

PRODUCT GUIDE

for

Rates and Charges Together  
With Terms and Conditions Applicable To  
Services Provided In The Territories Served By  
Citizens Telecommunications Company  
of the White Mountains, Inc.  
d/b/a  
Frontier Communications  
of the White Mountains

Within the State Of  
Arizona

A SUBSIDIARY OF VERIZON COMMUNICATIONS INC.

(N)

Effective: December 17, 2025

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PRELIMINARY STATEMENT

I. SYMBOLS

The following symbols are applicable to this Product Guide.

- (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 the Product Guide 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

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## PRELIMINARY STATEMENT

## II. RULES

A complete description of the following Rules may be found in the Exchange and Network Services Tariff.

<u>Rule Number</u>	<u>Title</u>
1	Definitions
2	Description of Service
3	Application for Service
4	Billing, Deposits and Discontinuance of Service
5	Business and Residence Service
6	Limitation of Liability
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9	Telephone Directories & Numbers
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14	Use of Service for Unlawful Purposes
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16	Outside Plant Facilities and Service Connections
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## III. EXCHANGE MAPS

Exchange Area Maps are contained in the Exchange and Network Services Tariff.

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## NETWORK ACCESS LINE SERVICE

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 NETWORK ACCESS LINE SERVICE

## I. TOUCHTONE SERVICE

A. 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.

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

C. Rates	Monthly Rate
1. Business network access line, per line	.50
2. Residential network access line, per line	.50

## II. ACCESS LINE HUNTING (ALH) SERVICES

A. The rate for each access line arranged ALH services is in addition to the regular access line rate.

B. ALH services are available to customers at the rates shown below. The appropriate Service Connection Charges as shown in Section 3 of this Product Guide will apply.

## C. Description of Service

1. 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.

D. Rates	Monthly Rate
1. Rotary Hunting, additional charge per line	2.25
2. Multi-Line Hunting, additional charge per line	2.50

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## NETWORK ACCESS LINE SERVICE

## III. DIRECTORY ASSISTANCE SERVICE

- A. 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.
- B. Call allowances are not transferrable between separate accounts of the same customer.
- C. In locations where requests must be made by dialing "O" operator, the charge will apply.
- D. When the customer places a call to the Local or National Directory Assistance via an operator, the charge under Rates will apply with no free request allowance.
- E. 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.
- F. 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.
- G. The charges for Local or National Directory Assistance does not apply to the following:
  - 1. 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.
    - a. Any residence account for a household in which a certified handicapped person resides.
    - b. Any business account, single line, non-PBX or non-Centrex, of a certified handicapped subscriber where assistance is otherwise not available.
    - c. Patient residential service provided in health care facilities.
  - 2. Calls placed from public telephones.
  - 3. Emergency calls directed to the "O" operator.
  - 4. Calls placed by guests from hotels/motels.

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## NETWORK ACCESS LINE SERVICE

## III. DIRECTORY ASSISTANCE SERVICE, continued

H. 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.

I. 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.

## J. IntraLATA DIRECTORY ASSISTANCE SERVICE

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.

## K. RATES

1.	Local Directory Assistance Service	<u>Charge</u>
	a. Customer direct dials	
	i. First two telephone numbers, local, requested from directory assistance operator per line, per month	No Charge
	ii. Each additional request	\$.50
	b. Customer places call through "O" operator, per call	1.50
	c. IntraLATA directory assistance service for public access line service, per call	.25
2.	National Directory Assistance Service	
	a. National Directory Assistance, per call no monthly call allowances apply	.85
3.	Directory Assistance Call Completion	.45

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## NETWORK ACCESS LINE SERVICE

## IV. FOREIGN EXCHANGE NETWORK ACCESS LINE SERVICE

## A. CONDITIONS

1. 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.
2. The toll rates applicable in connection with toll service over foreign exchange local lines will be in accordance with the toll Product Guide provisions of the foreign exchange effective in connection with local service.
3. 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.
4. 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.
5. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories in accordance with the Product Guide provisions in effect for the directory containing the additional listing or line of information.
6. 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).
7. Foreign exchange service is not available to toll resellers. Toll resellers must subscribe to service from the access service tariff.
8. The open end of a Feature Group A Switched Access Service used to provide foreign exchange service under this Product Guide will be provided on a measured basis. Where measurement capability does not exist, an assumed usage per line will be used.

## B. Rates

1. Foreign Exchange Network Access Line (contiguous and non-contiguous)
  - a. 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. ##

## See Conditions in Section 2.IV.A.8 above.

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## NETWORK ACCESS LINE SERVICE

## V. CUSTOM CALLING SERVICE

## A. CONDITIONS

1. Custom calling service requires special central office equipment and will be provided for one-party business and residence service and where facilities are available.
  - a. 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).
  - b. The Thirty Day Money Back Guarantee will apply to the following services:

(1) Basic Call Forward	(6) Distinctive Ring
(2) Call Waiting	(7) Feature Package Two, Three, Four and Five
(3) Cancel Call Waiting	(8) Premier Service Package
(4) 3 Way Calling	(9) Enhanced Custom Calling
(5) Speed Call 8 <sup>(1)</sup>	
2. Custom calling service will not be provided in connection with private branch exchange trunk access line service or Centrex service.

