contain, at a minimum, the following information:

D1 The name of the person whose service is to be terminated and the telephone number where service is being rendered.

D2 The utility rules or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the utility, if applicable.

D3 The date on or after which service may be terminated.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of Service (Continued)

B1 Discontinuance notice requirements (Continued)

C2 (Continued)

D4 A statement advising the customer to contact the utility at a specific phone number for information regarding any deferred billing or other procedures which the utility may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.

B2 Timing of terminations with notice

C1 Each utility shall be required to give at least five (5) days advance written notice prior to the termination date.

C2 Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address.

C3 If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility may then terminate service on or after the day specified in the notice without giving further notice.

C4 The utility may terminate service on a temporary basis by discontinuing the customer's line access at the central office.

C5 The utility shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of service (Continued)

B3 Discontinuance of service without notice

C1 Utility service may be disconnected without advance written notice under the following conditions:

D1 The existence of an obvious hazard to the safety or health of the consumer or the general population or the utility's personnel or facilities.

D2 The utility has evidence of tampering or evidence of fraud.

C2 The utility shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the utility.

C3 Each utility shall maintain a record of all terminations of service without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission.

B4 Discontinuance of service with notice

C1 A utility may disconnect service to any customer for any reason stated below provided the utility has met the notice requirements established by the Commission:

D1 Customer violation of any of the utility's tariffs filed with the Commission and/or violation of the Commission's Rules and Regulations.

D2 Failure of the customer to pay a bill for utility service.

D3 Failure to meet or maintain the utility's credit and deposit requirements.

D4 Failure of the customer to provide the utility reasonable access to its equipment and property.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A5 Discontinuance of service (Continued)

B4 (Continued)

C1 (Continued)

D5 Customer breach of contract for service between the utility and customer.

D6 When necessary for the utility to comply with an order of any governmental agency having such jurisdiction.

D7 Unauthorized resale of equipment or service.

C2 Each utility shall maintain a record of all terminations of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection.

B5 A utility may not disconnect service for any of the reasons stated below:

C1 Delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises.

C2 Failure of the customer to pay for services or equipment which are not regulated by the Commission.

C3 Residential service may not be disconnected due to nonpayment of a bill related to another class of service.

C4 Failure to pay for a bill to correct a billing error if the customer agrees to pay over a reasonable period of time.

C5 Failure to pay the bill of another customer as guarantor thereof unless guarantor does not make acceptable payment arrangements.

C6 Disputed bills where the customer has complied with the Commission's rules on complaints.

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SCHEDULE NO. AC

RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A6 High toll usage monitoring and notification procedures

- B1 The utility may establish a high toll usage monitoring/notification system to identify unexplained or excessive increases in customer toll usage during interim periods between the issuance of bills in accordance with the utility's established billing cycle. The intent of such a monitoring/notification system is to enable the utility to identify situations where it is unlikely that the customer will be able to pay for toll services already provided as well as to prevent the accrual of additional billings when the risk of loss is increasingly evident.
- B2 The utility shall develop and operate such system by the following provisions and procedures:
- C1 The utility shall establish a "normal" amount of toll usage by customer class and length of service.
- C2 The normal amount of toll usage shall be based upon the actual average usage by the customer class.
- C3 Increases in toll usage shall not be considered unexplained or excessive until the amount of toll usage incurred between billing periods is at least two times the normal amount of monthly toll usage for that customer or customer class.
- C4 When this situation occurs, the utility shall review:
- D1 The individual customer's billing history to determine if the volume of toll usage should be considered excessive for that particular customer.
- D2 Prior payment history.
- D3 Amount of customer deposit held, if any.
- D4 Length of customer service to assess the ability of the customer to pay such toll charges according to the payment terms of the utility when a normal billing is rendered.

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RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A6 High toll usage monitoring and notification procedures (Continued)

B2 (Continued)

C5 If the review of the customer's previous billing and payment history indicates it is unlikely that the customer shall be able to pay such bill, the utility may contact the customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the utility may require security and/or payment of charges on the account to continue service.

C6 The utility may terminate service provided the customer is given 48 hours advance notice and the customer makes no further attempt to secure and/or pay the account in order to continue service. The 48-hour notification rule shall be waived and service may be terminated immediately in those situations where intentional customer abuse of toll usage is evident.

A7 Change of responsibility or occupancy

B1 Not less than three (3) working days advance notice must be given in person, in writing, or by the telephone at the utility's office to discontinue service, to change occupancy or to change account responsibility.

B2 The customer in whose name service is being rendered shall be responsible for all utility services provided and/or consumed up to the scheduled date of service discontinuation.

B3 Existing business service may be continued for a new subscriber only if the former subscriber consents and an agreement acceptable to the utility is made to pay all outstanding charges against the service.

B4 Change of responsibility on a residence account shall occur only in those cases where both parties previously shared telephone service.

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RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A8 Customer service complaints

B1 The utility will keep a record of all written service complaints received for a minimum period of one (1) year and shall be available for inspection by the Commission.

C1 All written service complaints received shall contain the following data:

D1 Name and address of complainant

D2 Date and nature of the complaint

D3 Disposition of the complaint

D4 A copy of any correspondence between the utility, the customer, and/or the Commission

A9 Customer bill disputes

B1 Any utility customer who disputes a portion of a bill rendered for utility service shall pay the undisputed portion of the bill and notify the utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.

B2 Upon receipt of the customer notice of dispute, the utility shall:

C1 Notify the customer within five (5) working days of the receipt of a written dispute notice.

C2 Initiate a prompt investigation as to the source of the dispute.

C3 Withhold disconnection of service for the disputed portion of the customer's bill until the investigation is completed and the customer is informed of the results.

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RULE NO. 4

BILLING, DEPOSITS AND DISCONTINUANCE OF SERVICE (Continued)

A9 Customer service complaints (Continued)

B3 Once the customer has received the results of the utility's investigation, the customer shall submit payment within five (5) working days to the utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service.

C1 Prior to termination, inform the customer of his right of appeal to the Commission.

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SCHEDULE NO. AC

RULE NO. 5
BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service.

A1 Business rates apply at the following locations

B1 In offices, stores, factories, and all other places of a strictly business nature.

B2 In boarding houses and rooming houses with more than five rooms available for rent (except as set forth under A2 below), colleges, clubs, lodges, schools, libraries, churches, lobbies, and halls of hotels, apartment buildings, hospitals, and private and public institutions.

B3 At any location when the listing of "office" is provided in the White Page section of the Utility's directory, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph A2 below, regardless of the form of listing, when an additional telephone is provided to a place not a part of a domestic establishment. (C)
(C)

B4 At a residence location when the customer has no regular business telephone service and the use of the service by himself, members of his household, or his guests is primarily or substantially of a business rather than a residential nature. (C)
(D)
(D)

B5 In general, in any place where the substantial use of the service is occupational rather than domestic.

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TITLE: Director

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SCHEDULE NO. AC

RULE NO. 5

BUSINESS AND RESIDENCE SERVICE (Continued)

A2 Residence rates apply at the following locations

B1 In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all service is in locations which is a part of a domestic establishment.

A3 Change from residence to business service

B1 If it is found that a customer is primarily or substantially using residence service for business purposes, the utility will thereafter require the customer to take business service, except in cases where the customer thereafter uses the service for residence and domestic purposes only. (C)

A4 Termination or Re-origination of Calls Received Over a Data Service

B1 The use of the service to terminate or re-originate calls received over a data service onto the public switched network will be subject to business access line charges as well as feature group A usage charges located in the Company's State and Federal Access Tariffs.

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SCHEDULE NO. AC

RULE NO. 6
LIMITATION OF LIABILITY

A1 Limitation of liability

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished.

C1 The liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished by the utility (including exchange, toll, private line, supplemental equipment, directory and all other service) shall in no event exceed an amount equal to the pro rata charges to the customer for the period during which the services or facilities are affected by the mistake, omission, interruption, delay, error, or defect provided, however, that where any mistake, omission, interruption, delay, error, or defect in any one service or facility affects or diminishes the value of any other service, said liability shall include such diminution, but in no event shall the liability exceed the total amount of charges to the customer for all services or facilities for the period affected by the mistake, omission, interruption, delay, error, or defect, except in some cases where Service Performance Guarantees apply (see Schedule No. A-11).

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SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY (Continued)

A1 Limitation of liability (Continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished. (Continued)

C2 Interruptions of service

D1 Credit allowance

This credit will be applicable to all services except as referenced under E3 of this rule. Upon request of the customer, the utility will allow customers credit in all cases where the utility's facilities are "out of service," except when the "out of service" is due to the fault of the customer or to a temporary discontinuance for nonpayment of a bill, for periods of one day or more from the time the fact was reported by the customer or detected by the utility, of an amount equal to the total fixed monthly charge for exchange service multiplied by the ratio of the number of days "out of service" to the number of calendar days in the billing period within which the "out of service" occurs.

E1 A day "out of service" will be considered to exist when outgoing service is not available for a period of twenty-four consecutive hours. When any "out of service" period continues for a period in excess of an even multiple of twenty-four consecutive hours, the total period upon which to determine the credit allowance will be taken to the next higher even twenty-four multiple. In no case will the credit allowance for any period exceed the total fixed charges for exchange service for that period.

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SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY (Continued)

A1 Limitation of liability (Continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services of facilities furnished. (Continued)

C2 Interruptions of service (Continued)

D1 Credit allowance (Continued)

E2 Other than as expressly provided under Condition A1, B1, C2 of this rule, in no case will a credit allowance for any period exceed the total fixed charges for the exchange service for that period.

E3 The credit will not apply to "out of service" conditions resulting from the willful neglect, misuse or abuse by the customer. The credit will not apply to "out of service" conditions where the outage is in the customer's inside wire or customer's premises equipment. This credit will not apply to "out of service" conditions resulting from natural disasters, fire, extreme weather conditions such as flooding, earthquake or circumstances beyond the Company's control. This credit also will not apply to "out of service" conditions where service has been temporarily or permanently discontinued for nonpayment of bills. (N)

E4 Delays
When a commitment date for repair or installation for service is missed, see Performance Guarantee, Schedule No. A-11.

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SCHEDULE NO. AC

RULE NO. 6

LIMITATION OF LIABILITY (Continued)

A1 Limitation of liability (Continued)

B1 Liability of the utility for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in any of the services or facilities furnished. (Continued)

C3 Use of connecting utility facilities or services

When suitable arrangements can be made, outside plant facilities of other utilities may be used in establishing connections to points not reached by this utility's outside plant facilities. In establishing connections with the facilities of other utilities, this utility is not responsible or liable for any action of the connecting utility.

C4 Defacement of premises

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

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RULE NO. 7
ADVANCE PAYMENTS

- A1 In accordance with the utility's practice of requiring that all regularly recurring charges for service, equipment and facilities be paid monthly in advance, an applicant for telephone service may be required to pay in advance at the time application for service is made, the service connection charges applicable, together with at least one months' charges for the services, equipment, and facilities applied for, and where necessary, in the opinion of the utility, the estimated amount of construction and installation charges.
- A2 The amount of the advance payment will be credited to the customer's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for service connection, move and change charges, and for toll messages.
- A3 Present customers whose credit is satisfactory in the exchange in which they have service will not be required to make advance payments at the time of applications for new service in the same exchange or elsewhere, nor in the case of moves of, additions to, or changes in their present equipment or service.

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SCHEDULE NO. AC

RULE NO. 8

INITIAL CONTRACT PERIODS/TERMINATION OF SERVICE

A1 Initial contract periods

B1 Except as otherwise provided in the schedules of this tariff, the initial contract period will be one month.

B2 For directory additional listings where the listing appears in the directory, both the initial and subsequent contract periods will be coextensive with the directory period. Where the listings do not appear in the directory, the initial contract period will be one month.

B3 Where service is disconnected and subsequently reestablished at the same location for the same or a different customer, a new initial contract period will apply, whether or not the equipment has been removed. However, where there is a transfer of service from one customer to another without lapse of service and the same business is continued, (in the case of residence service where the service is taken over by a different member of the same household) a new initial contract period will not apply, except that the succeeding customer will be required to assume responsibility for any unexpired portion of the initial contract period.

B4 Where the provision of service requires unusual costs or involves special assemblies of equipment, or where the provision of service requires construction of outside plant facilities for possible short-term use, the utility reserves the right to require an initial contract period of longer than one month in addition to any construction charge that may be applicable.

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SCHEDULE NO. AC

RULE NO. 8

INITIAL CONTRACT PERIODS/TERMINATION OF SERVICE (Continued)

A2 Charges for termination of service (Continued)

B2 (Continued)

C2 Directory additional listings

D1 Where the listing appears in the current directory, charges to the end of the directory period will apply except that, subject to the one-month initial contract period, the charges will cease at the time:

E1 The contract for the main service is terminated.

E2 The listed party becomes a customer to some class of exchange service.

E3 The listed party dies or moves to some new location at which the customer's service in connection with which he is listed is not available.

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SCHEDULE NO. AC

RULE NO. 9

TELEPHONE DIRECTORIES AND NUMBERS

- A1 The utility will distribute to its customers without charge such directory information as, in its opinion, is generally necessary for the efficient use of the service. Any additional directories or information requested by a customer will be furnished without additional charge where, in the opinion of the utility, such provision will lend to a more efficient use of the service by that particular customer. Other directories will be furnished at the discretion of the utility at a reasonable charge.
- A2 The utility's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the local service charges for the customer's service affected during the period covered by the directory in which the error or omission occurs.
- A3 The utility, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the utility be a party to controversies arising between customers or others as a result of such publication.
- A4 Telephone numbers

The customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the utility may change the telephone number or central office designation of a customer whenever it considers it desirable in the conduct of its business.

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SCHEDULE NO. AC

RULE NO. 10

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

A1 Connections with other telephone companies

B1 When the lines of other telephone companies are used in establishing connections to points not reached by the lines of the utility, the utility shall not be liable for any act or omission of the other company.

A2 Ownership and use of facilities on customer's premises

B1 All facilities furnished by the utility in connection with a customer's service shall be carefully used. The customer will be held responsible for any loss, damage, or alteration to any facilities furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.

B2 Except as provided herein and in the tariff schedules, no apparatus or device not in compliance with the Federal Communications Commission's Rules, Regulations and Decisions shall be attached to or used in connection with telephone facilities provided by the utility. The utility shall have the right to disconnect the service during the continuance of such attachment or connection.

A3 Customer premises equipment

Effective January 1, 1980, new installation or additions to customer premises equipment or customer-owned facilities connected to the telecommunications network must conform to the Federal Communications Commission's Rules, Regulations and Decisions.

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RULE NO. 10

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A3 Customer premises equipment (Continued)

B1 General

C1 Customer premises equipment may be connected at the customer's premises to outside plant facilities of the utility, beyond the point of demarcation, for use with exchange service in compliance with the Federal Communications Commission's Rules, Regulations and Decisions. The point of demarcation is as set forth under Rule No. 1, DEFINITIONS.

C2 The utility may make changes in its equipment, operations, or procedures where such action is not inconsistent with the Federal Communications Commission's Rules, Regulations and Decisions.

C3 Ringer equivalence of customer premises equipment connected to the same line will not exceed the allowable maximum for that line as determined by the utility.

B2 Responsibility of the utility

C1 In compliance with the Federal Communications Commission's Rules, Regulations and Decisions the utility will not be responsible to the customer or otherwise should necessary changes be made in utility's facilities, operations, or procedures which may render any customer premises equipment obsolete, require modification or alteration to such equipment, or otherwise affect its use or performance.

C2 Customers' service may be disconnected if customer premises equipment is causing harm to utility's facilities.

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RULE NO. 10

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A3 Customer premises equipment (Continued)

B2 Responsibility of the utility (Continued)

C3 The utility shall not be responsible for the installation, operation, or maintenance of any customer premises equipment. Network access lines of the utility are not represented as adapted to the use of customer premises equipment and where such customer premises equipment is connected to utility's facilities the responsibility of the utility shall be limited to furnishing of access lines suitable for telephone service and to the maintenance and operation of such access lines in a manner proper for such service; subject to this responsibility the utility shall not be responsible for the through transmission of signals generated by the customer premises equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer premises equipment.

C4 The utility may, at its option, refuse service until the customer has obtained all required permits and/or inspections indicating that the customer's facilities comply with local construction and safety standards.

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RULE NO. 10

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A3 Customer premises equipment (Continued)

B3 Responsibility of the customer

C1 In compliance with the Federal Communications Commission's Rules, Regulations and Decisions, customer premises equipment may be connected to the exchange network.

C2 All combinations of customer premises registered or nonregistered equipment (including but not limited to wiring) shall be installed, operated, and maintained in compliance with requirements set forth in the Federal Communications Commission's Rules, Regulations and Decisions. No combination of customer premises registered or non-registered equipment (including but not limited to wiring) shall cause electrical hazards to utility personnel, interfere with the operation of or cause harm to utility's equipment or facilities, or interfere with service of persons other than the user of such equipment.

C3 Upon notice from the utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference or hazard. The utility may discontinue service for failure to comply with those provisions.

C4 The customer shall be responsible for payment of all utility charges for visits by the utility to the customer's premises where a service difficulty or trouble report results from customer premises equipment. The amount to be charged will be computed as defined in Schedule No. A-5.

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RULE NO. 10

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

(Continued)

A3 Customer premises equipment (Continued)

B3 Responsibility of the customer (Continued)

C5 Each customer shall be responsible for safeguarding all utility property installed in or on the customer's premises for the purpose of supplying utility service to that customer.

C6 Each customer shall exercise all reasonable care to prevent loss or damage to utility property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to utility property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse the utility for the cost of necessary repairs or replacements.

C7 Each customer shall be responsible for payment for any facilities damage resulting from unauthorized interfering, tampering or bypassing the utility's facilities.

B4 Violation of tariffs

C1 Except as set forth in the Federal Communications Commission's Rules, Regulations and Decisions, where any customer premises equipment is used in violation of any of the provisions of the tariff, the utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 10 days, following the receipt of written notice from the utility, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the utility within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs.

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SCHEDULE NO. AC

RULE NO. 11

OBLIGATION TO PROVIDE SERVICE - GROUNDS FOR REFUSAL

A1 Obligation to provide service

B1 The utility's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

A2 Grounds for refusal of service

B1 A utility may refuse to establish service if any of the following conditions exist:

C1 The applicant has an outstanding amount due for similar utility services, and the applicant is unwilling to make arrangements with the utility for payment.

C2 A condition exists which in the utility's judgment is unsafe or hazardous to the applicant, the general population, or the utility's personnel or facilities.

C3 Refusal by the applicant to provide the utility with a deposit when the customer has failed to meet the credit criteria for waiver of deposit requirements.

C4 Customer is known to be in violation of the utility's tariffs filed with the Commission or of the Commission's Rules and Regulations.

C5 Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by the utility as a condition for providing service.

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SCHEDULE NO. AC

RULE NO. 11

OBLIGATION TO PROVIDE SERVICE - GROUNDS FOR REFUSAL (Continued)

A2 Grounds for refusal of service (Continued)

B1 A utility may refuse to establish service if any of the following conditions exist:
(Continued)

C6 Applicant falsifies his or her identity for the purpose of obtaining service.

C7 Service which has been disconnected for non-payment at the premises will not
be reestablished for another applicant; married or otherwise, if the delinquent
customer still resided on the premises.

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RULE NO. 12
TRANSMISSION OF MESSAGES

The utility does not transmit messages but offers the use of its facilities, when available, for communications between parties, each of whom is present at a telephone.

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SCHEDULE NO. AC

RULE NO. 13

WORK PERFORMED OUTSIDE REGULAR WORKING HOURS AND RIGHT OF ACCESS

- A1 The rates and charges specified in the various sections of this tariff contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours or if the customer interrupts work, which has begun, the customer may be required to pay any additional cost incurred.
- A2 Right of access
- B1 The telephone utility's authorized employees may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by the tariff schedules.
- B2 The utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariff schedules.

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RULE NO. 14

USE OF SERVICE FOR UNLAWFUL PURPOSES

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the utility receives other evidence that such service is being or will be so used.

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RULE NO. 15
CONCESSIONS

- A1 Residence service rates will be charged for service furnished to recognized churches provided the service is located in a church study or in the residence of a regularly ordained clergyman.

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SCHEDULE NO. AC

RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS

A1 Outside plant facilities

B1 General

- C1 Except as otherwise provided in these rules, the utility will, at its own expense, furnish, install and maintain all facilities necessary to serve applicants or customers in accordance with its lawful rates, rules and current construction standards.
- C2 Pole line and buried wire extensions necessary to furnish telephone service will be made by the utility in accordance with the tariff schedules, provided dedicated streets are available, or acceptable easements can be obtained without additional charge or condemnation. Outside plant facility charges are computed in accordance with the regular rates set forth in the tariff schedules and the payment of such charges gives the customer no ownership or control of the extension.
- C3 Except as otherwise provided, the utility may permit the customer to furnish the outside plant facilities in accordance with the construction standards of the utility in lieu of outside plant facility charges, but in all such cases the ownership of the facilities shall be vested in the utility.
- C4 Contracts for the telephone service where outside plant facilities at filed charges is necessary may be required by the utility as a condition incident to the establishment of service, for a period not to exceed three years.
- C5 All outside plant facilities will be owned and maintained by the utility.
- C6 The utility will determine the specific type of construction and route to be used in each particular case.

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SCHEDULE NO. AC

RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A1 Outside plant facilities (Continued)

B2 Facilities to the property of an applicant or customer (other than service connections)

C1 In areas where the utility desires to maintain underground facilities for its operating convenience, the utility will, at its own expense, extend the necessary underground facilities to the service connections in accordance with its established construction standards.

C2 In all other cases (including facilities within subdivisions where under agreement with the tract owners or promoters, the utility has installed service by means of underground facilities), if the applicant or customer requests underground construction he will be required to pay the difference between the cost of providing underground facilities and the estimated cost of constructing equivalent aerial facilities. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any materials so furnished shall vest in the utility.

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SCHEDULE NO. AC

RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections

B1 New underground service connections

When applicant or customer, including subdivider or developer, either requests or is lawfully required to provide underground facilities, the utility will furnish such service under the following conditions with respect to underground service connections.

C1 To property of applicant or customer, including subdivider or developer

D1 Tracts or subdivision

The utility will construct underground service connections without charge where right-of-way can, in the utility's judgment, be reasonably obtained, and where soil conditions and topography are such that trenching costs will not materially exceed the utility's average trenching costs. Where right-of-way or trenching costs are materially excessive, the subdivider or developer will pay the difference between that cost and average right-of-way and/or trenching costs.

D2 All other cases

In all cases other than those included in A2, B1, C1, D1, above, if the applicant or customer requests underground construction he will be required to pay the difference between the cost of providing underground service connection and the estimated cost of constructing the aerial equivalent. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant or customer. Upon acceptance by the utility, ownership of any material so furnished shall vest in the utility.

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SCHEDULE NO. AC

RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections (Continued)

B1 New underground service connections (Continued)

C2 On property of an applicant or customer, including subdivider or developer

D1 Where the utility determines that conduit is to be used for the service connection, the applicant or customer will furnish, install and maintain at his expense the required conduit in accordance with the utility's specifications, or

D2 Where the utility determines that buried wire or buried cable is to be used for the service connection, the applicant or customer will provide or pay the cost of the underground supporting structure, and

D3 In either D1 or D2 above the utility will at its expense furnish, install and maintain the service connection wire or cable.

D4 When, for its own operating convenience, the utility desires to construct and maintain underground facilities on the property of an applicant or customer, such facilities will be provided at no charge to applicant or customer.

B2 Interior wiring

C1 Except as provided in Rule No. 10, interior wiring in buildings to provide telephone service to the occupants will be furnished, installed and maintained by the owner of the building.

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RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections (Continued)

B3 Access line connection

C1 Provision of services beyond service access point.

D1 Facilities beyond the service access point will be provided by the customer. The installation of facilities shall be in accordance with the utility's specifications.

D2 The cost of all new construction of inside customer premises wiring shall be the responsibility of the customer.

C2 Company-provided facilities

D1 The utility shall provide all facilities up to the service access point.

D2 A customer requesting an underground service connection in an area served by overhead facilities shall pay for the difference between the cost of an overhead service connection and the actual cost of the underground connection as a nonrefundable contribution. The customer may elect to provide the underground trenching on private property as an offsetting portion of the additional cost of the underground facilities.

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RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A2 Service connections (Continued)

B3 Access line connection (Continued)

C3 Easements and rights-of-way

D1 Each customer shall grant adequate easement and right-of-way satisfactory to the utility to ensure that customer's proper service connection. Failure on the part of the customer to grant adequate easement and right-of-way shall be grounds for the utility to refuse service.

D2 When the utility discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement of right-of-way and such work, construction or facility poses a hazard or is in violation of federal, state or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the utility's access to equipment, the utility shall notify the customer or his agent and shall take whatever actions are necessary to eliminate the hazard, obstruction or violation at the customer's expense.

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RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A3 Construction agreements

- B1 Upon request by an applicant for service, the utility shall provide, without charge, a preliminary sketch and rough estimates of the cost of installation to be paid by said applicant.
- B2 Any applicant for service requesting the utility to prepare detailed plans, specifications, or cost estimates may be required to deposit with the utility an amount equal to the estimated cost of preparation. The utility shall, upon request, make available within ninety (90) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed construction. Where the applicant authorizes the utility to proceed with construction of the extension, the deposit shall be credited to the cost; otherwise the deposit shall be nonrefundable. If the extension is to include oversizing of facilities to be done at the utility's expense, appropriate details shall be set forth in the plans, specifications and cost estimates.
- B3 Where the utility requires an applicant to advance funds for construction, the utility shall furnish the applicant with a copy of the agreement or tariff of the appropriate utility prior to the applicant's acceptance.
- B4 All construction agreements requiring payment by the applicant shall be signed by each party.
- B5 In the event the utility's actual cost of construction is less than the amount advanced by the customer under a construction agreement, the utility shall make a refund to the applicant within one hundred and twenty (120) days of service commencement.

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RULE NO. 16

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (Continued)

A3 Construction agreements (Continued)

B6 The provisions of this Rule apply only to those applicants who in the utility's judgment will be permanent customers of the utility. Applications for temporary service shall be governed by the utility's rules concerning temporary service applications.

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RULE NO. 17
RESIDENCE CUSTOMER INCENTIVE PROGRAM

A1 General

B1 The Residence Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

A2 Regulations

B1 This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.

B2 For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

B3 To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.

B4 For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

B5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in A3 following.

(N)

(N)

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RULE NO. 17

RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

A2 Regulations (Continued)

B6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in A3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

B7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

C1 The sales channel through which the products are sold.

C2 A specific geographic area.

C3 Existing customers who request to have one or more products disconnected.

C4 Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under A3 following.

C5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

(N)

B8 The Company reserves the right to discontinue this offer.

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RULE NO. 17

RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

A3 Rates and Charges

B1 The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

C1 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or

C2 A waiver of up to three months of the recurring rate(s) or charge(s), or

C3 A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or

C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C3 above, shall be used.

B2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

B3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

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RULE NO. 18
BUSINESS CUSTOMER INCENTIVE PROGRAM

A1 General

B1 The Business Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

A2 Regulations

B1 This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.

B2 For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.

B3 To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.

B4 For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

B5 The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in A3 following.

(N)

(N)

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RULE NO. 18

BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

A2 Regulations (Continued)

B6 The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in A3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

B7 Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

C1 The sales channel through which the products are sold.

C2 A specific geographic area.

C3 Existing customers who request to have one or more products disconnected.

C4 Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under A3 following.

C5 Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

(N)

B8 The Company reserves the right to discontinue this offer.

DATE ISSUED: September 18, 2013

EFFECTIVE DATE: October 18, 2013

FILED BY: Kenneth Mason

TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-13-

SCHEDULE NO. AC

RULE NO. 18
BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

A3 Rates and Charges

- B1 The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- C1 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
 - C2 A waiver of up to three months of the recurring rate(s) or charge(s), or
 - C3 A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C3 above, shall be used.
- B2 The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- B3 Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

DATE ISSUED: March 19, 2016
EFFECTIVE DATE: April 19, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. AC

RULE NO. 19
PROMOTIONAL OFFERINGS

- A1 The Company may, from time to time, engage in special promotional offerings designed to attract new customers or to increase existing customer awareness of a particular service. These offerings may include, but are not limited to, waiving or reducing the applicable charges for the promoted service. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area, to a subset of a specific market group, the duration, and the date and times of the offering. (N)
- (N)

DATE ISSUED: March 19, 2016

EFFECTIVE DATE: April 19, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 58 of this schedule are effective as of the date shown below.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	30th Revised	27	1 st Revised
2	Original	28	1 st Revised
3	Original	29	2 nd Revised
4	1 st Revised	30	Original
5	Original	31	1 st Revised
5.1	2 nd Revised	32	1 st Revised
5.2	2 nd Revised	33	2 nd Revised
5.3	3 rd Revised	34	Original
5.4	3 rd Revised	35	1 st Revised
5.5	3 rd Revised	36	Original
5.6	1 st Revised	37	Original
5.7	1 st Revised	38	Original
6	2nd Revised	39	1 st Revised
7	2 nd Revised	40	2 nd Revised
8	2 nd Revised	41	Original
9	1 st Revised	42	Original
10	1 st Revised	43	Original
11	1 st Revised	44	Original
12	2 nd Revised	45	Original
13	1 st Revised	46	Original
14	2 nd Revised	47	Original
15	1 st Revised	48	Original
16	Original	49	1 st Revised
17	1 st Revised	50	1 st Revised
18	Original	51	1 st Revised
19	Original	52	1 st Revised
20	2 nd Revised	53	2 nd Revised
21	Original	54	6 th Revised
22	1st Revised	54.1	2 nd Revised
23	1 st Revised	55	5 th Revised
24	1 st Revised	56	Original
25	2 nd Revised	57	Original
26	2 nd Revised	58	3 rd Revised
		59	1 st Revised

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

APPLICABILITY

Applicability to lines which provide direct access to the local and long distance exchange switching network via a circuit provided between a telephone company central office and the customer's premises.

TERRITORY

Within the exchange area of all exchanges as said areas are shown on maps filed as part of the tariff schedules.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A1 Extended area service calling areas

<u>Originating Exchange</u>	<u>Calling Areas Exchange</u>	<u>Originating Exchange</u>	<u>Calling Areas Exchange</u>
Alpine	Alpine Springerville	Pinetop	Pinetop Hawley Lake McNary
Greer	Greer Springerville		Pinedale Show Low Whiteriver
Heber	Merzville		
Hawley Lake	Hawley Lake McNary Pinetop Whiteriver	Show Low	Show Low Pinedale Pinetop
Holbrook	Holbrook		
McNary	McNary Hawley Lake Pinetop Whiteriver	Snowflake	Snowflake
		Springerville	Springerville Alpine Greer St. Johns
Merzville	Merzville Heber	St. Johns	St. Johns Springerville
Pinedale	Pinedale Pinetop Show Low	Whiteriver	Whiteriver Hawley Lake McNary Pinetop

DATE ISSUED: September 03, 1997
 EFFECTIVE DATE: September 24, 1997
 FILED BY: F. Wayne Lafferty
 TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES

	<u>One-Party</u>	<u>Billing Code</u>	<u>Multi-Line</u>	<u>Billing Code</u>	<u>PBX Trunk</u>	<u>Billing Code</u>
A2 Local exchange network access lines						
B1 Business						
Base Rate Area	\$35.10	B1/BCMT	\$37.15	MLB	\$54.60	BTK
Zone 1	38.10	AB1/OBCT	40.15	AMLB	57.60	ABTK
Base Rate Area			37.15	KBL/		
Base Rate Area			37.15	CKLT		
Zone 1			40.15	AKBL/		
Zone 1			40.15	OCKT		
		<u>Public Access Line</u>				
		<u>Billing Code</u>				
Base Rate Area	\$35.10	XCOT				(R)
Zone 1	38.10	COTA				(R)

DATE ISSUED: February 1, 1999
 EFFECTIVE DATE: January 8, 1999
 FILED BY: F. Wayne Lafferty
 TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 61304

DOCKET NO.: T-03213A-97-0043

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES

A2 Local exchange network access lines (continued)

B2 Residence

	<u>One Party</u>	<u>Billing Code</u>
C1 Flat Rate Service		
Base Rate Area - One Party	\$15.60	R1
Zone 1 - One Party	18.60	AR1
Base Rate Area - Multiline	15.60	MLR
Zone 1 - Multiline	18.60	AMLR
Base Rate Area - Keyline	15.60	KRL
Zone 1 - Keyline	18.60	AKRL
C2 Budget measured service		
Base Rate Area - One Party	10.90	UR11
Zone 1 - One Party	10.90	XR11

Usage charge

In addition to the monthly rate, a usage charge of \$.15 per call will apply after the monthly usage allowance of ten (10) calls. There will be no increment charge for the length of a call.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(D)

(D)

DATE ISSUED: March 27, 2003
EFFECTIVE DATE: May 6, 2003
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-03-0192

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(D)

(D)

DATE ISSUED: March 27, 2003
EFFECTIVE DATE: May 6, 2003
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-03-0192

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(L)

(L)

(L) Material relocated to Schedule No. A-4.

DATE ISSUED: April 26, 2005
EFFECTIVE DATE: May 26, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0309

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(L)

(L)

(L) Material relocated to Schedule No. A-4.

DATE ISSUED: April 26, 2005
EFFECTIVE DATE: May 26, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0309

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(L)

(L)

(L) Material relocated to Schedule No. A-4.

DATE ISSUED: April 26, 2005
EFFECTIVE DATE: May 26, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0309

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(L)

(L) Moved to Schedule A-4, Bundled Services.

(L)

DATE ISSUED: July 3, 2003
EFFECTIVE DATE: August 3, 2003
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 66219

DOCKET NO.: T-03214A-03-0473

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(L)

(L) Moved to Schedule A-4, Bundled Services.

(L)

DATE ISSUED: July 3, 2003
EFFECTIVE DATE: August 3, 2003
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 66219

DOCKET NO.: T-03214A-03-0473

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Monthly Rate</u>	<u>Nonrecurring Charge¹</u>	<u>Billing Code</u>	
A2	Local Exchange Network Access Lines (continued)				
B3	Seasonal service for Residence customers *				(C)
	C1 Local exchange network access line only (75% of rate)				
	D1 Base Rate Area	\$11.70		SEAS	
	D2 Zone 1	14.70		R1SE	
B4	Touchtone service				
	C1 Business network access line, per line	.50		TCBL	
	C2 Residential network access line, per line	.50		TCRL	
B5	Enhanced line service				
	Enhance a voice line for data transmission	9.00	95.00	ELS/NELS	
B6	Access Line Hunting (ALH) Services				
	C1 Rotary Hunting, additional charge per line	2.25		RLS	
	C2 Multi-Line Hunting, additional charge per line	2.50			

* Seasonal service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

¹ In addition to applicable charges as shown in Schedule No. A-5, Service Connection Charges.

DATE ISSUED: June 2, 2020

EFFECTIVE DATE: July 12, 2020

FILED BY: Allison Ellis

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A2 Local Exchange Network Access Lines (continued)

B7	Local Directory Assistance Service	<u>Charge</u>	<u>Billing Code</u>	
C1	Customer direct dials			
D1	First two telephone numbers, local, requested from directory assistance operator per line, per month	No Charge		
D2	Each additional request	\$.50	CDA	
C2	Customer places call through "O" operator, per call	1.50	CDB	
C3	IntraLATA directory assistance service for public access line service, per call	.25	CDP	
B8	National Directory Assistance Service			
C1	National Directory Assistance, per call no monthly call allowances apply	.85	-	
B9	Directory Assistance Call Completion	.45	-	(N)

DATE ISSUED: November 19, 2012

EFFECTIVE DATE: January 1, 2013

FILED BY: Kenneth Mason

TITLE: Vice President - Regulatory

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		<u>Monthly Rate</u>		<u>Pay Per Use</u>		
		<u>Bus</u>	<u>Res</u>	<u>Bus</u>	<u>Res</u>	
A2	Local Exchange Network Access Lines (continued)					
	B8 Custom Calling Features*					
	C1 Individual features					
	D1 Call Waiting/Cancel Call Waiting	\$3.50	\$2.50			(T)
	D2 Basic Call Forward	3.50	2.50			
	D3 3 Way Calling	3.50	2.50	\$2.00 ⁽¹⁾	\$2.00 ⁽¹⁾	(N)
	D4 Speed Call 8 ⁽²⁾	3.50	2.50			(C)
	D5 Speed Call 30	3.95	2.95			
	D6 Distinctive Ring One additional directory number per primary line	5.00	4.00			(T)

* See Condition A8.

⁽¹⁾ The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
A2	Local Exchange Network Access Lines (continued)			
B8	Custom Calling Features*			
C2	Two feature packages			
D1	Call Waiting/Cancel Call, Call Forward	\$5.00	\$4.00	
D2	Call Waiting/Cancel Call Waiting, 3 Way Calling	5.00	4.00	
D3	Basic Call Forward, 3 Way Calling	5.00	4.00	
D4	Call Waiting/Cancel Call Waiting, Speed Call 8 ⁽¹⁾	5.00	4.00	(C)
D5	Call Waiting/Cancel Call Waiting	4.50	3.50	(T)

* See Condition A8.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015 (N)

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:
DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
A2	Local Exchange Network Access Lines (continued)			
B8	Custom Calling Features* (continued)			
C3	Three feature packages			
	D1 Call Waiting/Cancel Call Waiting, Basic Call Forward, Speed Call 8 ⁽¹⁾	\$6.50	N/A	(C)
	D2 Call Waiting/Cancel Call Waiting, 3 Way Calling, Speed Cal l8 ⁽¹⁾	6.50	N/A	(C)
	D3 Basic Call Forward, 3 Way Calling Speed Call 8 ⁽¹⁾	6.50	N/A	(C)
	D4 Call Waiting/Cancel Call Waiting, Basic Call Forward	6.50	N/A	
	D5 Call Waiting/Cancel Call Waiting. 3 Way Calling	6.50	N/A	(T)

* See Condition A8.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015 (N)

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Monthly Rate</u>		<u>Billing Code</u>	
		<u>Bus</u>	<u>Res</u>	<u>Bus</u>	<u>Res</u>
A2	Local Exchange Network Access Lines (continued)				
B8	Custom Calling Features* (continued)				

(D)
|
(D)

* See Condition A8.

DATE ISSUED: June 27, 2001
EFFECTIVE DATE: July 27, 2001
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64387

DOCKET NO.: T-03234A-01-0627

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
A2	Local Exchange Network Access Lines (continued)			
B8	Custom Calling Features*			
C7	Enhanced Custom Calling:			
	Individual features, each line			
D1	Call Forward Busy	\$3.50	\$2.50	
D2	Call Forward No Answer	3.50	2.50	
D3	Call Forward Busy/No Answer	3.50	2.50	
D4	Call Hold	3.50	2.50	
D5	Direct Connect Service	3.50	2.50	
D6	Toll Restriction	3.50	2.50	
D7	Call Transfer	3.50	2.50	(T)

* See Condition A8.

The Four Feature Package service has been grandfathered for existing customers as of July 27, 2001. This service will not be offered to new customers after this date.

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:
DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		<u>Monthly Rate</u>		(T)
		<u>Business</u>	<u>Residence</u>	
A2	Local Exchange Network Access Lines (continued)			
B9	Remote Call Forward Service (RCF)			
	C1 First network access line equipped	\$20.00 #	\$20.00 #	
	C2 Additional network access line equipped	20.00 #	20.00 #	(T)
B10	Remote Activated Call Forward	6.99	6.50	(N)
A3	Foreign Exchange Service			(T)
	B1 Foreign Exchange Network Access Line (contiguous and non-contiguous)			(T)
	C1 Business and Residence network access line service			
		Applicable switched access FGA rates as shown in Section 6 of Citizens Utilities Company Intrastate Access Service tariff ##		

In addition to applicable charges as shown in Schedule No. A-5.

See Condition A6, B8.

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:
DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

Message Charges

A4 Message charges

(D)

(D)

B1 Toll

(T)

C1 Toll calling - See Schedule B-1

C2 Wide area telephone calling - See Schedule B-2

(T)

(D)

DATE ISSUED: October 19, 2016

EFFECTIVE DATE: November 20, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Installation Charge</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>	
A5	Direct-Inward-Dialing (DID)*					
	B1 Each trunk arranged for DID	\$250.00		\$15.00#	DIDG	
	B2 Each 100 line numbers assigned or reserved	**		100.00	DIDC	(T)
	B3 Each additional 100 line numbers assigned or reserved	**		100.00	DIDE	(T)
	B4 20 DID numbers assigned or reserved	**		20.00		(N) (N)
A6	Call screening features for PAL service					
	B1 Incoming, per line	##		1.00	TBEB	
	B2 Outgoing, per line	##		5.00	TRB	
A7	Centrex advanced private line termination trunks					
	B1 Centrex paging trunk	100.00	CTTK	22.00	GTDB	
	B2 Centrex tie trunk	100.00	CCTK	20.00	GTDC	

* See Conditions for DID service.

** Not applicable if installed at the same time as the trunk arranged for DID. If not, then applicable service connection charges as shown in Schedule No. A-5 will apply.

In addition to applicable multiline network access line rate.

Special services charge is only applicable if service is not installed at the same time as the PAL service.

DATE ISSUED: August 12, 2004

RESERVED FOR ACC TARIFF APPROVAL

EFFECTIVE DATE: September 12, 2004

DECISION NO.:

FILED BY: Aloa J. Stevens

DOCKET NO.: T-03214A-04-0599

TITLE: Director

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A8 Call Restriction Services		<u>Nonrecurring Charge</u>	<u>Billing Code</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
B1	Toll Blocking, Option 1 - Blocks all 1+ calls, per line/trunk	(1)		\$3.00	TOLLBLCK1
B2	Toll Blocking, Option 2 - Blocks all 1+, 0+ and 0- calls, per line/trunk	(1)		3.00	TOLLBLCK2
B3	Billed Number Screening Service (BNS)				
C1	Option 1 - Collect and Third Number Billing - Per Line Screened	\$10.00(1)	INSCREEN1NRC	3.00	INSCREEN1
C2	Option 2 - Third Number Billing, - Per Line Screened	\$10.00(1)	INSCREEN2NRC	3.00	INSCREEN2
C3	Option 3 - Collect Billing - Per Line Screened	\$10.00(1)	INSCREEN3NRC	3.00	INSCREEN3
B4	Selective Class of Call Screening Service				
C1	Single line business	\$10.00(1)	SCCL PLNRC	3.00	SCCS PL
C2	Single line residence	\$10.00(1)	SCCL PLNRC	3.00	SCCS PL
C3	Per Trunk	\$10.00(1)	SCCS PTNRC	10.00	SCCS PT

(1) Applicable special service charges Schedule No. A-5 of this tariff, will apply if service is not installed at the same time as the network access line.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A8 Call Restriction Services (continued)

		Nonrecurring Charge	(D) (D)
B5	900 Call Restriction		
	C1 900 Call Restriction, per residence line equipped (1)(2)	\$3.00	(D)
	C2 900 Call Restriction, per business line equipped (1)(2)	3.00	(D)
A9	Reserved For Future Use		(L)(T)
			(L)

(1) No charge applies for the initial blocking request.

(2) The special services charge Schedule No. A-5 of this tariff applies in addition to the above mentioned nonrecurring charge for subsequent activity.

(L) Material relocated to Schedule No. A-13.

(N)

DATE ISSUED: October 19, 2016
 EFFECTIVE DATE: November 20, 2016
 FILED BY: Steve Crosby
 TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Monthly Rate</u>	<u>Billing Code</u>
A10	Optional Coin Supervision/Transmission		
B1	Public access line (PAL) per line	\$2.15	PTCST

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

A1 Service under this schedule will be established subject to the appropriate charges contained in Schedule No. A-5, Service Connection Charges. Other equipment and service arrangements will be provided in accordance with the rates, charges, and conditions of the respective tariff schedule.

A2 Access lines

Service under this schedule will be provided inside and outside the base rate area but within the exchange areas at the above rates.

A3 Conditional temporary service

Where central office or outside plant conditions are near total capacity conditions and the utility deems necessary to require the freezing of all requests for residence one-party service to the affected exchange, the utility will provide temporary four-party service within the exchange area until such time as facilities are available for residence one-party service.

A4 Touchtone service

B1 Touchtone service is only furnished in those exchanges where special central office equipment and other serving arrangements have been provided and are compatible with this service.

B2 Within the exchanges so designated, the utility will offer touchtone network access line service only.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

- A5 Access Line Hunting (ALH) Services (N)
- B1 The rate for each access line arranged ALH services is in addition to the regular access line rate.
 - B2 ALH services are available to customers at the rates shown in Schedule No. A-1, item A2.B6, preceding. The appropriate Service Connection Charges as shown in Schedule No. A-5 will apply.
 - B3 Description of Service
 - C1 ALH 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. (N)
- A6 Foreign exchange network access line service
- B1 Rates for local service include service without additional charge to all telephones receiving service from the particular exchange from which the foreign exchange service is furnished.
 - B2 The toll rates applicable in connection with toll service over foreign exchange local lines will be in accordance with the toll tariff provisions of the foreign exchange effective in connection with local service.

(D) Public Telephone Service has been deregulated.

DATE ISSUED: January 12, 2005
EFFECTIVE DATE: February 12, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0027

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A6 Foreign exchange network access line service (continued)

- B3 Customers to foreign exchange service 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.
- B4 A directory listing in connection with foreign exchange service is provided in the directory for the foreign exchange without additional charge. In addition, customers are also provided with the same directory listing in the local directory without additional charge in connection with foreign exchange service for each foreign exchange primary station.
- B5 Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories in accordance with the tariff provisions in effect for the directory containing the additional listing or line of information.
- B6 The foreign exchange is the exchange from which the dial tone originates (open end) and the local exchange is the exchange in which the telephone set or other termination is located (closed end).
- B7 Foreign exchange service is not available to toll resellers. Toll resellers must subscribe to service from the access service tariff.
- B8 The open end of a Feature Group A Switched Access Service used to provide foreign exchange service under this tariff will be provided on a measured basis. Where measurement capability does not exist, an assumed usage per line will be used.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

- A7 Seasonal service * (C)
- B1 Seasonal service at 75 percent of the applicable local network access line rate only is provided for a one-year period.
 - B2 The minimum service period is one year. If service is discontinued in less than one year, regular monthly charges will apply for all months of service provided at the reduced seasonal rate.
 - B3 Local service charges for seasonal service shall be billed on a monthly basis. Customers to this service are responsible for all toll charges incurred.
 - B4 Seasonal service is not intended as a low rate service and any indication that it is being so used will be investigated in order to prevent abuse of this service. Proof of permanent residence other than the seasonal location will be required by the utility.
 - B5 The utility will determine whether service under this schedule is to be provided and shall be based upon the customer's use of the service.
 - B6 Service connection charges as set forth under Schedule No. A-5, Service Connection Charges, will apply to all services connected.
 - B7 The utility assumes no responsibility to intercept calls.
 - B8 Customers to seasonal service will have full inward and outward calling capabilities during the reduced rate period.
 - B9 Seasonal service is offered to customers for residence flat rate service only.

* Seasonal service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

- A8 Custom Calling Service (T)
- B1 Custom calling service requires special central office equipment and will be provided for one-party business and residence service and where facilities are available.
- C1 Thirty (30) Day Money Back Guarantee
- If the customer notifies Citizens he is not satisfied with the service(s), the customer will be entitled to a full refund of one (1) month's monthly recurring charge (MRC), or portion thereof if subscription is less than 30 days. The feature(s) for which the credit is being issued will be discontinued from the customer's line. This refund will be applied as a credit on the customer's bill. Each customer will be entitled to the credit one time per service. Any customer that has had any custom calling feature(s), noted in section C2 in service for more than 30 days, will not be eligible for the money back guarantee on that feature(s).
- C2 The Thirty Day Money Back Guarantee will apply to the following services:
- | | | |
|---------------------------------|---|--------|
| (1) Basic Call Forward | (6) Distinctive Ring | (T) |
| (2) Call Waiting | (7) Feature Package Two, Three, Four and Five | (T) |
| (3) Cancel Call Waiting | (8) Premier Service Package | (T) |
| (4) 3 Way Calling | (9) Enhanced Custom Calling | (T)(C) |
| (5) Speed Call 8 ⁽¹⁾ | | |
- B2 Custom calling service will not be provided in connection with private branch exchange trunk access line service or Centrex service.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A8 Custom Calling Service (continued)

B3 Description of Service

C1 Call Forward

D1 Basic Call Forward - Provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

D2 Call Forward Variable - Call forwarding permits the customer to arrange his service to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at his discretion.

D3 Call Forward Busy - This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

D4 Call Forward No Answer - This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number.

D5 Call Forward Busy/No Answer - A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

C2 Call Waiting/Cancel Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties. Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

DATE ISSUED: October 14, 2015

EFFECTIVE DATE: November 15, 2015

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

(T)

(T)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A8 Custom Calling Service (continued)

B3 Description of Service (continued)

C3 3 Way calling

3 Way Calling permits the customer to add a third party to an established connection. 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 the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.

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

C4 Speed Call

Speed Call 8 ⁽¹⁾ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity.

(T)

(C)

(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

(D)

(L)

(L)

(L) Material relocated to Sheet No. 7.

DATE ISSUED: April 26, 2005
EFFECTIVE DATE: May 26, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0309

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A8 Custom calling service (continued)

- B5 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.
- B6 Where a change of telephone set is made at the customer's request and not necessitated by the provision of a custom calling service feature, the charge for service connection charges as set forth in Schedule No. A-5 will apply.

A9 Directory assistance service

- B1 A customer with two or more lines and/or PBX trunks on the same premises and billed on the same account is allowed three requests per line and/or trunk accumulated to the total lines and/or trunks in service.
- B2 Call allowances are not transferrable between separate accounts of the same customer.
- B3 In locations where requests must be made by dialing "O" operator, the charge will apply.
- B4 When the customer places a call to the Local or National Directory Assistance via an operator, (T) the charge under Rates will apply with no free request allowance.
- B5 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)
- B6 Local and National Directory Assistance Service provides the calling party with the requested telephone number or information that the requested telephone number cannot be found from the Directory Assistance records. (N)

DATE ISSUED: April 13, 2004
EFFECTIVE DATE: May 13, 2004
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-04-0286

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Directory assistance service (continued)

B7 The charges for Local or National Directory Assistance does not apply to the following:

(T)

C1 Handicapped persons who provide written certification that they are unable to use the telephone directory. All approved certification forms will be handled by the Business Office. A record order charge will not apply when establishing or removing the handicapped exemption from an account.

D1 Any residence account for a household in which a certified handicapped person resides.

D2 Any business account, single line, non-PBX or non-Centrex, of a certified handicapped subscriber where assistance is otherwise not available.

D3 Patient residential service provided in health care facilities.

C2 Calls placed from public telephones.

C3 Emergency calls directed to the "O" operator.

C4 Calls placed by guests from hotels/motels.

DATE ISSUED: April 13, 2004

EFFECTIVE DATE: May 13, 2004

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-04-0286

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Directory assistance service (continued)

B8 The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse of fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance service by rearranging, tampering with, or making connection with any facilities of the telephone company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service.

B9 Directory Assistance Call Completion (DACC) allows customers the option to have their local or intraLATA calls completed to a requested number by either the Directory Assistance Operator or Directory Assistance Audio Response System that provides requested directory number.

(N)
|

(N)

A10 Direct-Inward-Dialing (DID)

B1 Direct-inward-dial (DID) is a central office trunking features and will be provided only where facilities are available.

B2 The DID rates above are for service offered only in exchanges served by a digital central office.

B3 The DID trunk terminating equipment provides a feature which allows an incoming call from the exchange network (not foreign exchange or WATS) to reach a specific station line without an attendant's assistance.

B4 To convert from DID operation to a regular PBX-PABX operation will be at actual cost to install regular trunk circuits, but will not exceed the charge for a new installation.

DATE ISSUED: November 19, 2012
EFFECTIVE DATE: January 1, 2013
FILED BY: Kenneth Mason
TITLE: Vice President - Regulatory

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Direct-Inward-Dialing (DID) (continued)

- B5 The service must be provided on all lines in a trunk group arranged for inward service. Each trunk group shall be considered a separate service.
- B6 Operational characteristics of interface signals between the utility-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the utility considers necessary to maintain proper standards.
- B7 One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Schedule No. A-6.
- B8 The customer shall be responsible for providing interception of calls to vacant and nonworking assigned DID numbers by means of attendant intercept or recorded announcement service.
- All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.
- B9 DID numbers in groups of 100 may be reserved for future use at rates specified herein. The utility does not guarantee to provide reserved numbers arranged in a consecutive manner. The customer will be responsible for interception and administration of these numbers.
- B10 If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Direct-Inward-Dialing (DID) (continued)

B11 The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.

A11 Remote Call Forward Service (RCF)

(T)

B1 The above rates are for the RCF feature and are in addition to applicable charges for service and equipment with which it is used.

(T)

B2 RCF is not offered where the terminating station is a public coin telephone.

B3 The utility will not provide identification of the originating telephone number to the RCF customer.

(T)

B4 Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

B5 RCF is not suitable for satisfactory transmission of data.

B6 Call Forward is not available as a feature at the RCF terminating station.

(T)

DATE ISSUED: October 14, 2015

EFFECTIVE DATE: November 15, 2015

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

- A11 Remote Call Forward Service (RCF) (continued) (T)
- B7 RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the utility. If, in the opinion of the utility, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, such customer's RCF service shall be subject to termination. (T)
- B8 RCF is offered subject to availability of suitable facilities. (T)
- B9 The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:
- C1 A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this tariff or any other applicable tariff for the type of call involved.
- C2 A charge for that portion of the call from the call forwarding location to the terminating station. This charge will be the charge specified in this tariff or any other applicable tariff for the type of call involved.

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A11 Remote Call Forward Service (RCF) (continued)

B10 To change the telephone number at the call forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the appropriate nonrecurring charges from Schedule No. A-5.

B11 One listing in the directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

A12 Reserved For Future Use

(T)
(D)
|
(D)

A13 Public access line (PAL) service

B1 Description

PAL service provides an access line for use only with a customer-owned, pay telephone (COPT). The PAL service rate does not include a telephone set.

This service allows the customer, within certain limitations, to establish the call rate for sent paid local and long distance calls placed from the COPT. The customer, for purposes of this service, is the individual who subscribes to the access line.