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

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## NETWORK ACCESS LINE SERVICE

## V. CUSTOM CALLING SERVICE, continued

## B. DESCRIPTION OF SERVICE

## 1. Call Forward

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

## 2. 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.

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## NETWORK ACCESS LINE SERVICE

## V. CUSTOM CALLING SERVICE, continued

## B. DESCRIPTION OF SERVICE, continued

## 3. 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.

## 4. Speed Call

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

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.

D. 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.

E. 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 Section 3 of this Product Guide will apply.

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

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NETWORK ACCESS LINE SERVICE

V. CUSTOM CALLING SERVICE\*, continued

C.	RATES	Monthly Rate		Pay Per Use	
		<u>Bus</u>	<u>Res</u>	<u>Bus</u>	<u>Res</u>
1.	Individual features				
a.	Call Waiting/Cancel Call Waiting	\$3.50	\$2.50		
b.	Basic Call Forward	3.50	2.50		
c.	3 Way Calling	3.50	2.50	\$2.00 <sup>(1)</sup>	\$2.00 <sup>(1)</sup>
d.	Speed Call 8 <sup>(2)</sup>	3.50	2.50		
e.	Speed Call 30	3.95	2.95		
f.	Distinctive Ring One additional directory number per primary line	5.00	4.00		
2.	Two feature packages			<u>Monthly Rate</u>	
				<u>Business</u>	<u>Residence</u>
a.	Call Waiting/Cancel Call, Call Forward			\$5.00	\$4.00
b.	Call Waiting/Cancel Call Waiting, 3 Way Calling			5.00	4.00
c.	Basic Call Forward, 3 Way Calling			5.00	4.00
d.	Call Waiting/Cancel Call Waiting, Speed Call 8 <sup>(1)</sup>			5.00	4.00
e.	Call Waiting/Cancel Call Waiting			4.50	3.50

\* See Condition, Section 2.V.A.1.

<sup>(1)</sup> 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.

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

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## NETWORK ACCESS LINE SERVICE

## V. CUSTOM CALLING SERVICE\*, continued

## C. RATES

		<u>Monthly Rate</u>	
		<u>Business</u>	<u>Residence</u>
3.	Three feature packages		
a.	Call Waiting/Cancel Call Waiting, Basic Call Forward, Speed Call 8 <sup>(1)</sup>	\$6.50	N/A
b.	Call Waiting/Cancel Call Waiting, 3 Way Calling, Speed Cal 18 <sup>(1)</sup>	6.50	N/A
c.	Basic Call Forward, 3 Way Calling Speed Call 8 <sup>(1)</sup>	6.50	N/A
d.	Call Waiting/Cancel Call Waiting, Basic Call Forward	6.50	N/A
e.	Call Waiting/Cancel Call Waiting, 3 Way Calling	6.50	N/A
4.	Enhanced Custom Calling:		
a.	Call Forward Busy	\$3.50	\$2.50
b.	Call Forward No Answer	3.50	2.50
c.	Call Forward Busy/No Answer	3.50	2.50
d.	Call Hold	3.50	2.50
e.	Direct Connect Service	3.50	2.50
f.	Toll Restriction	3.50	2.50
g.	Call Transfer	3.50	2.50

\* See Condition, Section 2.V.A.1.

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

## NETWORK ACCESS LINE SERVICE

## VI. REMOTE CALL FORWARD SERVICE (RCF)

## A. DESCRIPTION OF SERVICE

1. The above rates are for the RCF feature and are in addition to applicable charges for service and equipment with which it is used.
2. RCF is not offered where the terminating station is a public coin telephone.
3. The utility will not provide identification of the originating telephone number to the RCF customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
5. RCF is not suitable for satisfactory transmission of data.
6. Call Forward is not available as a feature at the RCF terminating station.
7. 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.
8. RCF is offered subject to availability of suitable facilities.
9. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges:
  - a. 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 Product Guide or any other applicable Product Guide for the type of call involved.
  - b. 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 Product Guide or any other applicable Product Guide for the type of call involved.
10. 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 Section 3 in this Product Guide.
11. One listing in the directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

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 NETWORK ACCESS LINE SERVICE

## VI. REMOTE CALL FORWARD SERVICE (RCF), CONTINUED

B.	RATES	<u>Business</u>	<u>Residence</u>
1.	Remote Call Forward Service (RCF)		
a.	First network access line equipped	\$20.00 #	\$20.00 #
b.	Additional network access line equipped	20.00 #	20.00 #
2.	Remote Activated Call Forward	6.99	6.50

## VII. MESSAGE CHARGES

## A. Toll

1. Toll calling - See Section 11 of this Product Guide.
2. Wide area telephone calling - See Section 12 of this Product Guide.