DATE ISSUED: March 19, 2016
EFFECTIVE DATE: April 16, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Public access line (PAL) service (continued)

- B2 Directory listings for subscribers to PAL service are provided under conditions for furnishing business listings.
- B3 Joint User Service is not furnished with PAL service.
- B4 Utility operator assistance on coin sent paid calls is denied.
- B5 Utility will not offer or make refunds.
- B6 Applicable rules, conditions, rates, and charges apply as described elsewhere in this tariff.
- B7 A COPT owner must order a separate PAL for each COPT installed and will be billed at the tariff rate.
- B8 A COPT must be hearing-aid compatible and accessible to the handicapped.
- B9 Minimum service period is one month.
- B10 PAL services will be considered a business service for the purpose of applying the conditions in the rules of this tariff concerning establishing/reestablishing credit.
- B11 Access to 1 + 976 will be denied.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Public access line (PAL) service (continued)

- B12 This service is only available on a measured service basis where available or on a flat rate basis when measured service is not available with the implementation of measured service within a central office, flat rate service will be automatically converted.
- B13 Restrictions apply against the use of PAL service with Foreign Exchange, Foreign District Area Service, Wide Area Telephone Service, Centrex, Custom Calling Service, Remote Call Forward (RCF), Private Line Service and Channels for Data Transmission and all calling plans. (T)
- B14 The customer is responsible for the installation, operation and maintenance of any COPT used in connection with this service.
- B15 The customer will be responsible for payment of utility and/or interexchange carrier toll rates for all sent paid toll calls originating from this service and for directory assistance charges incurred at the COPT. In addition, call screening, call blocking, and or call rating will be the responsibility of the customer.
- B16 Customer-owned pay telephones must be registered in compliance with the FCC's Registration Program or connected behind a FCC registered coupler. A COPT must be installed in compliance with the National Electric Safety Standard.
- B17 The customer shall be responsible for the payment of time and material charges for visits by a utility employee to the customer's COPT when the service difficulty is cause by customer-owned equipment or facilities.

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Public access line (PAL) service (continued)

B18 The customer will be responsible for installing on or adjacent to each COPT a prominent display indicating the following in a well-lighted area and in clearly legible form in both English and Spanish:

- . dialing instructions
- . direct dial rates set by COPT owner
- . owner name, address, and telephone number
- . clearly stated procedures for registering complaints with COPT owner and claiming refunds from COPT owner
- . rate for local call and any time limit imposed on local call duration plus any additional charges for additional time
- . the phone is not owned by the local exchange carrier
- . any usage charge rate for non-sent paid intraLATA or interLATA calls if in addition to utility's comparable charges
- . any rates for nonlocal intraLATA calling which exceed utility's authorized rates for calls of the same distance from utility's public coin telephones at the same time of day or day of the week
- . if the telephone is prepay or post-pay
- . which credit cards the COPT set will accept
- . the charge for directory assistance ("DA") calls
- . whether coins are returned for uncompleted calls
- . whether toll, operator-assisted, and
- . credit card calls can be made
- . an explanation on how to obtain refunds
- . whether the phone makes change

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Public access line (PAL) service (continued)

B19 Customer-owned pay telephones (COPT) will have the following operational characteristics:

- . Must be able to access the utility operator at no charge and without using a coin for emergency purposes.
- . Must be able to access 911 Emergency Service, where available, at no charge without using a coin or credit card and, when the COPT service is located in an exchange area which can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access Emergency Service, when available.
- . Must be able to access Repair Service, at no charge, without using a coin.
- . Must be able to access 411 Directory Assistance Service, or directly dialed calls to Directory Assistance outside the caller's Area Code but within the LATA.
- . Must comply with all applicable Federal, State and Local laws, rules and regulations concerning the use of these telephones by disabled persons and the hearing impaired.
- . Must return coins deposited in the event a call is not completed. In addition, the customer shall make refunds promptly upon plausible user complaint about failure of the COPT to return coins, poor transmission, premature disconnection, or other service problems.

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Public access line (PAL) service (continued)

- B20 The customer must affix in a clearly visible position on the face of the COPT a registration sticker, which shall include a registration number and the name and address of the owner and the telephone number to call for repair service of the COPT.
- B21 The customer agrees to submit a new application form to the utility upon transfer of ownership, relocation, or replacement of the COPT, and understands that service may be terminated by the utility or the Commission for violation of this or any other tariff conditions.
- B22 The COPT owner shall be responsible for the provision and replacement of telephone directories for use at each COPT. The COPT owner will be provided with one local telephone directory free of charge at initial installation and each time the directory is reissued by the utility. The utility will charge for any additional directories.
- B23 In the event it becomes apparent that a customer-owned coin/coinless telephone is attached to a line not authorized for use with such a set, the utility reserves the right to disconnect that customer's service. However, should the customer so request, the utility will install a PAL at the rates and charges specified herein.
- B24 PAL service will be disconnected when used with equipment other than coin/coinless telephones as defined herein. Extension service is allowed.

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A13 Public access line (PAL) service (continued)

B25 Call screening features as specified herein are available to customers who subscribe to PAL service.

C1 Incoming call screening will not allow collect and third-number calls to be billed to the PAL service.

C2 Outgoing call screening will restrict operator-assisted toll calls to collect, bill to third party calls.

(T)

B26 Optional Coin Supervision/Transmission as specified herein is available to customers who subscribe to PAL service.

C1 Public Access Line Service Optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

A14 IntraLATA Directory Assistance Service

B1 Directory Assistance Service is to provide the calling party, on a Public Access Line, with telephone numbers, information that a customer has requested that the number not be provided, or that the requested party has no telephone listing from the records of the Utility's Directory Assistance operator.

DATE ISSUED: October 13, 2011

EFFECTIVE DATE: November 15, 2011

FILED BY: Kenneth Mason

TITLE: Vice President – Regulatory

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-11-0382

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A15 Senior Telephone Discount Program (STDP)*

- B1 The STDP (also known as Arizona Low Income Telephone Assistance Plan (ALITAP)) provides for a credit against the recurring monthly rate for the provision of local residence service for certain low-income customers. (T)
- B2 The STDP/ALITAP credit is only available to low-income customers who meet eligibility requirements established by A.R.S. 42-1322.02, 46-701, 702, 703, 704. Applicants must be a head of household, be sixty-five (65) years of age or older, and have a household income at or below poverty level. (T)
- B3 The monthly credit will be based on the sum of a 17% discount on the following local exchange service offerings:
- C1 One-party service.
 - C2 Suburban service.
- B4 The STDP/ALITAP credit will begin with the date when new service is established for a qualifying customer. Qualification is to be determined by the STDP/ALITAP administrator in Arizona, the Department of Economic Security (DES). The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application. (T)
- B5 The regular service connection charges and regulations applicable to these service offerings will apply. The service connection charges to change to or from this program due to eligibility status will be waived. (T)
- B6 Customers of this service will receive a seventeen (17) percent reduction on the service connection charge once during a calendar year. The credit is applicable only to the customer's principal residence line.

*See Schedule No. A-3, Lifeline Telephone Service, A5, Special Condition B14

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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

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DECISION NO.: 60514

DOCKET NO.: T-03214A-97-656

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A16 Centrex advanced private line termination trunks

B1 The Centrex page trunk allows a Centrex customer to dial a page access code which connects the Centrex customer via the page trunk to a paging system on the customer's premises. Trunk level page access allows the customer to restrict certain Centrex users from the paging system by Centrex class of service.

B2 The Centrex tie trunk allows a Centrex customer to dial a tie trunk access code and connect via the trunk to a distant Centrex business group or PABX system. The tie trunk provides Centrex customers the capability to dial distant PABX or other Centrex customers directly using private line facilities between the two points. Tie trunks can be configured for incoming, outgoing, or two-way service. Centrex trunks provide the same functionality as PABX tie trunks that would normally be located on the customers premises.

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TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services

B1 Toll Blocking Service

Toll Blocking Service is a central office service that restricts one plus (1+ and 10XXX+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Calls to 800 Service will not be restricted (1+800+ XXX-XXXX). Restricted calls are directed to a central office announcement.

C1 Two Toll Blocking Service options are available:

D1 Option 1 - Restricts any direct dialed one plus (1+ and 10XXX+) or direct dialed International (011+) call. This includes directory assistance (1+411, 1+555-1212, 1+NPA+555-1212). This option includes Originating Line Screening which allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, or a credit card account.

D2 Option 2 - Restricts any direct dialed one plus (1+ and 10XXX+) or direct dialed International (011+) call. This includes directory assistance (1+411, 1+555-1212, 1+NPA+555-1212). Option 2 also restricts any local or long distance zero plus (0+) or zero minus (0-) call. If 911 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Operator assisted emergency calls.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services (continued)

B1 Toll Blocking Service (continued)

- C2 Toll Blocking Service will be provided to individual residence, business and trunk access line customers. Toll Restriction Service will not be provided on party lines or Centrex lines.
- C3 Toll Blocking Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
- C4 The Company makes no guarantee and assumes no liability for the accuracy of Toll Blocking Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.
- C5 The minimum contract period for this service is one month.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services (continued)

B2 Billed Number Screening Service (BNS)

- C1 Billed Number Screening Service is available to subscribers of the Company's local exchange services. This service prevents the billing of incoming collect and/or third number billed calls to a customer's telephone account.
- C2 The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
- C3 Billed Number Screening Service is offered subject to the availability of suitable facilities. It is available to all classes of business and residence services.
- C4 The minimum contract period for Billed Number Screening Service is one month.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services (continued)

B3 Selective Class of Call Screening

C1 Selective Class of Call Screening is an optional service available to the Company's local exchange service customers and is offered on a per line basis. The service is offered to provide customers with a choice of originating screening options. The screening provides information that will allow the restriction of originating toll calls to be billed to a credit card, a third number or to the called party.

D1 The customer will specify, at the time of the order, the restriction or restrictions desired. The customer may specify to allow the billing of outgoing toll calls to only one or any combination of the following:

- A Credit Card
- A Third Number
- Collect to the Called Number

D2 This service provides for information designating the customer's line as having a requirement for special billing and defines these requirements for the Citizens operator.

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DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services (continued)

B3 Selective Class of Call Screening (continued)

C1 (continued)

D3 The Company makes no guarantee and assumes no liability for the accuracy of Selective Class of Call Screening service for calls outside the Citizens calling area. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Selective Class of Call Screening Service.

D4 The minimum period for Selective Class of Call Screening is one month.

D5 All local calls and calls to Telephone Company numbers, such as repair, Directory Assistance, and public emergency service numbers such as 9-1-1 will be permitted.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services (continued)

B3 Selective Class of Call Screening (continued)

C2 This service is available to hospitals, motels, and other businesses and institutions only where facilities permit.

C3 Selective Class of Call Screening is offered to individual business and residence line exchange access service customers, both flat and measured rate, where facilities and operating conditions permit. This offering does not include Centrex lines.

C4 The subscriber to Selective Class of Call Screening Service is responsible for collect, third number, credit card calls, and operator handled toll calls billed to this line.

C5 No additional service charge applies when Selective Class of Call Screening is installed at the initial establishment of service. When call restriction is added to or removed from an existing line, applicable service charges will apply.

B4 900 Call Restriction

C1 Regulations

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

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DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Call Restriction Services (continued)

B4 900 Call Restriction (continued)

C1 Regulations (continued)

900 Call Restriction will be provided at no charge to the customer for the initial blocking request. If the customer requests removal of the 900 Call Restriction and later requests this feature to be reactivated, the associated non-recurring charge in addition to the special services charge Schedule No. A-5 will apply. Any equipment and service arrangements will be provided in accordance with the rates, charges, and conditions of the respective tariff schedule.

900 Call Restriction will only be provided in conjunction with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

D1 The minimum contract period for this service is one month.

D2 Non-payment of 900 call charges will not alone be the cause to disconnect local exchange service.

D3 A customer subscribing to this service may not access any 900 telephone number.

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A18 Budget measured service

B1 Usage allowance

A usage allowance of ten (10) calls per month will apply before any usage charge is applicable.

B2 Service calls

No usage charge will be made for calls to service repair or to the serving Citizens business office. Also calls to 911 will not be charged.

B3 Change in service

The charge for subsequent requests for a change in service; i.e., from measured to flat rate service as shown in Schedule No. A-5, will be waived for the first 60 days from the effective date of this service.

(L) Material relocated to Schedule No. A-13.

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FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

B1 Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

B2 Description of Service

C1 **Anonymous Call Rejection**

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 only. 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.

C2 ***66 Busy Number Redial**

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

*66 Busy Number Redial is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

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DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (continued)

B2 Description of Service (continued)

C3 ***69 Call Return**

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

Call Return 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 dialing the activation code without any specific prior request for the feature.

C4 **Caller ID**

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (continued)

B2 Description of Service (continued)

C5 **Caller ID Blocking - per call**

Caller ID Blocking – per call permits the customer to block the display of their directory number on a terminating subscriber's display equipment. To block the delivery of their number, the customer dials an activation code (*67 or 1167 from a rotary phone) prior to placing a call. The feature is automatically deactivated when the customer hangs up. Per Call Blocking is automatically provided on every line.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (continued)

B2 Description of Service (continued)

C6 **Caller ID Blocking - per line**

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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.

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C7 **Call Trace**

Allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system. Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Call Tracing is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

C8 **Call Waiting/Caller ID**

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

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EXCHANGE AND NETWORK SERVICES TARIFF
FRONTIER COMMUNICATIONS OF THE WHITE MOUNTAINS

TARIFF PART: Network Access Line Svc.
2nd Revised Sheet No. 53
CANCELLING: 1st Revised Sheet No. 53

as well as Calling Name and/or Call Number Delivery.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (continued)

B2 Description of Service (continued)

C9 **Selective Call Acceptance**

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

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C10 **Selective Call Rejection**

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

C11 **Priority Call**

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

C12 **Selective Call Forward**

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

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EXCHANGE AND NETWORK SERVICES TARIFF
FRONTIER COMMUNICATIONS OF THE WHITE MOUNTAINS

TARIFF PART: Network Access Line Svc.
6th Revised Sheet No. 54
CANCELLING: 5th Revised Sheet No. 54

ISSUED: December 14, 2015
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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (continued)

B2 Description of Service (continued)

C13 **Multiple Simultaneous Call Forward**

(T)

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

B3 Conditions

C1 Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to residential and business customers.

C2 The service is subject to available facilities and limited to central offices specifically equipped to provide such service. Customized Local Area Signaling Service features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.

C3 Operator assisted calls are designed to override the feature calls for emergency purposes.

C4 Coin phones will not be enabled with CLASS features, just as they are not enabled with Custom Calling Services. They will operate with the Customized Local Area Signaling Service system, however, and interaction with all the features will be permitted.

C5 The Utility does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID and *66 Busy Number Redial services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or *66 Busy Number Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Utility and/or third party equipment or networks, and calls from certain types of customer provided equipment. The

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**EXCHANGE AND NETWORK SERVICES TARIFF
FRONTIER COMMUNICATIONS OF THE WHITE MOUNTAINS**

TARIFF PART: Network Access Line Svc.
2nd Revised Sheet No. 54.1
CANCELLING: 1st Revised Sheet No. 54.1

Utility is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID and *66 Busy Number Redial or other similar services identified in this tariff.

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DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A18 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (continued)

B4 Rates

C1 The following charges are for the features only and are in addition to applicable charges for service.

	Monthly - Per Line		Usage - Per Call		
	Residence	Business	Residence	Business	
Anonymous Call Rejection	\$3.50	\$4.00			
*66 Busy Number Redial	\$2.50	\$3.50	\$0.75 ⁽¹⁾	\$0.75 ⁽²⁾	(T)
*69 Call Return	\$2.95	\$3.95	\$0.75 ⁽¹⁾	\$0.75 ⁽²⁾	(T)
Caller ID	\$5.95	\$7.95			
Caller ID Blocking	\$0.00	\$0.00	\$0.00	\$0.00	(T)
Call Trace	\$4.00	\$5.00	\$0.75	\$0.75	
Call Waiting/Caller ID	\$0.50	\$0.50			
Selective Call Acceptance	\$3.50	\$4.50			
Selective Call Rejection	\$2.50	\$3.50			(T)
Priority Call	\$3.50	\$4.00			(T)
Selective Call Forward	\$5.00	\$5.00			
Multiple Simultaneous Call Forward		\$11.00			
CLASS Value PAK - *69 Call Return, Caller ID, Anonymous Call Rejection	\$8.95	\$9.95			(T)
CID with Name Value PAK - *69 Call Return, Caller ID, Anonymous Call Rejection	\$9.95	\$11.95			(T)

C2 Non-recurring service charges:

- D1 For any single or group of CLASS Services taken concurrent with new or additional access line requests see Service Connection Charges for new access line (Schedule A-5, A1)
- D2 For any single or group of CLASS Services taken as an addition to an in-service access line see Special Service Charges (Schedule A-5, A3).
- D3 There is no charge for the initial addition of Per Line Blocking to a new or additional line, an in-service access line, or a number change. Charges apply for subsequent changes. Charges do not apply to Law Enforcement and Domestic Violence Agencies.

(1) The maximum monthly pay per use charge is \$6.00 for residential customers, regardless of the number of times the service is activated within a month.

(2) The maximum monthly pay per use charge is \$7.50 for business customers regardless of the number of times

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the service is activated within a month.

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SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A19 CITIZENS LOCAL CALLING PLANS (LCPs)

B1 General

This tariff applies to local exchange telephone service customers. Selected exchanges served by Citizens, as listed below, have two optional Local Calling Plans (LCPs) available in which a customer in one Citizens exchange may complete calls to other selected exchanges on a local calling basis. Customers may choose from one of the following optional plans:

- 1) Flat Rate Service.
- 2) Long Distance Toll Service.

B2 Regulations

Citizens LCPs are available to Residence One-Party, Residence Key line, Residence Multi-Line, Business One-Party, Business Key Lines and PBX Trunks, Business Multi-Line, Centrex, and Public Access Line customers.

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.

Customers who refrain from selecting the Flat Rate Service will, by default, have their calls on these routes billed at long distance toll rates.

A customer may subscribe to a Citizens LCP or change Citizens LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a Citizens LCP is initially furnished to the customer or when the customer is making an initial request for service from Citizens. Appropriate non-recurring service charges will apply thereafter as specified in Schedule No. A-5 of this tariff.

Flat Rate Citizens LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, or Party-Line Services.

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DATE ISSUED: December 10, 1999

EFFECTIVE DATE: January 17, 2000

FILED BY: F. Wayne Lafferty

TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 62199

DOCKET NO.: T-03214-A-99-0736

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A19 LOCAL CALLING PLANS (LCPs) (Continued)

B2 Regulations (Continued)

Hotel/motel customers may subscribe to a Citizens LCP. All charges for the service, including charges for any messages, shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

Exchanges in which Local Calling Plans are available include the following Citizens exchanges. The LCP calling area for each exchange is noted under Terminating Exchange(s).

Originating Exchange

Terminating Exchange(s)

Snowflake

Showlow

(N)

(N)

DATE ISSUED: June 27, 2001

EFFECTIVE DATE: July 27, 2001

FILED BY: F. Wayne Lafferty

TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO:

DOCKET NO.: T-03214A-

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A19 LOCAL CALLING PLANS (LCPs) (Continued)

B3 Rates and Charges

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Schedule No. A-1 of this tariff, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedule

FLAT RATE SERVICE

<u>1</u>	<u>CLASS OF SERVICE</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
	Residence One Party	\$8.00	RLCP
	Residence Key Line (per line)	8.00	RLCP
	Residence Multi-Line (per line)	8.00	RLCP
	Business One Party/Centrex	12.00	BLCP
	Business Key Line/Centrex (per line)	12.00	BLCP
	Business PBX Trunk (per trunk)	12.00	BLCP
	Business Multi-Line (per line)	12.00	BLCP
	Business Public Access Line (per line)	12.00	BLCP

Long Distance Toll Service rates are defined in Schedule No. B-1, Toll Telephone Service.

DATE ISSUED: March 12, 2009
EFFECTIVE DATE: April 20, 2009
FILED BY: Jack Phillips
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0124

(N)

(N)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

A.20 VACATION GET AWAY SERVICE

B1. General

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

B2. Conditions

- C1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers. (C)
- C2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- C3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
- C4. 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.
- C5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- C6. 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.
- C7. 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.
- C8. Vacation Get Away Service will be available where technically feasible.
- C9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

B3. RATES:

NONRECURRING CHARGE

\$39.99

DATE ISSUED: December 10, 2019
EFFECTIVE DATE: January 19, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-19-

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 15 of this schedule are effective as of the date on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	1st Revised

DATE ISSUED: January 24, 2011
EFFECTIVE DATE: March 2, 2011
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-11-

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

APPLICABILITY

Applicable to services offered involving outside plant facility charges within the exchange areas of the utility.

TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

		Nonrecurring Charge
A1	Nonrecurring facility charges for connections to the utility's network or non-network access facilities	
B1	For services provided within the Base Rate Area(s)	
C1	Aerial, or at utility's option, underground extension of outside plant facilities upon public property	No charge
C2	Aerial, or at utility's option, underground extension of outside plant facilities on private property	
D1	To subdivision, mobile home park, or real estate development	Actual cost
D2	To all other subscribers	No Charge

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 For services provided outside Base Rate Area(s)

C1 Aerial, or at utility's option underground,
extension of outside plant facilities upon
public property

D1 Requiring reinforcements to existing
facilities

See Condition A1B10

D2 Requiring extension of new facilities*

E1 Free footage allowance**

The utility will construct at its expense a maximum of 5/10 mile, route measurement, of outside plant facilities per applicant, the combination of which includes not more than 2/10 mile on private property.

E2 In excess of free footage
allowance

Actual cost - See Condition A1B3

* The utility may charge the applicant for any abnormal cost incurred in acquiring a suitable right-of-way when constructing plant on private property.

The utility may charge the applicant for any cost incurred when acquiring special permits to construct plant which will provide service.

** Applicants may, at the option of the utility, be required to execute a termination agreement in an amount equal to 12 months exchange service.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES

Nonrecurring Charge

A1 (continued)

B2 (Cont'd)

C2 Aerial, or at utility's option underground,
extension of outside plant facilities upon
private property

D1 To subdivision, mobile home park or real
estate development

Actual cost - See Condition A1B7

D2 To all other subscribers

Actual cost - See A1B2C1D2E2
above and Condition A1B3

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

Monthly Billing
Rate Code

A2 Recurring Facility Rates

B1 On/off premises intraexchange network access facilities.

C1 Where the terminals are in different buildings on the same continuous property

D1 300 feet or less

No charge

D2 Over 300 feet, each 1/4 mile or fraction thereof

\$1.00 CPM

C2 Where the terminals are in different buildings on noncontinuous property

D1 First 1/4 mile or fraction thereof

3.80 OPM1

D2 Each additional 1/4 mile or fraction thereof

2.00 OPM2

C3 Where the terminals are in the same building on the same continuous property

D1 300 feet or less

No charge

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)

Monthly Billing
Rate Code

A2 Recurring facility rates (continued)

 B2 Answering bureau patron line mileage

 C1 Same rates as above

 B3 Foreign Exchange Service

 C1 Each business and residence one-party
 access line, multiline access line,
 and PBX trunkline in local exchange

 D1 The closed end of a foreign exchange network access
 line service will be billed voice grade special
 access service rates as shown in Section 7 of the
 intrastate Access Service tariff.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges

B1 General

- C1 Charges under this schedule are for facility extensions to prevent the unreasonable burdening of the general body of existing customers.
- C2 Charges in this schedule are:
- D1 Applicable to aerial and underground facilities whether utility or jointly owned or rented and to all classes, types and grades of service.
- C3 All outside plant facilities will be owned and maintained by the utility. The applicant or subdivider/developer, however, if mutual agreement is made with the utility, may clear the right-of-way, furnish and install the underground supporting structure or open and close a trench for buried services, all in accordance with the utility's construction specifications. The utility in these cases will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities, structures, etc., so provided by applicant shall be vested to the utility.
- C4 Nonrecurring charges under this schedule are payable in advance and are not refundable except as specified in CONDITION A1 B7 C2.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B2 Measurement of extensions to plant facilities

C1 The distance (excluding the length of aerial and buried dropwire, if any) for determining free footage and charge is measured from the point of connection at the existing distribution facility to the point of connection (local protector) with the interior wiring at the building being served. The free footage portion on private property, 2/10 mile, is deducted from the total free footage to determine the remaining free footage along public roads.

C2 Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads.

B3 Actual cost determination

C1 In those circumstances where extensions to outside plant facilities exceed 5/10 mile (exceeding the free footage allowance), beyond that 5/10 mile the customer, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of the utility's construction as prescribed in a contract executed between the utility and the customer.

C2 Should the amount advanced by the customer exceed the actual cost, a refund will be made within 60 days after completion of the utility's construction.

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TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

- A1 Nonrecurring facility charges (continued)
- B3 Actual cost determination (Cont'd)
- C3 In no instance will the utility charge more than the actual cost at the closing of the job order.
- C4 When the construction provided includes provisions for additional future customers (at utility option), the charges assessed to current applicants shall be based upon a proration of cost to their services, and not based upon the actual total of the job order.
- B4 In those instances where outside plant construction involves unusual conditions, such as, unusual terrain or where extraordinary charges applicable to government land crossings, forestry permits, etc., are involved, a departure from the rates and conditions specified in this schedule may be made on behalf of the utility.
- C1 In those instances where the customer requested type of construction differs from that normally provided by the utility, the customer will bear any additional actual cost or savings associated with the construction. Such concurrence with the customer request will only be provided in accordance with standard utility construction specification.
- C2 When the application of this schedule appears impracticable or unjust, the utility or the customer may refer the matter to the Arizona State Corporations commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B5 Collective application and grouping of applicants

- C1 When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers signing contracts for service at the time the project is initiated.
- C2 All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile.
- C3 An applicant at any premises receives only one single outside plant facility extension allowance regardless of the number of services ordered at that premises.
- C4 No applicant is required to pay a higher charge than he would if the project were established for him alone.

B6 Temporary or speculative projects

- C1 Outside plant facilities to provide service to an applicant engaged in temporary or speculative projects shall be provided in accordance with terms specified in a contract executed between the customer and the utility.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B6 Temporary or speculative projects (Cont'd)

C2 Charges for such a temporary or speculative project may include the construction and removal of telephone facilities.

B7 Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs.

C1 For the purpose of this schedule, a subdivision or real estate development is 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 four or more customers for nontemporary main telephones and/or PBX trunk line services.

C2 All charges for costs within the area will be billed to the subdeveloper per a signed contract. When, within the first three-year period after completion of construction, the subdivider/developer has 75% occupancy with telephone service capacity provided, the utility will refund the advance made by the subdivider. If customer(s) disconnect within the three-year period, the customer(s) will not be included in the seventy-five percent (75%) fill requirement. No interest will be paid on such advances.

C3 There will be no additional line extension charges to customers who establish service for any portion of the facilities advance/refund to the developer/subdivider.

DATE ISSUED: September 03, 1997

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

- A1 Nonrecurring facility charges (continued)
- B7 Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs. (Cont'd)
- C4 Should the developer/subdivider fail to provide for the distribution facilities as provided for in this conditions, customers residing in the completed subdivision would be treated as either individual or collectively grouped applicants, as applicable.
- B8 Charges to subsequent applicants
- C1 When a subsequent applicant is secured who can be served from an existing project within three years of initial date of same project, the new applicant will pay an equal portion of the facility charge as paid by the original applicants to that project. If new or additional facilities are required to provide the service, Condition A1B3 will apply.
- B9 Reuse of facilities
- C1 When a customer discontinues service and service is reestablished for a new applicant at the same location, no adjustment or refund in charges will be made to the original customer, nor will the new applicant be required to pay additional charges where facilities are in place.
- C2 Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional plant extension charges in addition to his total original obligation.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B10 Reinforcements to existing facilities

C1 When services are ordered but facilities are not available due to utilization of existing plant facilities, nonrecurring facility charges may apply under the following circumstances.

D1 If the utility has a planned reinforcement for the route within a reasonable period of time, but the customers require service in advance of planned completion date.

D2 If the quantity of services ordered exceeds the "normal" use of such services at the premises, such as Telephone Answering Service.

D3 Where such facilities were initially provided under an REA construction program, but the applicant initially did not apply for service within a reasonable period of availability and such facilities have been used for other new applicants.

D4 When a customer requests a grade of service higher than the outside Base Rate Area suburban flat rate service offered in that exchange.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B11 Service provided to movable premises

C1 When service is provided to movable premises by means of aerial plant, the customer shall provide a treated clearance pole which they will place, own and maintain. However, if the customer elects, the utility will place, own and maintain the pole and bill the customer the cost of placing the pole.

C2 The clearance pole must comply with specifications determined to be applicable by the utility.

C3 Trenching is required for buried facilities (drop wire) from the pole to the protector on the movable premises.

B12 Disconnects

When one or more customers on a project disconnect within the three-year term, no refund is made of the nonrecurring facility charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

B13 Nonrecurring facility charges do not apply to.

C1 REA-financed construction

D1 The utility shall serve all persons included in the project for which the loan is made, to a maximum practical extent, without payment by said persons of any contribution in aid of construction for the lowest grade of service offered in each central office area.

DATE ISSUED: September 03, 1997

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS (continued)

A1 Nonrecurring facility charges (continued)

B14 Move or change of outside plant facilities at customer's request.

C1 When a customer requests that outside plant facilities located on that customer's property be moved or changed the utility will charge the customer the actual cost incurred by such a move or change. The utility reserves the right to approve or deny any such requests.

B15 Relocation of Utility Facilities

C1 When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

(N)

(N)

A2 Recurring Facility Rates

B1 Recurring facility rates apply to the airline distances measured between the terminals of the telephone located off the premises of the associated service or PBX switchboard, and are in addition to other rates applicable to these services.

B2 No recurring facility rate is applicable to telephone service located within 300 feet or less, airline measurement, from a primary set, key system equipment cabinet, or private branch exchange attendant's position.

A3 Answering bureau patron lines are measured from the terminal or bridging point (CO), whichever is shorter, to the customer's telephone.

A4 The patron is the line from the telephone answering bureau's switchboard to the customer's telephone.

DATE ISSUED: February 1, 2011

EFFECTIVE DATE: March 2, 2011

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A -11-0034

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 8 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	11th Revised
2	4 th Revised
3	6th Revised
4	Original
5	1 st Revised
6	5 th Revised
6.1	Original
6.2	3 rd Revised
7	1 st Revised
8	1 st Revised

DATE ISSUED: October 22, 2020
EFFECTIVE DATE: December 1, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE (continued)

A1 APPLICABILITY

Applicable to eligible residence customers for Universal Lifeline Telephone Service (ULTS).

A2 TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

A3 GENERAL

B1 The utility shall provide Lifeline Telephone Service to any applicant that that meets the qualifications in 47 CFR 54.409.

(C)

B2 Subscriber certification will comply with 47 CFR 54.410(a)-(e) and (g).

(C)

(D)

(D)

DATE ISSUED: October 26, 2016
EFFECTIVE DATE: December 1, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE (continued)

A3 GENERAL (continued)

B2 Universal Lifeline Telephone Service is available to eligible residence customers subscribing to flat rate individual line service.

B3 Universal Lifeline Telephone Service includes the following:

C1 Flat Rate Service with unlimited local calls per month.

C2 Optional Toll Restriction at no charge as shown in Schedule No. A-1, A17, Call Restriction Services.

A4 RATES

B1 Lifeline customers are charged the Residence One-Party network access line rate, plus the applicable Federal Subscriber Line Charge. The federal Lifeline credits per month are then applied to the customer's Local Service charges (see A5 Special Conditions B14).

		Monthly Rate	
B2	Federal Lifeline Credits for a One-Party Line:		
C1	Federal Lifeline Support Credit – Broadband * (includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service)	\$9.25	
C2	Federal Lifeline Support Credit – Voice Only *	\$5.25	(R) (D) (D)

* Broadband: Service that includes qualifying broadband service.

Voice Only: Voice with qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2).

DATE ISSUED: October 22, 2020
EFFECTIVE DATE: December 1, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS

- B1 Universal Lifeline Telephone Service is restricted to residence local exchange service including all applicable extended area service. Foreign exchange services are excluded from this offering.
- B2 The reduced Service Connection Charges are limited to eligible recipients. Reduced Service Connection Charges will apply to requests from eligible recipients for changes in class, type, or grade of service, including requests to change from Foreign Exchange Service. Service connection discounts may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit on the number of requests per customer for this service. Other than stated above, any change to the service will be at normal service connection charges as set forth in Schedule No. A-5.
- B3 Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced service connection charges. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year.
- B4 Deposits for establishment of service, as outlined in Schedule No. AC, will not be required of eligible recipients of Universal Lifeline Telephone Service providing the applicant does not have any outstanding bill to any telephone utility within Arizona. No deposit is required from any Lifeline customer who opts for Toll Restriction Service at no charge. Other than previously stated, establishment and re-establishment of credit shall be in accordance with Schedule No. AC.
- B5 No Lifeline customer can be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

DATE ISSUED: November 20, 1997
EFFECTIVE DATE: January 1, 1998
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60514

DOCKET NO.: T-3214-97656

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS (continued)

- B6 Service under this schedule will apply upon receipt of a completed self-certification notice of eligibility from an applicant/customer.
- B7 New applicants for telephone service will be advised of the availability of Universal Lifeline Telephone Service and if eligible will be furnished with the necessary self-certification forms.
- B8 Recipients of Universal Lifeline Telephone Service must notify the Utility of a change in any condition, which occurs that would cause the household to no longer qualify for the service under Schedule A-3, Lifeline Telephone Service, Senior Telephone Discount Program (STDP) or Enhanced Lifeline Service For Tribal Lands. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service. (N)
(N)
- B9 If the Utility discovers that conditions exist which cause the recipient not to qualify for Universal Lifeline Telephone Service, the customer will be notified that the service will be converted to regular tariffed rates. (T)
- B10 The utility will have the right to verify that applicants meet the eligibility requirements directly with the state agency administering the qualifying programs, via statistically valid sample or other means performed by the utility on an annual basis. (T)
(N)
(N)
- B11 In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule. (T)

DATE ISSUED: August 19, 2005
EFFECTIVE DATE: September 19, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 67941

DOCKET NO.: T-00000A-05-0380

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS (continued)

- B12 Optional services are not included in Universal Lifeline Telephone Service rates, but will be provided to Universal Lifeline Telephone Service customers at applicable tariffed rates and charges.
- B13 Universal Lifeline Telephone Service credits shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.
- B14 The income limitation claimed by a Lifeline customer in their application for service is subject to verification at any time by the serving telephone utilities.
- B15 Applicants that qualify under the 135% ¹ Federal Poverty Guideline criteria must sign a document under penalty of perjury certifying their household income is at or below 135% ¹ of the Federal Poverty Guidelines and provide supporting documentation at the time of enrollment. The supporting documentation can include one of the following: (R)(T)
(R)(N)
- a. Prior year's state, federal or tribal tax return;
 - b. Current income statements from an employer or paycheck stub;
 - c. Social Security statement of benefits;
 - d. Veterans Administration state of benefits;
 - e. Retirement / pension statement of benefits;
 - f. Unemployment/Workers Compensation statement of benefits;
 - g. Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance;
 - h. Divorce Decree or Child Support Document

If the applicant chooses to submit anything other than the prior year's income tax return, applicant must present three consecutive months worth of the alternative supporting documentation that is within the most recent twelve consecutive months.

¹ To be implemented effective 12/01/16.

DATE ISSUED: October 26, 2016
EFFECTIVE DATE: December 1, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

(T)

SCHEDULE NO. A-3

LIFELINE TELEPHONE SERVICE (continued)

A5 SPECIAL CONDITIONS (continued)

B16 Limitation of Liability for Administering Link-Up America and Lifeline Assistance Programs¹⁾

(N)

The Utility shall use reasonable efforts to (1) safeguard personal information provided by a customer in a connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; and (2) properly determine a customer's eligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. The Utility shall not be liable to a customer for any damages (actual, consequential or punitive) arising as a result of (a) the Utility's unintentional or accidental disclosure to a third party of a customer's personal information provided in connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; or (b) the Utility's erroneous determination regarding a customer's eligibility or ineligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. In the event the Utility erroneously denies a customer's application to participate in the Utility's Lifeline Assistance program, the customer shall be entitled to a bill credit equal to the amount of the monthly discount applied from the date of the customer's application through the date of actual enrollment in the Lifeline Assistance program.

B17 The Utility will maintain records of compliance in accordance with paragraphs 38 and 39 of the FCC's Lifeline Order and Decision No. 67941 issued by the Arizona Corporation Commission governing the Lifeline / Link-Up programs, to the extent the Utility rather than the Arizona Department of Economic Security administers these programs.

B18 A customer is not eligible for Lifeline and / or Link-Up credits from the Utility if the customer is currently receiving Lifeline and / or Link-Up credits for service provided by another Eligible Telecommunications Carrier.

(N)

¹⁾ To be implemented effective 12/16/05.

DATE ISSUED: August 19, 2005
EFFECTIVE DATE: September 19, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 67941

DOCKET NO.: T-00000A-05-0380

SCHEDULE NO. A-3

RESERVED FOR FUTURE USE

(T)

(D)

(D)

DATE ISSUED: October 26, 2016

EFFECTIVE DATE: December 1, 2016

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-3

RESERVED FOR FUTURE USE

(T)

(D)

(D)

DATE ISSUED: March 6, 2012

EFFECTIVE DATE: April 1, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. A-3

ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS

A1 GENERAL

Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Schedule No. A-3, Sheet 2, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard) (C)
- Food Distribution Program on Indian Reservations (FDPIR) (C)

If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Schedule No. A-3, Sheet 2, the resident will receive the state support as well as the additional enhanced federal support. (C)
(C)

A2 RATES

The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

<u>Tribe/Reservation</u>	<u>Exchange</u>
Fort Apache (White Mountains Apache Tribe)	Cibique Hawley Lake McNary Whiteriver

DATE ISSUED: March 6, 2012
EFFECTIVE DATE: April 1, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. A-4

BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 52 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	37 th Revised	30	Original
1.1	13 th Revised	31	Original
2	3 rd Revised	32	Original
3	2 nd Revised	33	5 th Revised
4	3 rd Revised	34	5 th Revised
5	1 st Revised	35	1 st Revised
6	2 nd Revised	35.1	1 st Revised
7	1 st Revised	36	3 rd Revised
8	Original	37	2 nd Revised
9	Original	38	1 st Revised
10	Original	38.1	1 st Revised
11	Original	39	2 nd Revised
12	2 nd Revised	40	1 st Revised
13	2 nd Revised	41	2 nd Revised
14	2 nd Revised	42	5 th Revised
15	2 nd Revised	43	5 th Revised
16	1 st Revised	44	3 rd Revised
17	3 rd Revised	45	2 nd Revised
18	2 nd Revised	46	2 nd Revised
19	2 nd Revised	47	2 nd Revised
20	Original	47.1	Original
21	Original	48	2 nd Revised
22	1 st Revised	49	2 nd Revised
23	1 st Revised	50	3 rd Revised
24	Original	51	2 nd Revised
25	Original	52	3 rd Revised
26	Original		
27	Original		
28	1 st Revised		
29	1 st Revised		

DATE ISSUED: April 2, 2021
EFFECTIVE DATE: May 23, 2021
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-21-

SCHEDULE NO. A-4

BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 53 through 96 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
53	2 nd Revised	82	1 st Revised
54	1 st Revised	83	1 st Revised
55	2 nd Revised	84	2 nd Revised
56	1 st Revised	85	2 nd Revised
57	Original	86	1 st Revised
58	1 st Revised	87	2 nd Revised
59	3 rd Revised	88	2 nd Revised
60	2 nd Revised	89	Original
61	2 nd Revised	90	Original
62	4 th Revised	91	1 st Revised
63	4 th Revised	92	2 nd Revised
64	4 th Revised	93	Original
65	3 rd Revised	94	Original
66	3 rd Revised	95	1 st Revised
67	4 th Revised	96	2 nd Revised
68	1 st Revised	97	Original
69	1 st Revised	98	Original
70	1 st Revised	99	Original
71	1 st Revised	100	Original
72	1 st Revised		
73	2 nd Revised		
74	1 st Revised		
75	2 nd Revised		
76	2 nd Revised		
77	1 st Revised		
78	1 st Revised		
79	1 st Revised		
80	Original		
81	2 nd Revised		

DATE ISSUED: April 2, 2021
EFFECTIVE DATE: May 23, 2021
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-21-

SCHEDULE NO. A-4

BUNDLED SERVICES

A1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 *

(C)

A1.1 GENERAL

B1 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.

B2 Frontier Choices - Enhanced Line

- One – Single Party Residential Access line
- Touch Calling
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾ ⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial
- 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 November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)

(N)

DATE ISSUED: June 2, 2020

EFFECTIVE DATE: July 12, 2020

FILED BY: Allison Ellis

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 * (Continued)

(C)

A1.1 GENERAL (Continued)

B3 Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Touch Calling
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Repeat Dialing
- 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 November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020

EFFECTIVE DATE: July 12, 2020

FILED BY: Allison Ellis

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 * (Continued) (C)

A1.2 RATES AND CHARGES

- B1 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.
- B2 The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- B3 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.
- B4 Service Connection Charges as specified in Schedule A-5 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
- B5 Touch tone Service is included in the Frontier Choices bundles.
- B6 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.
- B7 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

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
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TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 66254

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 * (Continued) (C)

A1.3 Special Conditions

- B1 The bundles are available only where facilities are available and technically feasible.
- B2 The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
- B3 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.
- B4 Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
- B5 Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
- B6 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A2 Frontier Feature5 Pack Package – Grandfathered as of July 12, 2020 * (C)

A2.1 GENERAL

B1 Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward ² features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.

B2 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 Calling
- Hunting
- Speed Call 8 ⁽¹⁾

B3 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.

B4 All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.

B5 A description of services and special conditions pertaining to the features as specified in General B1, B2 and B3, preceding are listed in Schedule A-1 of this Tariff.

* May select only one Speed Call feature.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020

EFFECTIVE DATE: July 12, 2020

FILED BY: Allison Ellis

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A2 Frontier Feature5 Pack Package – Grandfathered as of July 12, 2020 * (Continued) (C)

A2.2 RATES AND CHARGES

- B1 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.
- B2 Service Connection Charges as specified in Schedule A-5 (Service Connection Charges) of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package.
- B3 Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in General B1, B2, and B3), preceding unless specifically allowed by the terms and conditions of the promotion.
- B4 Frontier Feature5 Pack Package is provided at the following rates:

Monthly Rate

Frontier Feature5 Pack Package and three additional features

- Per individual business line - \$11.95
Includes two constants and 3 additional features as specified in General B1 and B2, preceding.

Optional Frontier Feature5 Pack Basic Voice Mail

- Per individual business line - \$14.95
Includes Frontier Feature5 Pack Package as specified in General, B1, B2 and B3, preceding.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

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(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 66219

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

A3.1 APPLICABILITY

Applicable to business customers requesting FrontierWorkssm Small Business Solutions.

A3.2 Territory

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariffs schedules.

A3.3 General

FrontierWorkssm Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services.

A. Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.

2. Voice Mail

3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. Please see Frontier Communications of America, Inc., AZ C.C. Tariff No. 1)

(D)

(T)

(T)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

DATE ISSUED: March 30, 2004

EFFECTIVE DATE: April 22, 2004

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-04-0243

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.3 General (Continued)

B. Bundle 2 – Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Please see Frontier Communications of America, Inc., AZ C.C. Tariff No. 1)

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tarified with different rates from the regular Business One-Party access line.

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TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-03214A-04-0243

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(D)

(T)

(T)

(T)

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.3 General (Continued)

(D)

(D)

DATE ISSUED: March 30, 2004
EFFECTIVE DATE: April 22, 2004
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-03214A-04-0243

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.3 General (Continued)

(D)

(D)

(T)

C. Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

DATE ISSUED: March 30, 2004
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FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-04-0243

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.3 General (Continued)

D. Optional Services

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

1. FrontierWorkssm Select5

Choice of five of the following:

Caller ID Name and Number

Basic Call Forward or Call Forward Variable ⁽¹⁾

Call Waiting

Speed Call 8 ⁽³⁾ or Speed Call 30

3 Way Calling

*66 Busy Number Redial

*69 Call Return

Hunting ⁽²⁾

(T)

(T)

(T)(C)

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(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 tariff. 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 November 15, 2015.

(N)

(N)

DATE ISSUED: October 14, 2015

EFFECTIVE DATE: November 15, 2015

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.3 General (Continued)

D. Optional Services (Continued)

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

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

Caller ID Name and Number

(T)

Basic Call Forward or Call Forward Variable ⁽¹⁾

(T)

Call Waiting

Speed Call 8 ⁽³⁾ or Speed Call 30

(T)(C)

3 Way Calling

*66 Busy Number Redial

*69 Call Return

(T)

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 tariff. 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 November 15, 2015.

(N)

(N)

DATE ISSUED: October 14, 2015

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FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundles.
- B. The applicable Service Connection Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C. The applicable Service Connection Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value. (T)
- D. The applicable Service Connection Charges, listed in Section 5 of the utility's tariff, will not be applied to an existing customer's account that is subscribing to 1-5 Primary Citizens Digital Centrex access lines and requests to change their service to one of the FrontierWorkssm Small Business Solutions bundles. This offer does not apply to customers that are subscribing to Citizens Digital Centrex services under a contract. (N)
- E. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Connection Charge. (T)

F. Monthly Rates (T)

	-----Term-----		
	One Year	Two Years	Three Years
Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail (excluding Pinetop Country Club)	\$68.00	\$64.00	\$60.00
Pinetop Country Club	\$72.00	\$68.00	\$64.00
Bundle 2 - Frontier Works – Enhanced Line with Second Line (excluding Pinetop Country Club)	\$114.00	\$106.00	\$100.00
Pinetop Country Club	\$120.00	\$112.00	\$106.00

DATE ISSUED: March 30, 2004
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FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-03214A-04-0243

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.4 Rates and Charges (Continued)

F. Monthly Rates (Continued)

(T)

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail (excluding Pinetop Country Club)	\$36.10	\$36.10	\$36.10
Pinetop Country Club	\$39.10	\$39.10	\$39.10
	Monthly Rate		
FrontierWorks sm Select5	\$ 9.95		
FrontierWorks sm Select5 With Voice Mail	\$ 12.95		

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 FILED BY: Aloa J. Stevens
 TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
 DECISION NO.:
 DOCKET NO.: T-03214A-04-0243

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.5 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, and three-year term contracts.

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.

(N)
|
(N)

DATE ISSUED: January 9, 2004

EFFECTIVE DATE: February 12, 2004

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-04-0015

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

A3.5 Special Conditions

(T)

B. The bundles are offered only under one-year, two-year, and 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.

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FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A3 FRONTIERWORKSSM SMALL BUSINESS SOLUTIONS (Continued)

A3.5 Special Conditions (Continued)

B.4. (Continued)

(T)

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 package is 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.

H. Touch Calling rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

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TITLE: Director

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A4 CITIZENS BUSINESS SELECT

A4.1 General

B1 Citizens Business Select does not include an access line. Customers subscribing to this plan may select five (5) features from the following list:

- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy (T)
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number* (T)
- Caller ID with Name* (T)
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽¹⁾ (T)(C)
- 3 Way Calling
- Priority Call
- *69 Call Return
- *66 Busy Number Redial (T)

B2 All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Select plan shall apply.

* May select only one Caller ID feature.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
(N)

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TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A4 CITIZENS BUSINESS SELECT (Continued)

(L)

A4.2 RATES AND CHARGES

B1 Service Connection Charges are not applicable when a Citizens Business Select plan is provided at the same time as the residence individual flat rate line service is established.

B2 Service Connection Charges as specified in Schedule A-5 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizens Business Select plan.

B3 Existing Citizens Business Select customers cannot take advantage of promotions for any of the services/features specified in A4 preceding, unless specifically allowed by the terms and conditions of the promotio

A4.3 Citizens Business Select plan is provided at the following rates.

	<u>Billing Code</u>	<u>Monthly Rate</u>
B1 Citizens Business Select Plus		
• Per individual flat rate business line –Includes choice of 5 services/features as specified in A4.1, preceding	B1BUN	\$18.95

(L)

(L) Material relocated from Schedule No. A-1.

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

(N)

A5 FRONTIERWORKSsm BUSINESS CONNECTIONS

A5.1 Applicability

Applicable to business customers requesting FrontierWorkssm Business Connections.

A5.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in this tariff.

A5.3 General

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The prices listed herein are those for the regulated local and general exchange service portion of the bundles.

A. Bundle 1

1. One Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
2. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(N)

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TITLE: Director

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DOCKET NO.: T-03214A-05-0580

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A5 FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

A5.3 General (Continued)

B. Bundle 2

1. Two Business Access Line, including Call Forward Busy and Call Forward No Answer, and Caller ID with Name
2. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Centrex lines, including the following features.
2. The included features are:

Basic Call Forward
Call Transfer
Caller ID with Name
Hunting
3 Way Calling
Abbreviated Dialing (Where Available)

(T)

(T)

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

DATE ISSUED: October 14, 2015
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TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A5 FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

A5.3 General (Continued)

D. Optional Services

1. The following services may be added to Bundles 1 and 2 described above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽¹⁾ or Speed Call 30
- 3 Way Calling
- *69 Call Return
- *66 Busy Number Redial
- Hunting
- Basic Call Forward

(T)
| (C)
|
(T)
|
(T)

2. The following features may be added to Bundle 3. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽¹⁾ or Speed Call 30
- *69 Call Return
- *66 Busy Number Redial
- Basic Call Forward

(T)
| (C)
|
(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

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DECISION NO.:
DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

(N)

A5 FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

A5.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundles.
- B. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- C. Service Connection Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- D. The customer may add or delete the services or features of the FrontierWorks Optional Business Feature Package without incurring a Service Connection Charge.

E. Monthly Rates

1. Bundles

	-----Term-----		
	One Year	Two Year	Three Year
Bundle 1	\$38.80	\$36.52	\$34.24
Bundle 2	\$77.60	\$73.04	\$68.48
Bundle 3	\$77.60	\$73.04	\$68.48

(N)

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DOCKET NO.: T-03214A-05-0580

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

(N)

A5 FRONTIERWORKSSM BUSINESS CONNECTIONS (Continued)

A5.4 Rates and Charges (Continued)

E. Monthly Rates (Continued)

2. Optional Features	Monthly Rate
a. FrontierWorks Optional Business Feature Package line	\$9.99
b. Optional Centrex Feature Package, per line Centrex Optional Features, per Feature	\$1.99

A5.5 Special Conditions

1. The bundles are 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.
2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
 - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(N)

DATE ISSUED: August 8, 2005
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DECISION NO.:

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

(N)

A5 FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

A5.5 Special Conditions (Continued)

3. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability that 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.
4. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
5. The FrontierWorks Optional Business Feature Packages 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.
6. The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorkssm Business Connections bundle.

(N)

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DECISION NO.:

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

(N)

A5 FRONTIERWORKSsm BUSINESS CONNECTIONS (Continued)

A5.5 Special Conditions (Continued)

7. The bundle rate will appear as a single line item on the customer's bill.
8. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
9. 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.
10. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
11. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
12. FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
13. In the FrontierWorks Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer.
14. Touch Calling rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

(N)

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FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0580

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A6 Frontier Small Business Advantage

A6.1 Applicability

Applicable to business customers requesting Frontier Small Business Advantage.

A6.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Office and/or operating systems capable of providing Frontier Small Business Advantage as said exchanges are defined on the maps contained in this tariff.

A6.3 General

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

A. Bundle 1 – Basic Bundle 200 Minutes

Two Basic Business lines

Touch Calling

(T)

Basic Call Forward

(T)

Call Transfer

Caller ID with Name

Access Line Hunting Service (ALH) (where available)

3 Way Calling

(T)

Abbreviated Dialing (where available)

Message Waiting Indicator

200 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

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TITLE: Senior Vice President

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DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A6 Frontier Small Business Advantage (Continued)

A6.3 General (Continued)

B. Bundle 2 – Basic Bundle 400 Minutes

- Two Basic Business lines
- Touch Calling (T)
- Basic Call Forward (T)
- Call Transfer
- Caller ID with Name
- Access Line Hunting Service (ALH) (where available)
- 3 Way Calling (T)
- Abbreviated Dialing (where available)
- Message Waiting Indicator
- 400 Block of Time Long Distance Minutes

C. Bundle 3 – Basic Bundle 600 Minutes provided by Frontier Communications of America, Inc.

- Two Basic Business lines
- Touch Calling (T)
- Basic Call Forward (T)
- Call Transfer
- Caller ID with Name
- Access Line Hunting Service (ALH) (where available)
- 3 Way Calling (T)
- Abbreviated Dialing (where available)
- Message Waiting Indicator
- 600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

D. The following services may be added to the bundle and will be billed on a per feature basis as defined in A6.4.D.

Additional Features:

- *66 Busy Number Redial (T)
- *69 Call Return
- Call Forward Busy
- Call Forward No Answer
- Speed Call 8
- Priority Call (T)
- Call Waiting/Cancel Call Waiting

(1) This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A6 Frontier Small Business Advantage (Continued)

(N)

A6.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Charges as specified in tariff Schedule A-5 apply to the installation of individual components of the bundles.
- B. Service Charges apply if the customer switches from a bundle to an unbundled service.
- C. The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.

D. Monthly Rate

1. Business Bundle

	<u>Two Year Monthly Rate</u>
Bundle 1 – Basic Bundle 200 Minutes	\$84.99
Bundle 2 – Basic Bundle 400 Minutes	\$94.99
Bundle 3 – Basic Bundle 600 Minutes	\$104.99
Additional Features (per feature)	\$1.99

A6.5 Special Conditions

- 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 t Utility to the customer.

(N)

DATE ISSUED: 05/25/06
EFFECTIVE DATE: 07/10/06
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-06-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A6 Frontier Small Business Advantage (Continued)

A6.5 Special Conditions (Continued)

B. The bundle 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.

3. Early termination liability charges shall apply if the customer cancels the bundle 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 \$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 bundles within 30 days of activation.

(N)

(N)

DATE ISSUED: 05/25/06

EFFECTIVE DATE: 07/10/06

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

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3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

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TITLE: Director

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A6 Frontier Small Business Advantage (Continued)

(N)

A6.5 Special Conditions (Continued)

- C. The bundle rate will appear as a single line item on the customer's bill.
- D. Frontier Small Business Advantage is a service mark of Citizens Communications Company.
- E. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchange 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.
- F. In exchanges where Touch Calling Service is billed separately from the local service access line rate. Touch Call service will be billed separate from 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 in addition to the bundle rate.
- 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.
- I. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

(N)

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TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A7 Frontier Digital Phone Service – Grandfathered as of July 12, 2020 * (C)

A7.1 Applicability

Applicable to Single-party Residential Flat rate service.

A7.2 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 Bundle as said exchanges are defined on the maps contained in this tariff.

A7.3 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, Touch Calling, Custom Calling features, Unlimited Extended Area Service and Unlimited Budget Measured 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 Budget Measured Service
Call Forward Busy/No Answer	Call Waiting/ ancil Call Waiting
Unlimited Extended Area Service	Caller ID with Name
	Touch Calling

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 Schedule A7.4.C.

Call Forward Fixed	Priority Call
*69 Call Return	Anonymous Call Rejection
*66 Busy Number Redial	Call Trace
3 Way Calling	Selective Call Acceptance
Speed Call 8 or 30	Selective Call Rejection
Call Waiting/Caller ID	Caller ID

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020

EFFECTIVE DATE: July 12, 2020

FILED BY: Allison Ellis

TITLE: Senior Vice President

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DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A7 Frontier Digital Phone Service – Grandfathered as of July 12, 2020 * (Continued) (C)

A7.4 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 Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Service bundle is provided at the following rate:

	Monthly Rate
Frontier Digital Phone Service	\$39.99
Stay Connected Seasonal Offering See Special Condition (G)	6.74
Digital Phone Enhanced Feature Pack	2.99

A7.5 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 and Budget Measured 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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EFFECTIVE DATE: July 12, 2020
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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A7 Frontier Digital Phone Service – Grandfathered as of July 12, 2020 * (Continued) (C)

A7.5 Special Conditions (Continued)

- 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. 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 Schedule A-5 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 notify the Utility to reactivate their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(D)
(N)
(N)

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EFFECTIVE DATE: July 12, 2020
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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A7 Frontier Digital Phone Service – Grandfathered as of July 12, 2020 * (Continued) (C)

A7.5 Special Conditions (Continued)

- 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A8 Frontier Digital Phone X1 – Grandfathered as of July 12, 2020 *

(C)

A8.1 Applicability

Applicable to Single-party Residential Flat rate service.

A8.2 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 X1 service as said exchanges are defined on the maps contained in this tariff.

A8.3 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: one Basic Flat Rate Access Line, Touch Calling, Custom Calling features, Unlimited Extended Area Service and Unlimited Budget Measured 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/No Answer	Caller ID with Name
Unlimited Extended Area Service	Touch Calling
Unlimited Budget Measured Service	Speed Call 8 ⁽¹⁾

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 Schedule A8.4.C.

Call Forward Fixed	Priority Call
*69 Call Return	Anonymous Call Rejection
*66 Busy Number Redial	Call Trace
3 Way Calling	Selective Call Acceptance
Speed Call 8 ⁽¹⁾ or 30	Selective Call Rejection
Call Waiting/Caller ID	Caller ID

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020

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FILED BY: Allison Ellis

TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A8 Frontier Digital Phone X1 – Grandfathered as of July 12, 2020 * (Continued) (C)

A8.4 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 Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone X1 service bundle is provided at the following rate:

	Monthly Rate
Frontier Digital Phone X1	\$39.99
Stay Connected Seasonal Offering	
See Special Condition (G)	\$6.74
Digital Phone Enhanced Feature Pack	2.99

A8.5 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 and Budget Measured Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone X1 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A8 Frontier Digital Phone X1 – Grandfathered as of July 12, 2020 * (Continued) (C)

A8.5 Special Conditions (Continued)

- 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. 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 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 Schedule A-5 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 reactivate 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
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RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A8 Frontier Digital Phone X1 – Grandfathered as of July 12, 2020 * (Continued) (C)

A8.5 Special Conditions (Continued)

- 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A9 FRONTIER BUSINESS UNLIMITED SERVICE

A9.1 Applicability

Applicable to Single-party Business Flat rate service.

A9.2 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 Business Unlimited Service as said exchanges are defined on the maps contained in this tariff.

A9.3 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, Touch Calling Service and Custom Calling features. 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	Caller ID with Name	(T)
Extended Area Service	Call Forward Busy	
Touch Calling Service	Call Forward No Answer	(T)
Two features from the feature package listed below		

C. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in item A9.4.C.

Call Waiting/Cancel Call Waiting	Basic Call Forward	(T)
Anonymous Call Rejection	Speed Call 8 ⁽¹⁾	(C)
*66 Busy Number Redial	3 Way Calling	
*69 Call Return	Caller ID Blocking	(T)
Selective Call Acceptance	Call Waiting ID	
Selective Call Rejection	Hunting	
Priority Call		(T)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A9 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

A9.4 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 schedule, Service Connection Charges as specified in Tariff Schedule A-5 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)

A9.5 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 tariff.
- C. 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.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

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TITLE: Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A9 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

A9.5 Special Conditions (Continued)

- 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. 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, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward (RCF) and Foreign Exchange Services.

(T)

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FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A10 FRONTIER ONEVOICE

A10.1 Applicability

Applicable to Single-party Business Flat rate service.

A10.2 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 this tariff.

A10.3 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, Touch Calling, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Caller ID	
Touch Calling	Anonymous Call Rejection	
Call Forward Busy/No Answer	Basic Call Forward	(T)
Unlimited Extended Area Service	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	(T)

Premium Feature Package

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

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EFFECTIVE DATE: November 15, 2015

FILED BY: Steve Crosby

TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A10 FRONTIER ONEVOICE (Continued)

A10.4 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 tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered 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 (RCF), ISDN Service, Centrex, and Foreign Exchange Services. (T)
- 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.

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A10 FRONTIER ONEVOICE (Continued)

A10.5 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)

(N)

DATE ISSUED: August 19, 2015
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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

RESERVED FOR FUTURE USE

(M) (N)

(M)

The Frontier Digital Phone Essentials Bundle that use to appear on this page has moved to Section VIII (Discontinued Services) and has been renamed Frontier Digital Phone Bronze.

(N)

(N)

DATE ISSUED: May 15, 2009

EFFECTIVE DATE: June 24, 2009

FILED BY: Jack D. Phillips

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0239

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A11 Frontier Business Essentials

A11.1 Applicability

Applicable to Business Flat rate service.

A11.2 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 bundle as said exchanges are defined on the maps contained in this tariff.

A11.3 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, certain designated non-regulated services and price-listed services.

B. Features and Services

Flat Rate Business Line

Extended Area Service

Touch Calling

Basic Call Forward

Three features from the feature package listed in A11.4.C following

(T)

(T)

C. Optional Features Package ⁽¹⁾

*66 Busy Number Redial

*69 Call Return

3 Way Calling

Speed Call 8 ⁽²⁾

Call Forward Variable

(T)

|

|

(T)(C)

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 23, 2010.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)

(N)

DATE ISSUED: October 14, 2015

EFFECTIVE DATE: November 15, 2015

FILED BY: Steve Crosby

TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A11 Frontier Business Essentials (Continued)

A11.3 General (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Section No. A11.4.C.

Caller ID with Name	Basic Call Forward
Call Waiting/Cancel Call Waiting	Call Forward Busy
Anonymous Call Rejection	Call Forward No Answer
*66 Busy Number Redial	Speed Call 8 ⁽²⁾
*69 Call Return	3 Way Calling
Selective Call Acceptance	Caller ID Blocking
Selective Call Rejection	Call Waiting ID
Priority Call	Hunting

(T)
|
(C)
(T)

A11.4 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 Connection Charges as specified in Tariff Schedule A-5 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 ⁽¹⁾	3.99
Frontier Business All In Feature Package	4.99

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 23, 2010.

⁽²⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A11 Frontier Business Essentials (Continued)

A11.5 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 or ISDN service.

(L)

(C)
(L)

(L) Material relocated from Sheet No. 47.

(N)

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TITLE: Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A12 Frontier Digital Phone Plus Service – Grandfathered as of July 12, 2020 * (C)

A12.1 Applicability

Applicable to Single-party Residential Flat rate service.

A12.2 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 Plus bundle as said exchanges are defined on the maps contained in this tariff.

A12.3 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, Touch Calling and Unlimited Extended Area 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/No Answer
Unlimited Extended Area Service
Unlimited Budget Measured Service
Call Waiting/Cancel Call Waiting
Caller ID with Name
Touch Calling

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A12 Frontier Digital Phone Plus Service – Grandfathered as of July 12, 2020 * (Continued) (C)

A12.3 General (Continued)

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 Schedule No. A12, item A12.4.C.

Basic Call Forward
Call Forward Fixed
*69 Call Return
*66 Busy Number Redial
3 Way Calling
Speed Call 8 ⁽¹⁾ or 30

A12.4 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 Tariff Schedule A-5 apply to the installation of the bundle.
- C. Frontier Digital Phone Plus Service is provided at the following rates:

	Monthly Rate
Frontier Digital Phone Plus Service	\$39.99
Stay Connected Seasonal Offering See Special Condition (J)	6.74
Digital Phone Enhanced Feature Pack	3.99

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A12 Frontier Digital Phone Plus Service – Grandfathered as of July 12, 2020 * (Continued) (C)

A12.3 General (Continued)

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 Schedule No. A12, item A12.4.C.

Call Forward Fixed	Priority Call
*66 Busy Number Redial	Anonymous Call Rejection
*69 Call Return	Call Trace
3 Way Calling	Selective Call Acceptance
Speed Call 8 ⁽¹⁾ or 30	Selective Call Rejection
Call Waiting/Caller ID	Caller ID

A12.4 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 Tariff Schedule A-5 apply to the installation of the bundle.

C. Frontier Digital Phone Plus Service is provided at the following rates:

	Monthly Rate
Frontier Digital Phone Plus Service	\$39.99
Stay Connected Seasonal Offering See Special Condition (J)	6.74
Digital Phone Enhanced Feature Pack	2.99

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A12 Frontier Digital Phone Plus Service – Grandfathered as of July 12, 2020 * (Continued) (C)

A12.5 Special Conditions (Continued)

- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. 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 Schedule A-5 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.
- K. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- L. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

* This service is grandfathered and limited to all existing subscribers at their existing locations

(N)

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as of July 12, 2020.

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A13 Frontier Digital Phone Plus X1 – Grandfathered as of July 12, 2020 * (C)

A13.1 Applicability

Applicable to Single-party Residential Flat rate service.

A13.2 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 Plus X1 service as said exchanges are defined on the maps contained in this tariff.

A13.3 General

A. Frontier Digital Phone Plus X1 service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: two Basic Flat Rate Access Lines, Touch Calling, Custom Calling features, Touch Calling 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

Two Single Party Flat Rate Access Lines	Call Waiting/Cancel Call Waiting
Call Forward Busy/No Answer	Caller ID with Name
Unlimited Extended Area Service	Touch Calling
Unlimited Budget Measured Service	Speed Call 8

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 Schedule A13.4.C.

Call Forward Fixed	Priority Call
*69 Call Return	Anonymous Call Rejection
*66 Busy Number Redial	Call Trace
3 Way Calling	Selective Call Acceptance
Speed Call 8 ⁽¹⁾ or 30	Selective Call Rejection
Call Waiting/Caller ID	Caller ID

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A13 Frontier Digital Phone Plus X1 – Grandfathered as of July 12, 2020 * (Continued) (C)

A13.4 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 Tariff Schedule A-5 apply to the installation of the bundle.
- C. Frontier Digital Phone Plus X1 service bundle is provided at the following rate:

	Monthly Rate
Frontier Digital Phone Plus X1	\$39.99
Stay Connected Seasonal Offering See Special Condition (J)	6.74
Digital Phone Enhanced Feature Pack	2.99

A13.5 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 tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Plus X1 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.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A13 Frontier Digital Phone Plus X1 – Grandfathered as of July 12, 2020 * (Continued) (C)

A13.5 Special Conditions

- 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.
- G. The bundle is offered on a one, two or three year term.
 - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer’s contract.
 - 2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Plus X1 service for a minimum period of one month and up to nine months during a 12-month period.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A13 Frontier Digital Phone Plus X1 – Grandfathered as of July 12, 2020 * (Continued)

(C)

A13.5 Special Conditions (Continued)

K. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Plus 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 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 Schedule A-5 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 Plus X1 service will be temporarily deactivated.
5. If the customer does not notify the Utility to reactivate their Frontier Digital Phone Plus X1 Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Plus 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.

L. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

M. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A14 Frontier Business Metro Service

A14.1 Applicability

Applicable to Single Party Business flat rate service.

A14.2 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 Business Metro service as said exchanges are defined on the maps contained in this tariff.

A14.3 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 and Custom Calling features. 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
- Caller ID with Name
- Call Waiting
- Call Forward Fixed
- Touch Calling

(T)
(T)
(T)

C. Add-on Feature Pack:

- *66 Busy Number Redial
- *69 Call Return
- 3 Way Calling
- Speed Calli30
- Call Forward Variable

(T)
|
(T)

DATE ISSUED: October 14, 2015
EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A14 Frontier Business Metro Service (Continued)

(N)

A14.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- B. Frontier Business Metro bundle is provided at the following rates:

	Monthly Rate
Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	3.99

A14.5 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.

(N)

DATE ISSUED: January 22, 2009
EFFECTIVE DATE: March 4, 2009
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0022

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A14 Frontier Business Metro Service (Continued)

A14.5 Special Conditions (Conditions)

- 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.
- 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. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward (RCF) and Foreign Exchange Services. (T)

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EFFECTIVE DATE: November 15, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A15 Frontier Digital Phone 100 – Grandfathered as of July 12, 2020 *

(C)

A15.1 Applicability

Applicable to Single Party Residential flat rate service.

A15.2 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 100 service as said exchanges are defined on the maps contained in this tariff.

A15.3 General

A. The Frontier Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.

B. Basic Line Bundle:

One Flat Rate Business Line
Extended Area Service
Touch Calling
Speed Call 8 ⁽¹⁾

C. The following enhanced features may be added to the bundle at the rates listed in the rate section of this tariff:

Call Forward Busy
Basic Call Forward
Call Waiting/Cancel Call Waiting
3 Way Calling
Call Trace
*66 Busy Number Redial
Speed Call 30
*69 Call Return
Call Waiting/Caller ID
Caller ID with Name

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A15 Frontier Digital Phone 100 – Grandfathered as of July 12, 2020 * (Continued)

(C)

A15.4 Rates and Charges

A. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Tariff Schedule A-5 apply to the installation of individual components of the bundle.

B. Frontier Digital Phone 100 bundle is provided at the following rates:

	Monthly Rate
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

A15.5 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 bundle offering. All other surcharges and taxes will apply.

E. The bundle is offered on a month-to-month basis.

F. The bundle rate includes Extended Area Service (EAS) charges.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A15 Frontier Digital Phone 100 – Grandfathered as of July 12, 2020 * (Continued)

(C)

A15.5 Special Conditions (Conditions)

- G. The bundle will appear as a single line item on the bill.
- 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 their Frontier Digital Phone 100 Service 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 than the reconnection charges do not apply.
 - 2. 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.
 - 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611. 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 features and services will be reactivated and billed at the applicable rates.
 - 5. All applicable taxes and surcharges apply.
 - 6. The Federal End User Common Line Charge is included in the monthly Rate.

* This service is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A16 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (C)
(C)

A16.1 Applicability

Applicable to Single-party Business Flat rate service.

A16.2 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 this tariff.

A16.3 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, Touch Calling Service, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the End User Common Line Charge and the Access Recovery Charge found in the federal 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 Unlimited Extended Area Service
Touch Calling Service Caller ID with Name
Call Forwarding Busy/No Answer
Eight features from the feature package listed below

¹ This service offering is limited to existing subscribers.

(N)

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A16 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ² – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

A16.3 General (Continued)

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ⁽¹⁾ or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Call Forward Variable
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

A16.4 Rates

- A. The End User Common Line Charge and Access Recovery Charge are 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 5 of this tariff apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (Bundle 1-3)	\$48.99
Additional Bundle (Bundle 4-12)	33.99
All In Feature Package	4.99

¹ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

² This service offering is limited to existing subscribers.

(N)

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A16 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

A16.5 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 tariff.
- 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 tariff.
- 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 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 (RCF), ISDN Service, Toll Free Service, and Foreign Exchange Services.

¹ This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A16 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

A16.5 Special Conditions (Continued)

- J. The bundle is offered on a month-to-month basis.
- K. Bundles four through twelve can be purchased at an additional discount rate.
- 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.

¹ This service offering is limited to existing subscribers.

(N)

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A17 FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018

(C)
(C)

A17.1 Applicability

Applicable to Single-party Business Flat rate service.

A17.2 General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touchtone 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.

Basic Bundle

Single Party Flat Rate Access Line	Call Waiting/Cancel Call Waiting
Touchtone	Caller ID
Basic Call Forward	Call Waiting/Caller ID
Call Forward Busy	3 Way Calling
Call Forward No Answer	Hunting

A17.3 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 schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier 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.

¹ This service offering is limited to existing subscribers.

(N)

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A17 FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018 (Continued)

(C)
(C)

A17.3 Special Conditions (Continued)

- 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, 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.
- 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.

A17.4 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

¹ This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A17 RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A18 RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

DATE ISSUED: June 12, 2012

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FILED BY: Kenneth Mason

TITLE: Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A18 RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

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TITLE: Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A18 RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

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TITLE: Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A18 RESERVED FOR FUTURE USE

(T)

(L)

(L)

(N)

Material relocated to Schedule X-1, Discontinued Services.

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SCHEDULE NO. A-4
BUNDLED SERVICES (Continued)

A19 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ – Grandfathered as of January 20, 2018 (C)
(C)

A19.1 Applicability

Applicable to Single-party Business Flat rate service.

A19.2 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 this tariff.

A19.3 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, Touch Calling Service, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line	Unlimited Extended Area Service
Call Forward Busy/No Answer	Caller ID with Name
Six features from the feature package listed below	

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Call Forward Variable
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

¹ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

² This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017

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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A19 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ – Grandfathered as of (C)
January 20, 2018 (Continued) (C)

A19.4 Rates

- 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 5 of this tariff apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Business Nationwide Unlimited Service II bundle	\$52.99
Additional Bundle	46.99
All In Feature Package	4.99

A19.5 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 tariff.
- 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 tariff.
- 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.

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
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TITLE: Senior Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A19 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

A19.5 Special Conditions (Continued)

- 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 (RCF), 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 tariffed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

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TITLE: Senior Vice President

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DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A20 FRONTIER BUSINESS LOCAL UNLIMITED II ² – Grandfathered as of January 20, 2018

(C)
(C)

A20.1 Applicability

Applicable to Single-party Business Flat rate service.

A20.2 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 this tariff.

A20.3 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, Touch Calling Service and certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line

Unlimited Extended Area Service

Touch Calling

Two features from the Frontier Business All in Feature package listed below

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

3 Way Calling

Speed Call 8 ¹ or 30

Distinctive Ring

Multiline Hunt Service

Anonymous Call Rejection

Call Forward No Answer

Priority Call

Selective Call Acceptance

*69 Call Return

Call Transfer

Caller ID with Name

Caller ID Blocking

*66 Busy Number Redial

Call Forward Variable

Call Forward Busy

Call Waiting ID

Selective Call Forward

Selective Call Rejection

¹ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

² This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A20 FRONTIER BUSINESS LOCAL UNLIMITED II ¹ – Grandfathered as of January 20, 2018
(Continued)

(C)
(C)

A20.4 Rates

- 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 5 of this tariff 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

A20.5 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 the tariff.
- 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.

¹ This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A20 FRONTIER BUSINESS LOCAL UNLIMITED II ¹ – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

A20.5 Special Conditions (Continued)

- 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 tariffed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A21 FRONTIER DIGITAL PHONE ESSENTIALS

A21.1 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, Unlimited Extended Area Service and Touch Tone 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	Call Waiting/Caller ID	
Unlimited Extended Area Service	Call ID with Name	
Touch Calling	Call Waiting/Cancel Call Waiting	(T)

Feature Package

3 Way Calling	Speed Call 8 ⁽¹⁾	(T)(C)
*66 Busy Number Redial	Call Waiting	
*69 Call Return	Call Forward Busy	(T)
Anonymous Call Rejection	Selective Call Rejection	
Basic Call Forward	Priority Call	(T)
Selective Call Acceptance		

A21.2 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 tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

DATE ISSUED: October 14, 2015
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 FILED BY: Steve Crosby
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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A21 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

A21.2 Special Conditions (Continued)

- 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.
- 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 is only available in designated exchange areas as defined in the tariff.

(N)

(N)

DATE ISSUED: June 12, 2012
EFFECTIVE DATE: July 14, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A21 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

A21.2 Special Conditions (Continued)

- 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. (C)
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.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A21 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

A21.3 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 Tariff Schedule A-5 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	(C)

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A22 FRONTIER DIGITAL PHONE UNLIMITED

A22.1 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, Touch Tone 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/Caller ID	
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	(T)(C)
Repeat Dial	*69 Call Return	(T)
Caller ID with Name and Number	Call Waiting/Cancel Call Waiting	
Touch Calling		(T)

Feature Package

Call Waiting	3 Way Calling	(T)
Basic Call Forward	Speed Call 30	(T)
Anonymous Call Rejection	Call Forward Fixed	
Priority Call	Selective Call Rejection	(T)
Call Forward Busy	Selective Call Acceptance	

A22.2 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 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.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A22 FRONTIER DIGITAL PHONE UNLIMITED (Continued)

A22.2 Special Conditions (Continued)

- 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.
- 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 is only available in designated exchange areas as defined in the tariff.
- 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. (C)
 - 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.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A22 FRONTIER DIGITAL PHONE UNLIMITED (Continued)

A22.2 Special Conditions (Continued)

- K. Stay Connected Seasonal Offering * (Continued) (C)
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.

A22.3 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 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	\$2.99	
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 July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A23 FRONTIER DIGITAL PHONE UNLIMITED PLUS

A23.1 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, Touch Tone Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Cancel Call Waiting	
Unlimited Extended Area Service	Call Waiting/Caller ID	
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾	(T)(C)
Caller ID Name and Number	*69 Call Return	
Touch Calling		(T)

Feature Package

Call Waiting	3 Way Calling	(T)
Basic Call Forward	Priority Call	(T)
Anonymous Call Rejection	Call Forward Fixed	
Call Forward Busy	Selective Call Rejection	
Selective Call Acceptance		

A23.2 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 tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

DATE ISSUED: October 14, 2015
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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A23 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

A23.2 Special Conditions (Continued)

- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling 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 is only available in designated exchange areas as defined in the tariff.
- 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. (C)
 - 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.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A23 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

A23.2 Special Conditions (Continued)

L. Stay Connected Seasonal Offering * (Continued) (C)

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.

A23.3 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:

Monthly Rate

Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$2.99	
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 July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A24 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

(N)

A24.1. GENERAL

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

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

Feature Package

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

A24.2. 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. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A24 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

(N)

A24.2. CONDITIONS (Continued)

- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- K. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- L. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A24 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

A24.2. CONDITIONS (Continued)

- M. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.
 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 8. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 9. All other applicable taxes and surcharges apply.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020. (N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A24 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

A24.3. 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	\$4.99	
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 July 12, 2020.

(N)
(N)

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SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A25 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

(N)

A25.1. GENERAL

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

Basic Bundle

Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

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

A25.2. 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 tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.

(N)

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BUNDLED SERVICES (Continued)

A25 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

(N)

A25.2. CONDITIONS (Continued)

- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

(N)

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DECISION NO.:

DOCKET NO.: T-03214A-19-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A25 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

A25.2. CONDITIONS (Continued)

- L. 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.
 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. All other applicable taxes and surcharges apply.

* Stay Connected Seasonal Offering is grandfathered and limited to all existing subscribers at their existing locations as of July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A25 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

A25.3. RATES AND CHARGES

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Nonrecurring 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	\$4.99	
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 July 12, 2020.

(N)
(N)

DATE ISSUED: June 2, 2020
EFFECTIVE DATE: July 12, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

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DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A26 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

A26.1. GENERAL

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

A26.2. 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. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.

(N)

DATE ISSUED: August 11, 2020
EFFECTIVE DATE: September 20, 2020
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A26 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued)

(N)

A26.2. CONDITIONS (Continued)

- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

A26.3. RATES AND CHARGES

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

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

(N)

DATE ISSUED: August 11, 2020
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FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-20-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A27 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

A27.1. GENERAL

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

A27.2. 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 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)

DATE ISSUED: April 2, 2021
EFFECTIVE DATE: May 23, 2021
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-21-

SCHEDULE NO. A-4

BUNDLED SERVICES (Continued)

A27 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

A27.2. 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, both mandatory and optional, in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home 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.

A27.3. RATES AND CHARGES

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

Frontier Unlimited Voice and Feature Bundle Monthly Rate
\$50.00

(N)

DATE ISSUED: April 2, 2021
EFFECTIVE DATE: May 23, 2021
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-21-

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 14 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	6th Revised
2	Original
3	3 rd Revised
4	Original
5	4 th Revised
6	1st Revised
7	Original
8	Original
9	Original
10	Original
11	Original
12	2 nd Revised
13	2 nd Revised
14	Original

DATE ISSUED: March 19, 2016
EFFECTIVE DATE: April 19, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

APPLICABILITY

Applicable to the provision of new and additional services for residence and business customers.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

CHARGES	Nonrecurring <u>Charge</u>	Billing <u>Code</u>
A1 Service connection, each new or additional network access line		
Business	\$70.00	C1
Residence	60.00	C1R
A2 Reconnection of a network access line (TD restoration)		
Business	35.00	C2
Residence	30.00	C2R
A3 Special service, per line	10.00	C3
A4 Directory listing changes or additions	4.50	C4
A5 Insufficient check charge for each check processed for insufficient funds as set forth in Rule No. 4	10.00	NSFC

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CHARGES (continued)

	<u>Nonrecurring Charge</u>	<u>Billing Code</u> <u>Bus</u> <u>Res</u>		
A6 Time and material				
B1 Initial 15 minutes or fraction thereof	\$34.50	CNT1	CNTA	
B2 Each additional 15 minutes or fraction thereof	7.00	CNT2	CNTB	
B3 Material (jack), each	5.00	CJ4	CJ4R	
A7 Public access line (PAL) service connection per line	\$56.00	NCOT	--	
A8 Lifeline Connection Assistance (Tribal Link Up) credit access per line*	*			(C)
				(D)
A9 Long Distance Carrier Subscription Change Charge for equal access, access line or trunk	5.00			(T)
* See conditions for Tribal Link Up discount to eligible applicants.				(C)
				(D)

DATE ISSUED: March 6, 2012
EFFECTIVE DATE: April 1, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS

- A1 Charges shown above are applicable to all installations and moves and changes of services and facilities of the utility, unless otherwise specified in the tariff. These charges may also apply to customer requested repairs of customer premises equipment.
- A2 Charges shown are in addition to nonrecurring and installation charges shown in the applicable tariff schedules.
- A3 Charges shown in this schedule are based on work being performed during regularly scheduled working hours of the utility's employees. Work performed with overtime labor cost will be charged to the customer in addition to all other applicable charges.
- A4 Application of service charges
- B1 Service connection charge is for recording and processing information necessary to execute a customer's orders pertaining to telephone service, including connections of central office lines, outside plant drop wires and protectors.
- B2 Reconnection of a network access line charge applies to reconnection of services temporarily disconnected for nonpayment.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A4 Application of service charges (continued)

B3 Special service charge is for existing customers requesting the following services:

- C1 Custom calling features
- C2 Changes in type of service
- C3 Telephone number changes
- C4 Personalized telephone number service
- C5 Wire care enrollments
- C6 Inside wire maintenance per visit for Plan II
- C7 Subsequent blocking of 900 calls
- C8 Customized Local Area Signaling Service (CLASS)

(N)

B4 Directory listing change charges are for changes or additions to directory listings.

DATE ISSUED: June 8, 1999
EFFECTIVE DATE: July 15, 1999
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A5 Service connection charges do not apply as follows:

- B1 When a move or change is initiated by the utility.
- B2 To the disconnection of a network access line or other services.
- B3 To a change in grade of service.
- B4 To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
- B5 When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
- B6 When the customer's name has been changed by marriage or court order.
- B7 When a change in billing address is required.
- B8 When a number change is made due to annoyance calls.

(D)
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(D)

DATE ISSUED: March 19, 2016
EFFECTIVE DATE: April 19, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A6 Installment billing

- B1 This is an optional method of payment for element (one-time) charges for residential services. This optional method of payment will be provided at no extra charge to residential customers over three equal monthly payments.
- B2 Installment billing provides for billing charges in monthly installments where a customer desires the optional payments. The monthly installments normally begin with the first bill rendered after completion of the work involved.
- B3 The optional payment plan will not be applicable to subsequent additions or changes of equipment or services at customer's premises already receiving local exchange service from the utility.
- B4 In the event service is discontinued prior to payment of all amounts due under the provisions of the installment payment plan, the outstanding balance will become due and payable in full upon demand of the utility.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A7 Customer premises inside wire

- B1 Installation and maintenance of customer premises inside wire and standard jacks will be the responsibility of the customer.
- B2 Customer premises inside wire is defined as that wire including connectors, blocks and jacks within a customer's premises that extends between the termination of the exchange access line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.
- B3 The customer may elect to have the utility install and/or maintain customer premises inside wire at rates and charges specified in Schedule Nos. A-5 and/or A-7.
- B4 Where the customer elects to provide the inside wire and standard jacks, the installation must be in accordance with the technical standards furnished to the Arizona Corporation Commission by the utility.
- B5 Where the customer elects to maintain customer premises inside wire, the customer is responsible for correcting any service difficulty upon notice from the utility that such wire is causing the difficulty.
- B6 This section excludes customer premises wire for complex services having one or more exchange access lines terminating on key telephone service, private branch exchange service, etc.
- B7 The utility will not pay the customer nor provide a credit to the customer for the use of customer premises inside wire used in lieu of utility-provided inside wire.

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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5
SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A7 Customer premises inside wire (continued)

- B8 Customer premises inside wire provided by the customer must be installed by the customer or his agent in accordance with the technical standards furnished to the Arizona Corporation Commission by the utility.
- B9 Customer premises inside wire and standard jacks provided by the customer may be connected to residence and business individual and party line basic exchange service furnished by the utility at the protector.
- B10 Utility-provided standard jacks may be connected to customer premises inside wire and are subject to the appropriate Time and Material charges specified in Schedule No. A-5.
- B11 Where additional customer premises inside wire and miniature modular standard jacks are installed by the utility on a customer's premises, the applicable time and material charges in Schedule No. A-5 apply.
- B12 The rates and charges for the exchange access line service do not include utility maintenance of customer premises inside wire associated with residence and business individual line basic exchange service.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A7 Customer premises inside wire (continued)

- B13 In those instances where the utility makes a repair visit to the customer's premises and the service difficulty or trouble results from customer premises inside wire that is not installed in accordance with the technical standards for such wire, the customer is responsible for the payment of the Maintenance of Service charge specified in Schedule No. A-7. If the customer elects to have the utility replace such inside wire after determining that the trouble is located therein, the customer will be subject to the appropriate time and material charges specified in Schedule No. A-5.
- B14 The utility will make the technical standards and installation guidelines for customer provision of inside wire available for customers at designated locations.
- B15 The utility will, at customer request, maintain customer installed inside wire and standard jacks as provided for in Schedule No. A-7.
- B16 The utility warrants repairs that it has made under Phase II, including parts and workmanship, against defects and malfunctions for a period of ninety days from the date of repair. If there is a defect or malfunction in the repairs, the utility will, at its option, either repair or replace the wiring at no charge if the defect or malfunction is reported to the utility during the warranty period.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A7 Customer premises inside wire (continued)

- B17 Where any customer premises inside wire or associated standard jack has been installed in violation of the utility-provided technical standards the utility will promptly notify the customer of the violation and will take such immediate action, including the temporary disconnection of service, as is necessary for the protection of the telecommunications network and/or utility employees.
- B18 The customer shall discontinue use of the customer premises inside wire and/or associated jacks or correct the violation and notify the utility in writing within 10 days after receipt of utility notice of violation that the violation has been corrected.
- B19 Failure of the customer to discontinue such use or to correct the violation will result in the complete disconnection of the customer's service until such time as the customer complies with the provisions of the technical standards and this tariff.
- B20 A credit allowance does not apply for out-of-service time due to complete disconnection as result of such violation.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A8 Time and Material Charges

B1 Time and Material Charges will be applied on a regulated basis.

A9 Tribal Link Up

This is the Federal Communication Commission's Tribal Link Up Program of Lifeline Connection Assistance. A 100% reduction, up to \$100.00 will be applied for residents of Tribal Lands access line non-recurring service connection charges to connect service originally. This discount applies to a single line at the principal place of residence for the applicant.

(C)
|
(C)

B1 An applicant must meet the following criteria in order to qualify for residence Lifeline Connection Assistance:

C1 The residence premises at which the service is requested is the applicant's principal place of residence.

C2 There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

C3 The applicant must be eligible for one or more of the public assistance programs shown in the Lifeline Telephone Service, Schedule No. A-3, or the Enhanced Lifeline Service for Tribal Lands, Schedule No. A-3.

(C)
(C)

DATE ISSUED: March 6, 2012
EFFECTIVE DATE: April 1, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-3214A-12-

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

- A9 Tribal Link Up (continued) (C)
- B2 Lifeline Connection Assistance will not be furnished on a Foreign Exchange (FEX) or Foreign Prefix (FPS) basis.
 - B3 Applicant may also qualify for benefits under the Senior Telephone Discount Program (see Schedule No. A-1 for conditions).
 - B4 Tribal Link Up may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit to the number of Tribal Link Up requests for any given customer. (C)
 - B5 Service connection charges, after Tribal Link Up discounts are applied, may be paid in up to twelve equal monthly installments. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year. (C)
- A10 Senior Telephone Discount Program (STDP)
- B1 The STDP provides for a credit on service connection charges (also see Schedule No. A-1) for the provision of local residence service for certain low-income customers (see Schedule No. A-1 for conditions).
 - B2 The service connection charges to change to or from this program due to eligibility status will be waived.
 - B3 A seventeen (17) percent reduction on service connection charges will be allowed once during a calendar year on the customer's principal residence line.

DATE ISSUED: March 6, 2012
EFFECTIVE DATE: April 1, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-3214A-12-

SCHEDULE NO. A-5

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A11 Long Distance Carrier Subscription Change Charge

The subscription charge for Interexchange Carrier (IC) changes is billed to the requesting customer. In the event that the customer is incorrectly subscribed due to misassignment on the part of the IC and the IC is unable to document such assignment, the Company 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.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-6

DIRECTORY LISTINGS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

- A6 All applications for reference listings to the service of another customer shall be an agreement by both customers who are parties to the arrangement.
- A7 Personalized telephone number service
- B1 Personalized telephone number (PTN) service provides the customer with a telephone number that the customer specifically requested.
- B2 PTN service is subject to Rule No. 9 which states "the customer has no property right in the telephone number nor any right to continuance of service through any particular central office, and the utility may change the telephone number or central office designation of a customer whenever it considers it desirable in the conduct of its business.
- B3 If the utility finds it necessary to change the customer's personalized telephone number, the PTN customer will be granted a refund of the service charge.
- B4 All customer requested telephone numbers are subject to availability and provided at the discretion of the utility.
- B5 PTN will not be offered to (800) service.
- B6 The PTN will appear as numeric in the directory.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A8 Nonpublished telephone number service

- B1 The utility will take reasonable precautions not to publish the telephone numbers of customer's subscribing to nonpublished telephone number service in any of its publicly distributed directories.
- B2 The utility will not disclose the telephone numbers of customer's subscribing to nonpublished telephone number service to any person except the following:
 - C1 When required by duly authorized representatives of law enforcement agencies.
 - C2 To its own employees for use in compiling service records and billing information.
 - C3 To authorized public safety answering point (PSAP) where calls are placed from the nonpublished or unlisted telephone number to the emergency number 911.
 - C4 To other telephone customers who are billed for calls placed to or from nonpublished number.
 - C5 Under certain circumstances, either due to services offered or to technical parameters within the network, telephone numbers may be automatically forwarded over the network and displayed to the called party.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-6

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A8 Nonpublished telephone number service (continued)

B3 The customer releases, indemnifies, and holds harmless the utility from any and all loss, claims, demands, suits, or other action or any liability, whether suffered, made, instituted or asserted by the subscriber or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosure or nondisclosure of said number to any person.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-7

FRONTIER WIRE CARE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	3 rd Revised
2	3 rd Revised
3	1 st Revised
4	1 st Revised

DATE ISSUED: February 6, 2015
EFFECTIVE DATE: March 16, 2015
FILED BY: Jack Phillips
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-7

FRONTIER WIRE CARE SERVICE (continued)

APPLICABILITY

Applicable to utility-provided maintenance on inside wire for residence and simple business service.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

		<u>Isolate Trouble Charge</u>	<u>Monthly Charge</u>	
A1	Plan I			
	B1 Residence	\$10.00	\$.99	
	B2 Business	10.00	.99	
A2	Plan II			
	B1 Residence and/or business	Special service and time and material charges shown in Schedule No. A-5.		
A3	Frontier Wire Care Alternative Offer – Residence and Simple Business Service			(C)
		<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	
	B1 Initial charge for immediate coverage	\$39.95		
	B2 Residence and Simple Business service without a bundle subscription, Each Line, with a 12-month commitment		\$6.99	(C)
	B3 Charge for cancellation prior to the end of the 12-month period Early termination fee	50.00		

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SCHEDULE NO. A-7

FRONTIER WIRE CARE SERVICE (continued)

CONDITIONS

(T)

A1 The rates and charges for exchange access line service do not include utility maintenance of inside wire and associated jacks located on the customer side of the Point of Demarcation or exchange access line termination associated with the exchange service.

B1 Customers may:

C1 Provide their own maintenance or

C2 Subscribe to the utility-provided maintenance of customer premises inside wire.

(T)

A2 Two Frontier Wire Care plans are available to customers subscribing to utility-provided maintenance of inside wire.

B1 Plan I - a monthly recurring charge for maintaining inside wire per exchange access line, per premises.

B2 Plan II - a nonrecurring charge per maintenance visit for maintenance work performed.

(D)

A3 Plan I covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Plan I covers problem isolation within the home and any damage to the phone line caused by lightning or accidentally caused by the customer,.

(N)

A4 Plan I customers who activate the service and use it within 30 days of the activation date will incur a \$25 activation charge with a one-year service commitment.

A5 Plan I 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.

(N)

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FILED BY: Aloa J. Stevens

TITLE: Director

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SCHEDULE NO. A-7

FRONTIER WIRE CARE SERVICE (continued)

(T)

CONDITIONS (continued)

A6 Customers subscribing to utility-provided maintenance under Plan I for customer premises inside wire will not be assessed any additional charges for requesting a wire care visit.

(T)

(T)

A7 Where customer premises inside wire is installed according to technical standards but the customer does not elect to have the utility maintain the customer premises inside wire under Plan I, the customer shall be subject to the charges as outlined in those instances where the utility makes a repair visit to the customer's premises and the trouble condition is found to be in the inside wire and/or jack.

(T)

(T)

A8 The isolate trouble charge applies to customers under Plan I when the utility determines that the trouble is with the customer's equipment or beyond the utility's inside wire.

(T)

DATE ISSUED: October 14, 2002

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FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-02-0782

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 17 of this schedule are effective as of the date shown below.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised	11	1st Revised
2	Original	12	1st Revised
3	Original	13	Original
4	Original	14	Original
5	Original	15	Original
6	Original	16	Original
7	Original	17	Original
8	Original		
9	Original		
10	1st Revised		

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FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

APPLICABILITY

Citizens Centrex Digital Service (CCDS) is a central office based touchtone service provided from the telephone company's suitably equipped digital central office facilities. This is a central office service which is an alternative to customer PBX, multifunction system, and key telephone systems. This service can also be used to enhance existing key telephone systems.

CCDS consists of access lines with touchtone service and optional feature packages plus an assortment of optional features. The service does not include any customer premises equipment. Access lines are priced subject to the utility's local exchange tariff. Touchtone service is included at no additional monthly rate.

The central office equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant.

Not all digital offices can provide all of the Centrex features.

The number of access lines which will be allowed to access the network at any given time will be restricted by virtual facility group (VFG) software. This number will be based on the individual customer's traffic requirements, and these lines will be designated as unrestricted access lines or trunks. The remainder of the access lines will be designated as intragroup lines.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES

A1 In lieu of rates specified below, business access line rates in Schedule No. A-1, Network Access Line Service, are applicable to those lines designated as unrestricted outside access lines. For enhancement of KTS service, KBL rates apply. Touchtone service is included at no additional monthly rate.

A2 Intragroup line rates are applicable to all restricted access lines in a business group service arrangement.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
Intragroup calling services, each intragroup line	*	\$14.30	ICND

A3 Installation and/or change charges as set forth in Schedule No. A-5, Service Connection Charges, are applicable to access lines. A nonrecurring charge of \$10 (Billing Code CSNC) - applicable per line or station (under Rates A5, A6, A7, and A8) applies to any service and feature changes added after the initial service installation.

* See Rates, Schedule No. A-5.

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A4 Standard Services included at no additional charge with each Centrex Access Line and intragroup calling service line.

- B1 Code Call Access
- B2 Code Restrictions
- B3 Data Call Protections
- B4 Dial Pulse Conversion
- B5 Dial Tone upon Trunk Seizure
- B6 End-to-End Signaling
- B7 Flexible Intercept
- B8 Individual Line Business Service, PBX Emulation
- B9 Off-Premises Station and Extensions
- B10 Simplified Dialing
- B11 Station-to-Station Calling
- B12 Tandem Switching of Special Service Circuits
- B13 Uniform Numbering Plan Capability
- B14 Tone Detection
- B15 Direct Inward Dialing (DID)
- B16 Direct Outward Dialing (DOD)
- B17 Foreign Exchange (FX) Line Access
- B18 Foreign Exchange (FX) Trunk Access
- B19 Station Toll Billing

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A5	Basic Features and Services	Monthly <u>Rate</u>	Billing <u>Code</u>
B1	Basic Centrex feature and service package per Centrex Access Line and Intragroup Calling Service Line		
C1	2 - 200 lines, each line	\$3.50	IBNA
C2	Additional features or services, each	.25	IBAF
B2	Each basic Centrex feature and service package (IBNA) may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 (IBAF) each:		
C1	Standard Features		
D1	Automatic Line		
D2	Call Forward (includes the following)		
E1	All Calls (with remote activation)		
E2	Busy		
E3	No Answer		
D3	Call Pickup		
D4	Call Transfer		

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A5 Basic Features and Services (continued)

B2 Each basic Centrex feature and service package (IBNA or IBNB) may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 (IBAF) each: (continued)

C1 Standard Features (continued)

- D5 Call Waiting including:
 - E1 Cancel Call Waiting
 - E2 Call Waiting for 3 Way Calling (T)
- D6 Call Hold (T)
- D7 Meet-me Conference
- D8 *66 Busy Number Redial (T)
- D9 Speed Call (includes one 30 and one 8 per station)
- D10 Speed Call - group - 30 (T)
- D11 Call Park
- D12 3 Way Calling/Transfer (T)
 - E1 3 Way Calling (T)
 - E2 Call Transfer of Incoming Calls
 - E3 Call Transfer of Outgoing Calls
 - E4 Call Transfer of All Calls (T)
- D13 Last Number Redial
- D14 Consultation Hold
- D15 Make Set Busy
- D16 Distinctive Ring (T)
- D17 Group Intercom

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)
(N)

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TITLE: Senior Vice President

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DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A5 Basic Features and Services (continued)

B2 Each basic centrex feature and service package (IBNA or IBNB) may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 (IBAF) each: (continued)

C2 Standard Services

- D1 Fully Restricted - Class of Service
- D2 Semirestricted - Class of Service
- D3 Toll Restricted - Class of Service
- D4 Dictation Access and Control (DTMF only)
- D5 Hunting
- D6 Loudspeaker to Radio Paging Access
- D7 Loudspeaker Paging - Line Termination
- D8 Loudspeaker Paging - Answer
- D9 Six-port Conference Circuit - Use Control
- D10 Storing of 24 Dialed Digits
- D11 Authorization Codes
- D12 Tie Line Access
- D13 WATS Access

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A6	Enhanced Features and Services	Monthly Rate	Billing Code
B1	Enhanced Centrex feature and service package per Centrex Access Line, and Intragroup Calling Service Line		
C1	Each line	\$2.00	IBNF
C2	Additional features or services, each	.25	IBAF
B2	Each enhanced Centrex feature and service package (IBNF) may include up to six of the following features. Additional features are \$.25 (IBAF) each:		
C1	Audio input on incoming calls in queue (attendant and uniform call distribution)		
C2	Call Request/Message Wait Indication		
C3	Executive Busy Override		
C4	Uniform Call Distribution (UCD)		
C5	Queuing - Call Back		
C6	Queuing - Off-hook		
C7	Expensive Route Warning Tone		
C8	Station - Activated Do Not Disturb with Feature Active Reminder		
C9	Origination Restrictions		
C10	Station Control Conference (Six Ports Maximum)		

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DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)		Monthly Rate	Billing Code
A6	Enhanced Features and Services (continued)		
B3	Individual enhanced features and services, each line		
C1	Virtual Facility Group*	\$.75	IBNW
C2	Automatic Route Selection (ARS)	1.50	IBNI
C3	Datapath - Basic	4.00	IBNK
C4	Console Alerting	1.00	IBNN
C5	Large Conference (7 to 30 port circuit)	Negotiated	IBNV
C6	Station Message Detail Recording (SMDR)	Negotiated	IBNG
C7	Enhanced Station Message Detail Recording (SMDR) (Basic SMDR Features Included)	Negotiated	IBNH
C8	Network Name Display	2.00	CNND
C9	Calling Name Display	2.00	CCND
B4	Music-On-Hold feature		
C1	Each customer	10.00	MOHC
C2	Each access line	1.00	MOHL
C3	Each station	.25	MOHS
A7	Business Set Features		
B1	Business Set feature and service package		
C1	Each business set package, per station	2.00	IBNJ
C2	Additional features, per station	.25	IBAF

* The Virtual Facility Group rate applies only to those lines designated as Centrex access lines. The VFG rate does not apply if the customer requests the same number of access lines as stations.

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A7 Business Set Features (continued)

B2 Each Business Set feature and service package (IBNJ) may include up to six of the following features. Additional features are \$.25 (IBAF) each:

Note: Business set feature activation requires the purchase/lease of the Meridian digital business sets.

- C1 Auto Answerback
- C2 *66 Busy Number Redial
- C3 Automatic Line
- C4 Multiple Appearance Directory Number
- C5 Busy Override
- C6 Call-Back Queuing
- C7 Call Forward includes:
 - D1 CF Busy
 - D2 CF No Answer
 - D3 CF Universal
 - D4 CF Intragroup
 - D5 CF Remote Activation
- C8 Call Park including:
 - D1 Recall ID
- C9 Call Pickup
- C10 Call Waiting
- C11 Feature Code Access
- C12 Group Intercom
- C13 Held Calls
- C14 Individual Business Line
- C15 Intercom
- C16 Listen On Hold
- C17 Make Set Busy including:
 - D1 Except Group Intercom

(T)

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A7 Business Set Features (continued)

B2 Each Business Set feature and service package (IBNJ) may include up to six of the following features. Additional features are \$.25 (IBAF) each: (continued)

Note: Business set feature activation requires the purchase/lease of the Meridian digital business sets.

- C18 Malicious Call Hold
- C19 Conference Interaction
- C20 *66 Busy Number Redial (T)
- C21 Specific Key Ringback on Ring Again Requests
- C22 Hunting
- C23 Six-port Conference
- C24 Speed Calling including:
 - D1 Personal List
 - D2 Group List
 - D3 Network (T)
- C25 3 Way Calling/Call Transfer (T)
- C26 Call Forward/Automatic Dial Display
- C27 Call Forward Reason Display
- C28 Display Called Number
- C29 Display Calling Number
- C30 Enhanced Meridian Business Set Reason Display
- C31 Feature Display
- C32 Display Sets (M5000 series of terminals)
- C33 Query Time Key
- C34 Privacy Release Conference Control
- C35 Programmable Prime Line Select
- C36 Enhanced Multiple Appearance Directory Number (MADN) Call Control

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A7 Business Set Features (continued)

B2 Each Business Set feature and service package (IBNJ) may include up to six of the following features. Additional features are \$.25 (IBAF) each: (continued)

Note: Business set feature activation requires the purchase/lease of the Meridian digital business sets.

- C37 Business Set Inspect Key
- C38 Uniform Call Distribution on Meridian Business Set
- C39 Audio Input on Incoming Calls in Queue
- C40 Agent Log-in/Log-out Monitoring
- C41 Call Request/Message Wait Indication
- C42 *66 Busy Number Redial
- C43 Distinctive Ring
- C44 Fully Restricted-Class of Service
- C45 Semirestricted-Class of Service
- C46 Toll Restricted-Class of Service
- C47 Dictation Access and Control (DTMF only)
- C48 Loudspeaker to Radio Paging Access
- C49 Loudspeaker Paging - Line Termination
- C50 Loudspeaker Paging - Answer
- C51 Authorization Codes
- C52 Tie Line Access
- C53 WATS Access

(T)
(T)

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

		Monthly Rate	Billing Code
A8	Attendant Console Features		
B1	Attendant Console feature and service package		
C1	Each Attendant Console package, per console	\$4.00	IBAC
C2	Additional features, per console	.25	IBAF
B2	Each Attendant Console feature and service package (IBAC) may include up to six of the following features. Additional features are \$.25 (IBAF) each:		
	Note: Attendant feature activation requires the purchase/lease of the Meridian digital attendant console.		
C1	Access to Paging		
C2	Call Park Recall Timer		
C3	Call Selection		
C4	Camp-On		
C5	Attendant - Conference (max. six conferees)		
C6	Console Display		
C7	Control of Trunk Group Access		
C8	Locked Loop Operation		
C9	Release Upon Completion of Dialing		
C10	Speed Calling		
C11	Recorded Announcement Access		
C12	Transfer		
C13	Automatic Recall		
C14	Busy Verification		
	D1 Stations		
	D2 Trunks		
C15	Call Hold		
C16	Call Park		
C17	Code Calling Line Termination		
C18	Console Test		

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

RATES (continued)

A8 Attendant Console Features (continued)

B2 Each Attendant Console feature and service package (IBAC) may include up to six of the following features. Additional features are \$.25 (IBAF) each: (continued)

Note: Attendant feature activation requires the purchase/lease of the Meridian digital attendant console.

- C19 Delayed Operation
- C20 Interposition Calls
- C21 Lockout
- C22 Multiple Console Operation
- C23 Multiple Listed Directory Numbers
- C24 Position Busy
- C25 Secrecy
- C26 Serial Call
- C27 Straightforward Onward Completion
- C28 Switched Loop Operation
- C29 Trunk Group Busy/Trunk Group Access Control Through Special Keys
- C30 Through Dialing
- C31 Timed Recall Set to Zero
- C32 Trouble Key on System II Console
- C33 Trunk Group Busy Indication
- C34 2-Way Splitting
- C35 Uniform Call Distribution From Queue
- C36 Wild Card Key
- C37 Automatic Dial
- C38 Trunk Answer form Any Station Night Service
- C39 Authorization Codes
- C40 Tie Line Access
- C41 WATS Access

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

CONDITIONS

- A1 All equipment provided by the customer must be compatible with the services and equipment provided by the utility.
- A2 Service is only offered where utility facilities are available.
- A3 Service area is limited to manufacturer's equipment specifications.
- A4 The minimum charge for service provided under this tariff shall be one month except where termination agreement is required.
- A5 Extended Area Service (EAS) is provided with this service in the event the customer's central office exchange has EAS. EAS increments are applicable.
- A6 Rates for this service over 200 lines will be provided under specific contract/agreement. Rates offered under contract/agreement will be above incremental cost.
- A7 Intragroup calling service rates apply to all lines not designated as outside access lines (trunks) and restricted by the Virtual Facility Group feature to intragroup calls.
- A8 The quantity of outside access lines will be designated based on the individual customer's traffic requirements as determined by traffic engineering.

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

CONDITIONS (continued)

A9 Explanation of Terms

- B1 Intragroup Calling Service Lines - Lines designated as restricted lines which provide communication paths for calls within the customer location.
- B2 Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.
- B3 Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.
- B4 The Virtual Facility Group (VFG) - A software package which simulates a trunk group such that the number of Centrex lines which have access to the network, at any one time, is restricted.

A10 The utility will furnish one alphabetical and one classified directory listing without charge per line. Additional listings will be offered subject to the provisions outlined in Schedule No. A-6, Directory Listings of this tariff, or may be provided free if, in the judgment of the utility, such listings will improve service to the public, reduce utility operating costs, or both.

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SCHEDULE NO. A-8

CITIZENS CENTREX DIGITAL SERVICE (continued)

CONDITIONS (continued)

A11 Centrex advanced private line termination paging trunk

The Centrex paging trunk allows a Centrex customer to dial a paging access code which connects the Centrex customer via the Centrex paging trunk to a paging system on the customer's premises. Trunk level page access allows the customer to restrict certain Centrex users from the paging system by Centrex class of service.

A12 Additional descriptions and limitations of the enhanced features and services listed under RATES are maintained in the utility's service office.

A13 The customer must subscribe to a minimum of two Centrex lines. Touchtone service is included with all Centrex lines.

A14 Music-On-Hold Feature

The rates for this service will be applied as follows: one customer rate per customer, plus one access line rate per line, and one station rate per station.

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 28 of this schedule are effective as of the date shown below.

<u>Sheet</u>	<u>Number of Revision</u>	<u>Sheet</u>	<u>Number of Revision</u>
1	Original	15	Original
2	Original	16	Original
3	Original	17	Original
4	Original	18	Original
5	Original	19	Original
6	Original	20	Original
7	Original	21	Original
8	Original	22	Original
9	Original	23	Original
10	Original	24	Original
11	Original	25	Original
12	Original	26	Original
13	Original	27	Original
14	Original	28	Original

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to special 9-1-1 emergency telephone service arrangements furnished to the Northeastern Arizona 9-1-1 Users Association (Emergency Service Agency or ESA).

TERRITORY

Within the exchange areas of those exchanges listed below under "RATES" and as said areas are defined on maps filed as part of the tariff schedules.

DESCRIPTION OF SERVICE

A1 Central Office 9-1-1 Switching Services

Citizens (hereafter referred to as the Company) will provide the ESA with 9-1-1 translation software and equipment additions in fifteen of the Company's central offices to accommodate 9-1-1 emergency calling from listed Company exchanges to each designated ESA Public Safety Answering Point (PSAP). The Company will also provide the central office equipment necessary to store and forward to the PSAP, the directory number of the party dialing the 9-1-1 emergency code. The forwarding of the calling party's directory number only applies to single party residence and business lines. Rates for existing customers as of the effective date of the Original A.C.C. Sheet No. 10 of this tariff are grandfathered based on a five-year agreement from the 9-1-1 test and acceptance date. Rates for 9-1-1 translations, calling number store, and forward service, and maintenance on the associated 9-1-1 equipment are listed under "RATES - EXISTING CUSTOMERS ONLY." Rates for existing customers are structured on a "Tier A" and "Tier B" basis. Contracts will be renegotiated after the initial five-year period. Rates for customers who do not qualify as existing customers or have chosen the option to be subject to new rates are listed under "RATES - GENERAL."

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DESCRIPTION OF SERVICE (Cont'd)

A2 Dedicated Emergency 9-1-1 Facilities

The Company will provide the ESA dedicated 9-1-1 emergency facilities between listed Company exchanges and the PSAPs as designated by the ESA. Installation and recurring monthly charges for these dedicated 9-1-1 facilities are listed under "RATES."

A3 Reverse Directory Service (Existing customers only)

Reverse Directory Service will no longer be offered except to existing customers. ALI Database Service will replace the Reverse Directory Service. The Company shall provide the ESA with Reverse Directory Service (the "directories") containing information on the names and addresses of all the Company's customers with listed addresses being provided emergency 9-1-1 access to the multiple ESA PSAP locations. The directories will include all telephone numbers listed. The directories shall be prepared from the Company's regular customer records and shall reflect the information as provided for publication in the telephone directory, which may contain certain errors and omissions caused by printing lag time, input mistakes, the absence of a comprehensive addressing system in the Company's area being served by the ESA emergency services and other reasons. Consequently, the information included in the directories will be subject to a reasonable margin of error and the Company does not represent that the information provided hereunder will be without error or omission.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DESCRIPTION OF SERVICE (Cont'd)

A3 Reverse Directory Service (Existing customers only) (continued)

The directories shall be provided to the ESA for the limited purpose of enabling the ESA to determine the address of a "9-1-1 caller" by cross-referencing the telephone number displayed at the console with the information contained in the directories. The ESA will not use the information provided hereunder for any other purpose or use and shall not transfer, convey, or sell the information provided hereunder to any other person or entity. As new monthly updates are provided to the designated agency PSAP locations, it is the responsibility of the ESA to ensure that the old directories are returned at the Company's request.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES

A1	RATES - EXISTING CUSTOMERS ONLY	Tier A		Tier B	
		Monthly		Billing	Monthly
		<u>Rate</u>	<u>Code</u>	<u>Rate</u>	<u>Code</u>
	9-1-1 central office switching service*				
B1	Alpine	\$130.00	T9BL	\$ 69.00	T9AL
B2	Cibecue (Pinetop)	9.00	T9BL	5.00	T9AL
B3	Greer	130.00	T9BL	69.00	T9AL
B4	Hawley Lake	209.00	T9BL	111.00	T9AL
B5	Heber	18.00	T9BL	10.00	T9AL
B6	Holbrook	480.00	T9BL	255.00	T9AL
B7	McNary (Pinetop)	9.00	T9BL	5.00	T9AL
B8	Pinedale	209.00	T9BL	111.00	T9AL
B9	Pinetop	158.00	T9BL	84.00	T9AL
B10	Pinetop Country Club	16.00	T9BL	9.00	T9AL
B11	Show Low	477.00	T9BL	253.00	T9AL

* In addition to applicable service connection charges in Schedule No. A-5.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

A1	RATES - EXISTING CUSTOMERS ONLY (Continued)	Tier A		Tier B	
		Monthly		Billing	Monthly
	Billing				
	9-1-1 central office switching service*	<u>Rate</u>	<u>Code</u>	<u>Rate</u>	<u>Code</u>
B12	Snowflake	\$18.00	T9BL	10.00	T9AL
B13	Springerville	102.00	T9BL	54.00	T9AL
B14	St. Johns	199.00	T9BL	106.00	T9AL
B15	Whiteriver	168.00	T9BL	89.00	T9AL

A2 RATES - EXISTING CUSTOMERS ONLY
 9-1-1 Dedicated facilities

Rates and charges are as filed in the Company's intrastate tariff for dedicated services.

* In addition to applicable service connection charges in Schedule No. A-5.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES (continued)

A3 RATES - EXISTING CUSTOMERS ONLY

Reverse directory service by PSAP location

B1	St. Johns	Non- Recurring	Monthly	Billi ng Cod e
	Apache County Sheriff	<u>Charge</u>	<u>Rate*</u>	
C1	Initial database setup charge	\$1,230.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$83.58	E9MC
B2	Whiteriver White Mountain Apache Tribe			
C1	Initial database setup charge	\$ 660.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$30.73	E9MC

* Monthly rate applicable for 60 months beginning April 3, 1989.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES (continued)

A3 RATES - EXISTING CUSTOMERS ONLY

Reverse Directory Service by PSAP location (continued)

B3	Holbrook	Non-Recurring	Monthly	Billi
	Navajo County Sheriff	<u>Charge</u>	<u>Rate*</u>	<u>ng Code</u>
C1	Initial database setup charge	\$1,230.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$85.48	E9MC
B4	Holbrook Holbrook Police Department			
C1	Initial database setup charge	\$660.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$32.09	RDS1
B5	Pinetop Lakeside/Pinetop Police			
C1	Initial database setup charge	\$660.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$37.46	E9MC

* Monthly rate applicable for 60 months beginning April 3, 1989.

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9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES - (continued)

A3 RATES - EXISTING CUSTOMERS ONLY

Reverse directory service by PSAP location (continued)

B6	Show Low	Non recurring	Monthly	Billi
	Show Low Police	<u>Charge</u>	<u>Rate*</u>	ng
				<u>Cod</u>
				e
C1	Initial database setup charge	\$660.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$37.46	E9MC
B7	Springerville Eager Police			
C1	Initial database setup charge	\$660.00	---	E9RD
C2	Monthly update charge for monthly directory	---	\$32.09	E9MC

* Monthly rate applicable for 60 months beginning April 3, 1989.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

RATES (continued)

A4 RATES - GENERAL

		<u>NRC</u>	<u>Monthly Rate</u>
B1	9-1-1 Network Service Features(1)		
	C1 Central Office Enabling	\$0.00	\$72.00
	C2 9-1-1 Service Line B1, Key, PBX	Applicable local exchange network access line rates	
	C3 9-1-1 Special Trunk	187.00	31.00
	C4 Per trunk termination	Applicable private line	
rates	Intra- and Inter-exchange 9-1-1 service.	Schedule No. G-2 and Special Access Tariff	
B2	Database Processing		
	C1 Automatic Location Identification (ALI) Database		
	D1 Per Company record processed	1.77	0.05
	D2 Per Non-Company record verified	0.48	0.04
	D3 Database Processing per system	0.00	461.00
	C2 Selective Routing Database		
	D1 Database Processing Per Record (2)	0.14	0.01
	D2 Database Processing Per System (2)	2,976.00	12.50
B3	Selective Router Hardware		
	C1 Trunk Termination Per Termination	187.00	51.00
	C2 Common Equipment Per System	18,413.00	1,876.00

(1) Special construction charges will apply when special assembly is required.

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(2) In addition to the ALI Database Processing per record and per system rates.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

GENERAL

- A1 9-1-1 Emergency telephone service, also referred to as 9-1-1 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Emergency Service Agency (ESA) may receive telephone calls dialed to the telephone number 9-1-1. This tariff covers the network required to route a call from the caller's central office to the point of demarcation at the answering PSAP, to include the forwarding of ANI, and the optional provisioning of ALI and selective routing.
- A2 The ESA must be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency law enforcement, fire, or other emergency services within the telephone central office areas arranged for 9-1-1 calling.
- A3 The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The ESA must subscribe to additional local exchange service at the PSAP for administrative purposes, the placing of outgoing calls, and for receiving other emergency calls, including any which might be relayed by Company operators.
- A4 This offering is limited to the use of central office number 9-1-1 as the emergency number, and only one 9-1-1 Service will be provided within any geographical area.
- A5 9-1-1 Service is provided by the Company only where facility and operating conditions permit.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

GENERAL (continued)

- A6 The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
- A7 Application for 9-1-1 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 9-1-1 offering. The ESA is the customer to the Company.
- A8 The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

CONDITIONS

- A1 The Company provides 9-1-1 Service solely for the benefit of the ESA operating the PSAP. The provision of 9-1-1 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the ESA.
- A2 The Company does not undertake to answer and forward 9-1-1 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
- A3 Temporary suspension of service is not provided for any part of the 9-1-1 Service.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A4 This service is furnished to ESAs only for the purpose of voice reporting of emergencies by the public.
- A5 9-1-1 information consisting of the names, addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential. All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information. The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel. (Except as indicated in A6 following.)
- A6 The 9-1-1 calling party forfeits the privacy afforded by private (nonpublished) and semiprivate (nonlisted) telephone number service to the extent that the telephone number, address, and name associated with the originating station location are furnished to the PSAP. Information will be provided only for the purpose of responding to emergency calls.
- A7 The Company's entire liability to any person for interruption or failure of 9-1-1 service shall be limited to the terms set forth in this schedule and other schedules of this tariff.
- A8 The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Company in the event the system is not functioning properly.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A9 The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service, or any part thereof whether caused by the negligence of the Company or otherwise, shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- A10 Each end user and ESA also agrees to release, indemnify, and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the end user, ESA, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the end user, ESA, or others.
- A11 Each ESA also agrees to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 9-1-1 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 9-1-1 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the ESA, its user, agencies, or municipalities, or the employees or agents of any one of them.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A12 Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.
- A13 Any terminal equipment used in connection with 9-1-1 Service shall be configured to restrict the customer from removing and/or changing the data provided by the company. Manual retrieval of ALI is allowed, provided the access is in response to an incoming 9-1-1 call. This permission is necessary to allow subscribers with two- or four-party lines to have ALI service. PSAP equipment must be compatible with the Company's equipment.
- A14 The Automatic Number Identification (ANI) feature will not forward the telephone number of the calling party when the call originates on a line providing two-party or lower grade of service. However, when E9-1-1 service is ordered, an ALI record will be created for each subscriber that may be manually retrieved.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A15 The ESA must furnish the Company, in writing, its agreement to the following terms and conditions:
- B1 That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.
 - B2 That the ESA accepts responsibility for dispatching, or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.
 - B3 That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 9-1-1 PSAP by calling parties.
 - B4 That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 9-1-1 lines recommended by the Company to be installed. (Applies to 9-1-1 Service only.)
 - B5 The ESA has read, understands, and agrees to all the terms and conditions in this tariff.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A16 Each primary PSAP must subscribe to sufficient 9-1-1 service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. The 9-1-1 service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.
- A17 This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any person other than the ESA contracting for 9-1-1 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in any amount greater than an amount equal to the pro rate allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA.
- A18 When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Rule No. 6 of this tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

A19 When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of law enforcement, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA. The ESA will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 serving area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 9-1-1 serving area. The following terms define the ESA's responsibility in providing this information:

B1 Initial and subsequent ESN assignments by street names, address ranges, and areas or other mutually agreed upon routing criteria to specific ESNs shall be furnished by the ESA on the MSAG.

B2 After establishment of service, it is the ESA's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 9-1-1 calls to the proper PSAP.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

A19 (continued)

- B3 The ESA has an obligation to verify law enforcement, fire, and ambulance PSAP routing destinations once they have been reformatted by the Company at the request of the ESA.
- B4 Changes, deletions, and additions in the MSAG are the responsibility of the ESA. Notification to the Company should be made as the changes occur. After such notification, the Company will furnish a printed copy to the ESA for verification showing each change, deletion, and addition to the MSAG.
- B5 The Company's sole responsibility in respect to the MSAG is to reformat it and provide a printout of it on request to the ESA.
- B6 The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the company.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A20 The rates charged for 9-1-1 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Company in the event the system is not functioning properly.
- A21 9-1-1 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two 9-1-1 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.
- A22 Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 9-1-1 call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service.
- A23 The Company, its employees, agents, or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 9-1-1 call in an emergency situation where no name, address, or location of the 9-1-1 caller is available.

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SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

CONDITIONS (continued)

- A24 The ESA agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The ESA recognizes that the addresses provided with Reverse Directory Service are the same addresses that the Company publishes in its telephone directories and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the ESA recognizes that addresses must first be verified from a calling party. The Company will provide an updated directory copy each month. The ESA agrees that no copies will be made of such directories and to return all such directories at the Company's request. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.
- A25 Under normal circumstances, work will not be performed on 9-1-1 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.
- A26 No charge will be made to a calling party for calls to the 9-1-1 service.
- A27 Reverse directory service will continue to be available to agencies that currently receive the 9-1-1 service and will be discontinued upon expiration of that ESA's contract for the service. All Database service will replace the reverse directory service.

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS

- A1 Automatic Location Identification (ALI): A feature by which the name and address associated with the calling party's telephone number (identified by the ANI feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premises, etc.) will be identified with the address of the telephone number at the main premises.
- A2 Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units via the 9-1-1 Control Office.
- A3 Called Party Hold: Once the PSAP has answered the call, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A4 Calling Party Switch Hook Status: This allows the PSAP to tell if the calling party has hung up or is on the line and unable to speak. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A5 Data Management System (DMS): A system of manual procedures and computer programs used to create, store, and update the data required to provide the Selective Routing (SR) and ALI features.

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DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

- A6 Emergency Service Number (ESN): When the selective routing feature is provided, the ESA is responsible for identifying primary and secondary PSAP locations, as well as the unique combinations of police, fire, ambulance, or any other appropriate agencies responsible for providing emergency service in the 9-1-1 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA and used by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed-upon routing criteria in the 9-1-1 serving area. The ESNs will be carried in the DMS to permit routing of 9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 9-1-1 serving area.
- A7 Forced Disconnect: This feature allows the PSAP to terminate completed calls and release the 9-1-1 system for reuse even if the calling party remains on the line. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.
- A8 Public Safety Answering Point (PSAP): An answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. A primary PSAP is one that answers a 9-1-1 call to initiate the response. A secondary PSAP will receive calls on a transfer basis only and generally serve as a centralized answering location for an ESA.
- A9 Emergency Ringback: This feature allows the PSAP to attract the attention of the calling party by ringing that party's telephone. Ringback will operate either if the calling party has hung up or has not hung up but is away from the telephone. This feature is available only when direct, dedicated trunking is used from the calling party's central office to the PSAP.

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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

A10 Selective Routing (SR):

- B1 Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:
- C1 Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- C2 Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- C3 Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

A10 Selective Routing (SR): (continued)

B2 The following rate elements apply to Selective Routing:

- C1 Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- C2 Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPS to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Data rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- C3 Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

B3 Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a selective router.

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TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

A11 Emergency 9-1-1 Service Options:

- B1 B9-1-1: Basic 9-1-1 Service. Provides for dedicated trunking from each subscriber's central office to a PSAP. Provided direct dedicated trunking exists from the originating central office to the PSAP, then it may include the called party control features of forced disconnect, called party hold, calling party switch hook status, and emergency ringback.
- B2 C9-1-1: 9-1-1 Service with ANI. Adds Automatic Number Identification to Basic 9-1-1 Service. May include Selective Routing. When Selective Routing is added, this disables the called party control features.
- B3 E9-1-1: 9-1-1 Service with ANI and ALI. Adds Automatic Location Identification to C9-1-1 Service. May include Selective Routing. When Selective Routing is added, this disables called party control features.

A12 MSAG - (Master Street Address Guide): A list provided by the ESA of all valid street names and address ranges for their particular jurisdiction as assigned to specific ESNs.

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

- A13 Automatic Location Identification (ALI) Database: An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all the Company's records provided to the ALI database manager. The customer is responsible for the following:
- B1 Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with an ESN assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
 - B2 Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.
- A14 Existing Customer: A customer who contracted for 9-1-1 emergency telephone services prior to the effective dates of the Original Sheet 8 and Original Sheet 8A listing new RATES - GENERAL and additional 9-1-1 services that were not offered when the customer initially contracted for 9-1-1 emergency telephone service.

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-9

9-1-1 EMERGENCY TELEPHONE SERVICE (continued)

DEFINITION OF TERMS (continued)

A15 Grandfathered: 9-1-1 customers who qualify as existing customers who choose the option to be charged for the remainder of their five-year contract under the tariff rates which were in effect at the time of their 9-1-1 test and acceptance date are said to be grandfathered. These rates are listed in the tariff and described as RATES - EXISTING CUSTOMERS ONLY. Customers eligible to be classified as existing customers, who for whatever reason do not exercise their option to choose which set of rates they wish to be billed, will also be considered to be grandfathered and will be billed from the rates listed as RATES - EXISTING CUSTOMERS ONLY. These existing customers may remain in the grandfathered status until the end of their five-year contract period. On the expiration of the five-year contract period, the existing customer's grandfathered status ends and continuing charges for 9-1-1 emergency telephone service will be charged from the rates listed as RATES - GENERAL. Grandfathered customers are only eligible to subscribe to those services listed under RATES - EXISTING CUSTOMERS ONLY.

A16 Option: 9-1-1 customers who qualify as existing customers may choose to be grandfathered and charged from those rates listed as RATES - EXISTING CUSTOMERS ONLY or may choose to be eligible to subscribe to additional services and be charged under the rates listed under RATES - GENERAL. Charges to customers who qualify as existing customers will be billed from only one set of rates, but not from both. An existing customer who has chosen to be considered in a grandfathered status may still elect to switch to being billed from the rates listed as RATES - GENERAL, but once an existing customer has elected to be subject to the new rates listed in RATES - GENERAL, that customer loses his grandfathered status and may not switch back to the rates listed as RATES - EXISTING CUSTOMERS ONLY. Customers, who do not qualify as existing customers, do not have an option and will be charged from those rates listed as RATES - GENERAL.

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. A-10

EMPLOYEES' SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	2 nd Revised
2	2 nd Revised

DATE ISSUED: February 17, 2005

EFFECTIVE DATE: March 17, 2005

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0120

SCHEDULE NO. A-10

EMPLOYEE' SERVICE (continued)

APPLICABILITY

Applicable to all regular full-time and regular part-time employees who reside within the utility's exchange areas.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariff schedules.

RATES

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

CONDITIONS

- A1 Provisions of this schedule will be administered within the guidelines established by the utility.
- A2 Eligible employees are regular full-time and regular part-time² employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
- A3 The directory listing must be published in the name of the employee, or in the name of the employee's spouse. If special circumstances exist in which employee privacy is required, this condition may be waived at the discretion of the Utility. (N)
- A4 Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service. (N)
- A5 The telephone concession program is not available to any employee who retires on or after July 1, 2001.

² A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

DATE ISSUED: February 17, 2005
EFFECTIVE DATE: March 17, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0120

SCHEDULE NO. A-11

MISCELLANEOUS SERVICE

(T)

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	7 th Revised
2	2 nd Revised
3	2 nd Revised
4	5 th Revised
5	1 st Revised
6	2 nd Revised

DATE ISSUED: December 9, 2016
EFFECTIVE DATE: January 22, 2017
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-11

MISCELLANEOUS SERVICE (continued)

			(T)
A1	Additional Billing Copy Service		(N)
B1	APPLICABILITY		(T)
	Applicable to additional bill copy service furnished in connection with business and residence services as provided in Schedule No. A-1.		
B2	TERRITORY		(T)
	Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.		
B3	RATES AND CHARGES		(T)
		Monthly	(T)(D)
		<u>Rate</u>	(D)
	One to three copies per account, only		(T)(D)
	Each one-time request charge per account	\$2.50	(D)
B4	CONDITIONS		(L)(T)
C1	No more than three additional copies will be provided at the above rate.		
C2	The above charge is applicable each time a request is made for this service.		
C3	No charge applies to replace bill copies not received.		

(L) Material relocated from Sheet No. 3. (N)

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FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:
DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-11

MISCELLANEOUS SERVICE (continued)

A2 Electronic Bill Presentment and Payment (EBPP)

B1 Frontier Online Bill Payment program is an optional service that allows residential and business 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 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.

B2 CONDITIONS

- C1 The EBPP is an optional Service.
- C2 The Utility will send an electronic notification to the customer's designated email address when the bill is available on-line.
- C3 EBPP is available where technically feasible.
- C4 Service Connection Charges as specified in Tariff Schedule A-5 do not apply to this service.
- C5 Bill inserts will be provided separately either electronically or via U.S. Mail service.

B3 RATES AND CHARGES

	Monthly Rate
Rate for both a paper copy and an electronic bill copy	\$2.00

(L) Additional Billing Copy Service relocated to Sheet No. 2.

(L) Electronic Bill Presentment and Payment (EBPP) relocated from Sheet No. 4.

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DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-11

MISCELLANEOUS SERVICE (continued)

A3 Convenience Fee

B1 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.

B2 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.

B3 RATES AND CHARGES

Nonrecurring Charge

Convenience Fee, per occurrence

\$4.50

(T)

(N)(L)

(N)

(L)

(L) Electronic Bill Presentment and Payment (EBPP) relocated to Sheet No. 3.

(N)

DATE ISSUED: December 9, 2016

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FILED BY: Steve Crosby

TITLE: Senior Vice President

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DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-11

MISCELLANEOUS SERVICE (Continued)

(T)

A4 Service Performance Guarantee

(T)

B1 If a business customer requests installation or repair of Company owned facilities used to provide exchange access, private line or enhanced services offered under this Tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. If service is interrupted for periods of one day or more, the credit allowance for interruptions of service as specified in Schedule No. AC, Rule 6, will also apply. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:

C1 Exchange network services including Centrex Service, Custom Calling Services and Enhanced Services

C2 Directory services including additional listings

C3 Local private line services

B2 If a residence service customer requests installation or repair of Company owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. If service is interrupted for periods of one day or more, the credit allowance for interruptions of service as specified in Schedule No. AC, Rule 6, will also apply. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:

C1 Exchange network access services, including Custom Calling Services and Enhanced Services

C2 Directory services including additional listings and nonpublished listings

B3 Conditions

C1 Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

C2 The Company's failure to install or repair service under this tariff shall be excused by customer negligence or willful destruction, labor difficulties, governmental orders, civil commotions, acts of God and other circumstances beyond the Company's reasonable control.

C3 Credit will be provided in accordance with the above conditions at the request of the customer.

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FILED BY: Steve Crosby

TITLE: Senior Vice President

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DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-11

MISCELLANEOUS SERVICE (Continued)

(T)

A5 Business Traffic Study Service

(T)

B1 APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

B2 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 this tariff.

B3 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.

B4 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

B5 CONDITIONS

C1 At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.

C2 A separate traffic study report is required for each access line, hunt line, or trunk group.

C3 Business Traffic Study Service is available to business customers and only where technically feasible.

C4 Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.

C5 Studies will not be performed on toll-free or pay-per-call type telephone numbers.

C6 Studies are done in 7-day intervals.

C7 Types of studies include (but are not limited to):

Line or Trunk Study
Remote Call Forward (RCF) Study
Multiline Hunt Group Study

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TITLE: Senior Vice President

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DECISION NO.:

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SCHEDULE NO. A-12

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE
(PRI) BUNDLED SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original

DATE ISSUED: November 3, 2015
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TITLE: Senior Vice President

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DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-12

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE

(N)

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.

APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

RATES AND CHARGES

	<u>Monthly Rate</u>
A1. <u>2-Year Term</u> ¹	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
A2. <u>3-Year Term</u> ¹	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
A3. <u>5-Year Term</u> ¹	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

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

(N)

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TITLE: Senior Vice President

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DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-12

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI)
BUNDLED SERVICE (Continued)

(N)

SPECIAL CONDITIONS

- A1. ISDN PRI Bundle Service is available where technically feasible.
- A2. 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.
- A3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
- A4. 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).
- A5. 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.
- A6. Ports will be provided at the T-1 level only.
- A7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- A8. 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.
- A9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

(N)

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TITLE: Senior Vice President

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DECISION NO.:

DOCKET NO.: T-03214A-15-

A10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges preceding.

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TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-15-

SCHEDULE NO. A-13
OPERATOR SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 3 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	2nd Revised
2	1 st Revised
3	2nd Revised
4	Original

DATE ISSUED: October 4, 2019
EFFECTIVE DATE: November 13, 2019
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-19-

SCHEDULE NO. A-13

OPERATOR SERVICES

GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

A1 Busy Verification¹

(C)

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.

A2 Busy Interrupt¹

(C)

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.

A3 Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

A4 Collect

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.

A5 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.

¹ Discontinued as of March 1, 2018.

(N)

DATE ISSUED: January 22, 2018
EFFECTIVE DATE: March 1, 2018
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. A-13

OPERATOR SERVICES

RATES AND CHARGES

	<u>Per Call</u>	(L)	
Busy Verification ¹	\$0.50		
Busy Interrupt ¹	\$1.00		
Operator Assisted Station to Station Collect	\$2.25		
Operator Assisted Person to Person	\$3.00		
Operator Assisted Time and Charges	\$2.00		
Operator Assisted – Corrections	\$2.25		
Billed to Third Number	\$2.25		(L)
Live Operator	\$1.50		(N)

¹ Discontinued as of March 1, 2018.

(L)

(L) Material relocated from Sheet 3.

(N)

DATE ISSUED: October 4, 2019

EFFECTIVE DATE: November 13, 2019

FILED BY: Allison Ellis

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-19-

SCHEDULE NO. B-1

TOLL TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown thereon.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISOIN NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-1

TOLL TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to message toll telephone service and to telephone service furnished or made available by the utility between its points and between its points and points reached over facilities of connecting companies.

TERRITORY

Between points in the state of Arizona where the respective rate centers of such points are located in said state.

TOLL SERVICE ADOPTION NOTICE

Citizens Telecommunications Company of the White Mountains, Inc. assents to, adopts and concurs in the Long Distance Message Telecommunications Service Tariff, Regulations, and Schedules of Charges, applying to intrastate service furnished by US West Communications in the state of Arizona with the exception of intrastate toll Directory Assistance which is provided in Schedule No. A-1 of this tariff. Such tariff shall be applicable to Citizens - Arizona customers and shall be subject to change (without further order of the Commission or filing by Citizens) upon the effective date of changes in US West Communications in the state of Arizona.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to intrastate interexchange wide area telephone service.

TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

WIDE AREA TELEPHONE SERVICE ADOPTION NOTICE

Citizens Telecommunications Company of the White Mountains, Inc. assents to, adopts and concurs in the Wide Area Telephone Service Tariff, Regulations, and Schedules of Charges, applying to Wide Area Telephone Service furnished by US West Communications in the state of Arizona. Such tariff shall be applicable to Citizens customers and shall be subject to change (without further order of the Commission or filing by Citizens) upon the effective date of changes in US West Communications in the state of Arizona.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-3

ARIZONA UNIVERSAL SERVICE FUND

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	8 th Revised
2	9 th Revised

DATE ISSUED: March 21, 2007
EFFECTIVE DATE: April 22, 2007
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03234A-07-0175

SCHEDULE NO. B-3

ARIZONA UNIVERSAL SERVICE FUND (continued)

A1 APPLICABILITY

The surcharges set forth below relate to funding the Arizona Universal Service Fund (AUSF) and are in addition to the rates and charges for access service, toll service and local service set forth in the applicable tariffs. If the Company determines it has collected its annually assessed amount prior to the end of the calendar year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by Arizona Corporation Commission Order.

A2 ELEMENTS AND RATES

B1 Toll Portion Element - AUSF Surcharge for intraLATA Toll

(T)

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly.

B2 Local Portion Element - AUSF surcharge applied to each access line and trunk line on a monthly basis.

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly.

(T)

DATE ISSUED: March 21, 2007
EFFECTIVE DATE: April 22, 2007
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03234A-07-0175

SCHEDULE NO. B-4

SPECIAL BILLING SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on this sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	Original
2	Original
3	Original
4	Original
5	Original

DATE ISSUED: September 03, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-4

SPECIAL BILLING SERVICES

APPLICABILITY

Applicable to OUTWATS Message Detail Special Billing Services to furnish message detail information pertaining to customer's outward WATS line(s).

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of this tariff.

RATES

A1 OUTWATS message detail service bill detail for:

		<u>Connection Charge*</u>	<u>Monthly Rate</u>	<u>Billing Code</u>
B1	Magnetic tape arrangement			
	C1 Preparation charge			
	D1 Interstate	\$120.00	-	WAP
	D2 Intrastate	120.00	-	WSP
	C2 Each magnetic tape.....	-	\$30.00	WRTY
	C3 Per message	-	.02	WRTZ
B2	Paper printout arrangement			
	C1 Preparation charge			
	D1 Interstate	120.00	-	WAP
	D2 Intrastate	120.00	-	WSP
	C2 Per message	-	.03	WRUA

* In addition to applicable element charges as shown in Schedule No. A-5.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-4

SPECIAL BILLING SERVICES (continued)

CONDITIONS

A1 OUTWATS Message Detail is an arrangement furnishing message detail information pertaining to a customer's outward WATS line(s) and is not represented to be a duplicate of regular WATS billing.

This service will be available where the WATS services are provided through intercompany arrangements and when U.S. West provides the WATS bill/accumulation function, and where facilities and operating conditions permit.

A2 Media may be provided in a combination of arrangements; i.e., magnetic tape and paper printouts. The alternative arrangement(s) will be charged for at the appropriate rate per message. In the case of magnetic tape, the magnetic tape charge will also apply.

A3 Message detail consists of call-by-call records from the customer's Outward WATS lines. The call detail records include:

- Date
- WATS billing number
- Length of call
- To number
- From number
- Revenue accounting code
- Time of day

A4 Advance notice of ten business days prior to the end of the WATS billing period is required for preparation of the data.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-4

SPECIAL BILLING SERVICES (continued)

CONDITIONS (continued)

- A5 Information is provided only for Outward interstate or intrastate WATS, by WATS billing period.
- A6 Bill detail will:
- Be available by pilot or related telephone number as designated in utility records.
 - Include all Outward WATS lines related to the same WATS billing number.
 - Be provided on magnetic tape or paper printout.
 - Be provided only in the same format as is normally found in accounting message file. There will be no rating, rearrangement, summarization or special processing of the data.
- A7 A preparation charge will apply for each time message detail service is connected.
- A8 Each arrangement provides for one form of media, magnetic tape or paper printout provided for one billing and one mailing address.
- A9 Recreated extraction of tape or printout requested by the customer will be provided at the appropriate rate per message, if operating conditions permit. The customer must request the recreated extraction within one month of the WATS billing period. Partial extractions will not be possible.
- A10 The utility will determine the record description and reserves the right to change record format.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. B-4

SPECIAL BILLING SERVICES (continued)

CONDITIONS (continued)

- A11 For each Outwats Message Detail arrangement on magnetic tape, the customer will specify one blocking size, one tape record size and one data set name with format limits imposed by the utility.
- A12 Tape or paper printouts will not be packaged with the regular monthly bill.
- A13 Media will be mailed First Class with return receipt requested.
- A14 Charges for this service will be billed on a miscellaneous bill.
- A15 This service will be furnished only to the customer or his authorized representative.
- A16 Liability for errors in the media is limited to the monthly rate for the service during the month in which the error occurred.
- A17 This service is not represented to be a reconciliation of the utility's regular billing nor will the utility be responsible for any reconciliation between the media provided and its regular billing.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. G-1

DIGITAL CHANNEL SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 5 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	1st Revised
2	Original
3	Original
4	Original
5	Original

(C)

(C)

DATE ISSUED: September 22, 1997
EFFECTIVE DATE: October 21, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60457

DOCKET NO.: U-3234-97-511

SCHEDULE NO. G-1

DIGITAL CHANNEL SERVICE (continued)

A1 RATES AND CHARGES

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

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$205.00	\$650.00	\$610.00
Digital Transport Facility	\$910.00	\$250.00	\$240.00
Interoffice Mileage (1.5 Megabit/Sec) Fixed Per Mile or Fraction Thereof	See Citizens Telecommunications Company of the White Mountains, Inc. Access Service Tariff Section 7.11.5	See Citizens Telecommunications Company of the White Mountains, Inc. Access Service Tariff Section 7.11.5	
Direct Inward Dialing Numbers	See Schedule No. A-1	See Schedule No. A-1	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

*Service Charges outlined in Schedule No. A-5 also apply.

DATE ISSUED: September 22, 1997
 EFFECTIVE DATE: October 21, 1997
 FILED BY: F. Wayne Lafferty
 TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60457

DOCKET NO.: U-3234-97-511

SCHEDULE NO. G-1

DIGITAL CHANNEL SERVICE (continued)

A2 GENERAL

Digital Channel Service allows a customer to originate and terminate switched network calls over a high capacity digital facility between a Telephone Company serving wire center and a customer premises location. The service transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility.

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

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

A3 TYPES OF DIGITAL CHANNEL SERVICE

B1 Direct Inward Dialing Only

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

B2 Direct Outward Dialing Only

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

DATE ISSUED: September 22, 1997

EFFECTIVE DATE: October 21, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60457

DOCKET NO.: U-3234-97-511

SCHEDULE NO. G-1

DIGITAL CHANNEL SERVICE (continued)

A3 TYPES OF DIGITAL CHANNEL SERVICE (Continued)

B3 Two-Way

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

A4 TERMS AND CONDITIONS

B1 Availability of Service

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

B2 Use of Service

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

B3 Service Provision Location

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

B4 Service from a Foreign Central Office

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

B5 Central Office Designation Change

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

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EFFECTIVE DATE: October 21, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60457

DOCKET NO.: U-3234-97-511

SCHEDULE NO. G-1

DIGITAL CHANNEL SERVICE (continued)

A4 TERMS AND CONDITIONS (Continued)

B6 Minimum Block of Subscriber Numbers

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

B7 Unused DID Numbers

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

B8 Optional 3 Year Plan

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

B9 Minimum Subscriber Period

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

B10 Temporary Suspension of Service

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

DATE ISSUED: September 22, 1997

EFFECTIVE DATE: October 21, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 60457

DOCKET NO.: U-3234-97-511

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 6 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	2nd Revised
2	Original
3	Original
4	2nd Revised
5	1st Revised
6	1st Revised

DATE ISSUED: March 30, 2005
EFFECTIVE DATE: April 30, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0235

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICES (continued)

APPLICABILITY

Applicable to intraexchange (local) private line service.

TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

	<u>Monthly</u> <u>Rate*</u>	<u>Billing</u> <u>Code</u>
A1 Local channels		
B1 Signal grade channel		
C1 Each 2 wire	\$ 7.85	LCLL
C2 Each 4 wire	9.00	LCIF
B2 Voice grade channel		
C1 Each 2 wire	11.30	LCLV
C2 Each 4 wire	13.00	LCFR
B3 Voice grade data channel		
C1 Each 2 wire	20.65	LCDL
C2 Each 4 wire	23.80	LCD4
B4 Digital services.....	See Section 7, Special Access, Intrastate Access Tariff	
A2 Each local channel extended outside Base Rate Area	13.35	LCLA
A3 Interoffice channels		
B1 Interoffice mileage, per mile.....	1.15	LCIB
B2 Interoffice termination, per termination	3.95	LCSA

* In addition to applicable service connection charges as shown in Schedule No. A-5.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICES (continued)

RATES (continued)

	<u>Monthly</u> <u>Rate*</u>	<u>Billing</u> <u>Code</u>
A4 Channels on the same premises		
B1 Different buildings, each termination	\$ 1.80	LCS3
A5 Local channel bridging, per port	2.35	LCBA
A6 Local channel conditioning		
B1 Type "C" series		
C1 On a two-point channel	55.90	LDCA
C2 On a multi-point channel		
- For the first 2 stations in an exchange.....	55.90	LDCA
- For each additional station in the same exchange.....	55.90	LDCB
B2 Type "D" series		
C1 On a two-point channel	51.45	LDCD
C2 On a multi-point channel		
- For the first 2 stations in an exchange.....	51.45	LDCD
- For each additional station in the same exchange.....	51.45	LDCD
A7 Signaling capability, per termination	14.90	LALA

* In addition to applicable service connection charges as shown in Schedule No. A-5.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICES (continued)

CONDITIONS

- A1 Schedule No. G-2 services and charges apply to signal grade, voice grade, and voice grade data channels.
- B1 A local channel charge applies for each local channel termination, per service, on a customer-authorized premises in a central office serving area.
- B2 The Company will provision Signal Grade Channel service to allow for the use of transmission signaling devices approved by the company. AC / DC power signaling capabilities will no longer be available to circuits installed on or after the effective date of this tariff.
- A2 When a local channel is extended beyond the base rate area boundary to provide service, additional rates apply to that portion of the channel between the base rate area boundary and the station.
- A3 Interoffice Channels: (N)
- B1 An interoffice channel mileage applies to the distance between two central offices located within the same tariffed exchange.
- B2 An interoffice termination is that portion of a private line service required to terminate the interoffice mileage. One interoffice termination charge applies at each central office.

DATE ISSUED: March 30, 2005
EFFECTIVE DATE: April 30, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0235

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICES (continued)

CONDITIONS (continued)

- A4 Channel same premises (T)
- B1 Charges under rates apply for each two-point channel located on the same premises in a different building.
 - B2 When terminal equipment locations of a private line service are located in different buildings on the same premises, the charge for the channel shall be based on the airline distance between each pair of buildings when conditions and facilities permit. The airline mileage is measured from the center of the building to center of building.
 - B3 Where service is extended between more than two buildings on a premises, additional mileage rates apply.
- A5 Local channel bridging, per port: (N)
- B1 A bridging charge is assessed, (1) where three or more channels on a private line service are bridged in a central office or (2) where two or more medium-speed data or low-speed data (up to 150 baud) stations or four or more low-speed data stations (up to 75 baud) are bridged on a customer's premises. (T)
 - B2 When channels are bridged in a central office, they may be any combination of interexchange, interoffice or local channels. (T)

DATE ISSUED: March 30, 2005
EFFECTIVE DATE: April 30, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0235

SCHEDULE NO. G-2

INTRAEXCHANGE PRIVATE LINE SERVICES (continued)

CONDITIONS (continued)

A6 Local channel conditioning: (N)

B1 'C'-type conditioning (T)

C-type conditioning is provided for additional control of attenuation distortion and envelope delay distortion on data services.

B2 'D'-type conditioning (T)

D-type conditioning is provided for additional control of signal-to-voice ratio and harmonic distortion for high performance data service.

A7 Signaling capability (T)

Signaling capability provides for the process by which one customer premises alerts another customer premises on the same service with which it wishes to communicate.

DATE ISSUED: March 30, 2005
EFFECTIVE DATE: April 30, 2005
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-05-0235

SCHEDULE NO. X-1

DISCONTINUED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet.

<u>Sheet</u>	<u>Number of Revision</u>
1	8th Revised
2	2 nd Revised
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original
24	Original
25	1st Revised
26	Original
27	Original
28	Original
29	1st Revised

DATE ISSUED: November 3, 2016
EFFECTIVE DATE: December 3, 2016
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-16-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

Rates, charges and conditions applicable to discontinued services under this schedule are provided under the respective subtitles as shown below.

<u>Subtitle</u>	<u>Sheet</u>	
Emergency Reporting Telephone Service	3	
Local Network Access Line	8	
Inside Wire Maintenance - Plan III, wire care plus	9	
Citizens Select/Select Plus	10	
Number Reservation	14	
Frontier Digital Phone Bronze	15	
Frontier Digital Phone Essentials 2-2010	19	(N)
Frontier Digital Phone Nationwide with Essentials 2-2010	23	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010	26	(N)

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

EMERGENCY REPORTING TELEPHONE SERVICE

APPLICABILITY

Applicable to discontinued equipment and services which will not be offered for new installations, but may be offered at rates listed below when such equipment becomes available for reuse.

TERRITORY

Within the exchange areas of Heber, Pinetop, Show Low, Snowflake, Springerville and Whiteriver as defined on maps filed as part of the tariff schedules in which service is provided from dial central offices.

RATES

		<u>5-Year Basic Termination Charge**</u>	<u>Monthly Rate*</u>	<u>Billing Code</u>
A1	Group calling common control equipment equipped for a maximum of 20 exchange lines	\$200.00	\$8.30	FRS3
A2	Line equipment for terminating each exchange line	50.00	4.90	FRSL
A3	Telephone number/line to activate system	Rates and charges as set forth in Schedule No. A-1 for business one-party network access line.		

* Plus applicable service connection charges as shown in Schedule No. A-5.

** The basic termination charge reduces 1/60 for each month for which the monthly rate for the service is paid.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

EMERGENCY REPORTING TELEPHONE SERVICE (continued)

RATES (continued)

	<u>Nonrecurring Charge*</u>	<u>Billing Code</u>
A4 Line connections and rearrangements		
Connections or rearrangements of network access lines subsequent to installation of network access line terminating equipment		
B1 First Line.....	*	CFRB
B2 Each additional line connected or rearranged at the same time.....	*	CFRC

CONDITIONS

- A1 Group alerting and dispatching telephone service is available to volunteer fire departments, military bases, airports, industrial plants, and other organizations who have a requirement for making simultaneous emergency calls to a fixed group or groups of exchange telephones.
- A2 The service is furnished only in dial central office areas. The equipment is designed for calling one-party line services.
- A3 A maximum of 20 network access lines per group within any one central office area may be connected for the group alerting service.
- A4 The customer releases, indemnifies and holds harmless the utility from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed by the installation, operation, failure or operate, maintenance, removal, presence, condition, location or use of equipment or facilities associated with this service.

* Applicable element charges.

DATE ISSUED: September 03, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

LOCAL NETWORK ACCESS LINE SERVICE

APPLICABILITY

Applicable to four-party and multiparty line service in connection with business and residence service, which is limited to existing customers only.

TERRITORY

Within the exchange areas as listed below:

RATES	<u>Monthly Rate</u>			
	<u>Four-Party</u>	<u>Billing Code</u>	<u>Multi-Billing Party</u>	<u>Code</u>
A1 Local network access line				
B1 Business*				
St. Johns	\$26.50	OB4	\$---	---
B2 Residence*				
Alpine.....	\$13.30 13.30OR4	R4	---	---
Holbrook	---	---	\$13.30	RRM
Show Low	13.30R4 13.30OR4	---	---	---

* These services will be upgraded to one-party service when facilities are available.

DATE ISSUED: September 3, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

LOCAL NETWORK ACCESS LINE SERVICE (continued)

A1 Local network access line (continued)

B2 Residence* (continued)

Blue River/Hannagan Meadows

Alpine exchange – 28 four-party customers – Unable to provide one-party service for all of Townships 2N through 4 1/2 N, range 29E through 31E.

McClaws Road

Holbrook exchange – 2 RRM customers – Unable to provide one-party service for sections in the Northeast quarter of T17N, R19E, and sections 34 and 35 of T18N and R19E.

Mikly Wash

Holbrook exchange – 2 RRM customers – Unable to provide one-party service in T16N, R24E, and R25E.

Love Lake Ranch

Show Low exchange – 2 R4 customers – Unable to provide one-party service in Sections 2 and 3 of T11N and R22E and Sections 33 and 34 of T12N and R22E.

*These services will be upgraded to one-party service when facilities are available.

DATE ISSUED: September 3, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

LOCAL NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

- A1 Maximum number of multiparty subscribers will be ten (10) per line.
- A2 Multiparty line service is furnished only within suburban areas.
- A3 Both business and residence customers may be connected on the same multiparty line.
- A4 Two-party service furnished in the base rate area only.
- A5 Four-party service furnished in the base rate and suburban areas.

DATE ISSUED: September 3, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

LOCAL NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		<u>Monthly Rate</u>		<u>Billing Code</u>	
		<u>Bus</u>	<u>Res</u>	<u>Bus</u>	<u>Res</u>
A2	Local Exchange Network Access Lines (continued)				
B8	Custom Calling Features* (continued)				
	C4 Four feature package				
	D1 Call forwarding, call waiting, three-way calling, speed calling	\$6.95	\$4.95	BAH	RAH
	C6 Premier Service Package includes	\$5.00	\$4.00	BPRM	RPRM
	Call Waiting Controllable Call Waiting Three-Way Calling Call Forwarding Variable Call Transfer Call Forward No Answer				

* See Condition A8.

(N)

(N)

DATE ISSUED: June 27, 2001
 EFFECTIVE DATE: July 27, 2001
 FILED BY: F. Wayne Lafferty
 TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 64387

DOCKET NO.: T-02115A-01-0627

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

INSIDE WIRE MAINTENANCE SERVICE - Plan III, Wire Care Plus

(N)

RATES

		Monthly	Billing	
A3	Plan III, wire care plus			
	B1 Residence and/or business	\$1.99	IPLT	(N)

DATE ISSUED: October 14, 2002

EFFECTIVE DATE: November 20, 2002

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03234A-02-0782

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

(N)

GENERAL

A4 Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages are entitled to unlimited use of the selected services/features.

A4.1 Citizens Select Service

B1 Customer subscribing to this plan may select seven (7) features from the following list:

- Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Transfer
- Call ID Blocking
- Caller ID w/Number*
- Caller ID w/Name*
- Select-A-Ring
- Speed Call 8
- Three Way Calling
- *69 (Auto Call Return)
- *66 (Auto Redial)

* May select only one Caller ID feature.

(N)

DATE ISSUED: March 27, 2003

EFFECTIVE DATE: May 6, 2003

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

(N)

GENERAL (continued)

A4.2 Citizens Select Plus Service

B1 Customers subscribing to this plan may select any or all of the following services/ features.

- Anonymous Call Rejection
- Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Trace
- Call Transfer
- Call Waiting/Cancel Call Waiting
- Caller ID Blocking
- Caller ID w/Number*
- Caller ID w/Name*
- Priority Ring
- Select-A-Ring
- Selective Call Rejection
- Speed Call 8**
- Speed Call 30**
- Three Way Calling
- Toll Restriction (Toll Denial)
- Voice Messaging Basic
- *69 (Auto Call Return)
- *66 (Auto Redial)

* May select only one Caller ID feature.

** May select only one Speed Call feature.

(N)

DATE ISSUED: March 27, 2003
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FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

GENERAL (continued)

A2.6 All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

RATES AND CHARGES

B1 Where a Citizens Select plan is provided at the time of initial installation of a new or additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Schedule A-5 (Service Connection Charges) of this Tariff.

B2 Service Connection Charges are not applicable when a Citizens Select plan is provided at the same time as the residence individual flat rate line service is established.

B3 Service Connection Charges as specified in Schedule A-5 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.

B4 Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in A2, A3, and A4 preceding, unless specifically allowed by the terms and conditions of the promotion.

(N)

(N)

DATE ISSUED: March 27, 2003
EFFECTIVE DATE: May 6, 2003
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

The following Citizens Select services have been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following services/features. Customers on record as subscribing to these services as of May 15, 2003, will be charged the following rates(s):

(N)

RATES AND CHARGES (continued)

A2.6 Citizens Select plans are provided at the following rates.

	<u>Billing Code</u>	<u>Monthly Rate</u>
B1 Citizens Select		
•Per individual flat rate residence line – Includes choice of 7 services/features as specified in A2, preceding.	CS7AZ	\$26.95
B2 Citizens Select Plus		
•Per individual flat rate residence line – May select any or all services/features as specified in A3, preceding.	CSPAZ	\$31.00

(N)

DATE ISSUED: March 27, 2003
EFFECTIVE DATE: May 6, 2003
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

The following Number Reservation Service has been discontinued from the Company's general tariff offering. No new customers may subscribe or be sold the following service. Customers on record as subscribing to these services as of August 14, 2003, will be charged the following rates(s):

(N)

RATES

A2 Number Reservation Service

B1 Each telephone number reserved, per month 3.50* RTNS

CONDITIONS

A2 Number Reservation Service

B1 Number Reservation Service is provided to reserve exchange telephone number(s) for a period not to exceed nine months. Number reservation service will not be provided in lieu of seasonal service. Number reservation service will not be provided for a working telephone number.

B2 When the subscriber applies for Number Reservation Service, he shall specify the period of the reservation, and all nonrecurring charges and monthly rates for that period are to be paid at the time application is made.

B3 The subscriber may request that the reservation period be extended beyond what he specified before the reservation became effective. The request for such an extension of the reservation period shall be treated as a new application for this service (except that the maximum of the reservation period shall continue to be measured from the date the reservation originally became effective), and all nonrecurring charges and monthly rates for the period of the extension are to be paid at the time the request for the extension is made.

B4 No subscriber may reserve the same number for more than nine months, regardless of whether or not the nine months are consecutive.

B5 The charges specified in this Schedule shall not apply to the reservation of a telephone number that is part of an application for the establishment or re-establishment of service, to be accomplished within thirty days of the date on which the application is made. The monthly rates specified shall apply to each calendar month, or portion thereof, during which the service is furnished.

* In addition to special service charge as shown in Schedule No. A-5.

DATE ISSUED: July 14, 2003

EFFECTIVE DATE: August 14, 2003

FILED BY: Aloa J. Stevens

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-03-0486

1/11

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

(N)

A1 Frontier Digital Phone Bronze*

A1.1 Applicability

Applicable to Single-party Residential Flat rate service.

A1.2 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 Bronze bundle as said exchanges are defined on the maps contained in this tariff.

A1.3 General

A. Frontier Digital Phone Bronze 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, Touch Calling and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Touch Calling
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Call Waiting/Caller ID

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 Schedule A10.4.C.

Call Forwarding
Call Forward Fixed
Call Return
Repeat Dial
Three-way calling
Speed Calling 8 Code or 30 Code

(N)

*This service was previously called Frontier Digital Phone Essentials

DATE ISSUED: May 15, 2009

EFFECTIVE DATE: June 24, 2009

FILED BY: Jack D. Phillips

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0239

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

(N)

A1 Frontier Digital Phone Bronze* (Continued)

A1.4 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 Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Bronze bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone Bronze	\$19.99
Stay Connected Seasonal Offering see Special Condition (K)	6.74
Digital Phone Enhanced Feature Pack	3.99

A1.5 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. 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 Digital Phone 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.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. No discounts will be given to customers that do not use all the features or have some features turned off.

*This service was previously called Frontier Digital Phone Essentials

(N)

DATE ISSUED: May 15, 2009

EFFECTIVE DATE: June 24, 2009

FILED BY: Jack D. Phillips

TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0239

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

(N)

A1 Frontier Digital Phone Bronze* (Continued)

A1.5 Special Conditions (Continued)

- G. The bundle is offered on a month to month.
- H. The bundle will appear as a single line item on the bill.
- I. 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.
- J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Bronze 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 5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

*This service was previously called Frontier Digital Phone Essentials

(N)

DATE ISSUED: May 15, 2009
EFFECTIVE DATE: June 24, 2009
FILED BY: Jack D. Phillips
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0239

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A1 Frontier Digital Phone Bronze* (Continued)

A1.5 Special Conditions (Continued)

J. Stay Connected Seasonal Offering (Continued)

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 service will be temporarily deactivated.
5. If the customer does not notify the Utility to reactivate their Frontier Digital Phone Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Essentials 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.

(N)

(N)

*This service was previously called Frontier Digital Phone Essentials

DATE ISSUED: May 15, 2009
EFFECTIVE DATE: June 24, 2009
FILED BY: Jack D. Phillips
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-09-0239

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A16 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 – Grandfathered as of July 14, 2012

(N)

A16.1 Applicability

Applicable to Single-party Residential Flat rate service.

A16.2 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 2-2010 service as said exchanges are defined on the maps contained in this tariff.

A16.3 General

A. Frontier Digital Phone Essentials 2-2010 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, Touch Calling, 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

Flat Rate Access Line
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Call Waiting ID
Caller ID with Name
Three-Way calling
Touch Calling Service

(N)

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A16 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 – Grandfathered as of July 14, 2012
(Continued)

(N)

A16.3 General (Continued)

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 Schedule No. A-4, item A16.4.C.

Call Forward No Answer
Call Forward Busy
Caller ID
Call Return

Repeat Redial
Speed Calling 30
Anonymous Call Rejection
Anonymous Call Acceptance
Call Tracing Service

A16.4 Rates

- 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 Tariff Schedule A-5 apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

(N)

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A16 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 – Grandfathered as of July 14, 2012
(Continued)

(N)

A16.5 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 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.
- 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.
- 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.

(N)

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A16 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 – Grandfathered as of July 14, 2012
(Continued)

(N)

A16.5 Special Conditions (Continued)

K. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 2-2010 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 5 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 2-2010 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 2-2010 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)

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

(N)

A17 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE –
Grandfathered as of July 14, 2012

A17.1 Applicability

Applicable to Single-party Residential Flat rate service.

A17.2 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 2-2010 service as said exchanges are defined on the maps contained in this tariff.

A17.3 General

A. Frontier Digital Phone Nationwide with Essentials 2-2010 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 and Touch Calling Service. 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	Repeat Dial
Extended Area Service	Speed Calling 8
Call Forward Busy/No Answer (Variable)	Call Return
Caller ID with Name and Number	Three-Way calling
Call Waiting/Cancel Call Waiting	Touch Calling Service

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 A17.4.C following.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

(N)

DATE ISSUED: June 12, 2012

EFFECTIVE DATE: July 14, 2012

FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A17 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

(N)

A17.4 Rates

- 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 Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- C. 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

A17.5 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. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. 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.

(N)

DATE ISSUED: June 12, 2012

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FILED BY: Kenneth Mason

TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-03214A-12-

SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A17 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

A17.5 Special Conditions (Continued)

- G. The bundles are offered on a month to month.
- 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. 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.
- K. 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 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 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.

(T)

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SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued)

A18 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE – Grandfathered as of July 14, 2012

(N)

A18.1 Applicability

Applicable to Single-party Residential Flat rate service.

A18.2 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 2-2010 service as said exchanges are defined on the maps contained in this tariff.

A18.3 General

A. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Extended Area Service and Touch Calling 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	Repeat Dial
Extended Area Service	Speed Calling 8
Call Forward Busy/No Answer (Variable)	Call Return
Caller ID with Name and Number	Touch Calling Service
Call Waiting/Cancel Call Waiting	Three-Way calling

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 A18.4.C following.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	

(N)

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DISCONTINUED SERVICES (continued)

A18 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE – Grandfathered as of July 14, 2012 (Continued)

(N)

A18.4 Rates

- 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 Tariff Schedule A-5 apply to the installation of individual components of the bundle.
- C. 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

A18.5 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. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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DISCONTINUED SERVICES (continued))

A18 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010
SERVICE – Grandfathered as of July 14, 2012 (Continued)

(N)

A18.5 Special Conditions (Conditions)

- F. 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.
- G. The bundles are offered on a month to month.
- 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. 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.
- K. 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.

(N)

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SCHEDULE NO. X-1

DISCONTINUED SERVICES (continued))

A18 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010
SERVICE – Grandfathered as of July 14, 2012 (Continued)

A18.5 Special Conditions (Conditions)

L. **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 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 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.

(T)

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