## VIII. DIRECT-INWARD-DIALING (DID)

## A. DESCRIPTION OF SERVICE

1. Direct-inward-dial (DID) is a central office trunking features and will be provided only where facilities are available.
2. The DID rates above are for service offered only in exchanges served by a digital central office.
3. 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.
4. 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.
5. 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.
6. 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.

# In addition to applicable charges as shown in Section 3 of this Product Guide.

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## NETWORK ACCESS LINE SERVICE

## VIII. DIRECT-INWARD-DIALING (DID), continued

## A. DESCRIPTION OF SERVICE, continued

7. One primary listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified in Section 5 of this Product Guide.
8. 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.
9. 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.
10. If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.
11. 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.

## B. RATES\*

		<u>Installation Charge</u>	<u>Monthly Rate</u>
1.	Each trunk arranged for DID	\$250.00	\$15.00#
2.	Each 100 line numbers assigned or reserved	**	100.00
3.	Each additional 100 line numbers assigned or reserved	**	100.00
4.	20 DID numbers assigned or reserved	**	20.00

\* See Description of Service for DID service.

# In addition to applicable multiline network access line rate.

\*\* Not applicable if installed at the same time as the trunk arranged for DID. If not, then applicable service connection charges as shown in Section 3 of this Product Guide will apply.

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## NETWORK ACCESS LINE SERVICE

## IX. PUBLIC ACCESS LINE (PAL) SERVICE

## A. 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.

## B. CONDITIONS

1. Directory listings for subscribers to PAL service are provided under conditions for furnishing business listings.
2. Joint User Service is not furnished with PAL service.
3. Utility operator assistance on coin sent paid calls is denied.
4. Utility will not offer or make refunds.
5. Applicable rules, conditions, rates, and charges apply as described elsewhere in this Product Guide.
6. A COPT owner must order a separate PAL for each COPT installed and will be billed at the Product Guide rate.
7. A COPT must be hearing-aid compatible and accessible to the handicapped.
8. Minimum service period is one month.
9. PAL services will be considered a business service for the purpose of applying the conditions in the rules of this Product Guide concerning establishing/reestablishing credit.
10. Access to 1 + 976 will be denied.
11. 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.
12. 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.

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 NETWORK ACCESS LINE SERVICE

## IX. PUBLIC ACCESS LINE (PAL) SERVICE, continued

## B. CONDITIONS, continued

13. The customer is responsible for the installation, operation and maintenance of any COPT used in connection with this service.
14. 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.
15. 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.
16. 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.
17. 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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## NETWORK ACCESS LINE SERVICE

## IX. PUBLIC ACCESS LINE (PAL) SERVICE, continued

## B. CONDITIONS, continued

## 18. 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.

## 19. 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.

## 20. 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 Product Guide conditions.

## 21. 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.

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## NETWORK ACCESS LINE SERVICE

## IX. PUBLIC ACCESS LINE (PAL) SERVICE, continued

## B. CONDITIONS, continued

22. 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.
23. PAL service will be disconnected when used with equipment other than coin/coinless telephones as defined herein. Extension service is allowed.
24. Call screening features as specified herein are available to customers who subscribe to PAL service.
- a. Incoming call screening will not allow collect and third-number calls to be billed to the PAL service.
- b. Outgoing call screening will restrict operator-assisted toll calls to collect, bill to third party calls.
25. Optional Coin Supervision/Transmission as specified herein is available to customers who subscribe to PAL service.
- a. 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.

## C. RATES

		<u>Installation Charge</u>	<u>Monthly Rate</u>
1.	Call screening features for PAL service		
a.	Incoming, per line	##	\$1.00
b.	Outgoing, per line	##	\$5.00
2.	Optional Coin Supervision/Transmission		
a.	Public access line (PAL) per line		\$2.15

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

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 NETWORK ACCESS LINE SERVICE

## X. CENTREX ADVANCED PRIVATE LINE TERMINATION TRUNKS

- A. 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.
- B. 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.

C.	RATES	Installation Charge	Monthly Rate
	Centrex advanced private line termination trunks		
1.	Centrex paging trunk	100.00	22.00
2.	Centrex tie trunk	100.00	20.00

## NETWORK ACCESS LINE SERVICE

## XI. CALL RESTRICTION SERVICES

## A. 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.

1. Two Toll Blocking Service options are available:
  - a. 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.
  - b. 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.
2. 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.
3. Toll Blocking Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.
4. 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.
5. The minimum contract period for this service is one month.

## B. BILLED NUMBER SCREENING SERVICE (BNS)

1. 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.
2. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
3. Billed Number Screening Service is offered subject to the availability of suitable facilities. It is available to all classes of business and residence services.
4. The minimum contract period for Billed Number Screening Service is one month.

## NETWORK ACCESS LINE SERVICE

## XI. CALL RESTRICTION SERVICES, continued

## C. SELECTIVE CLASS OF CALL SCREENING

1. 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.
  - a. 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
  - b. 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.
  - c. 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.
  - d. The minimum period for Selective Class of Call Screening is one month.
  - e. 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.
2. This service is available to hospitals, motels, and other businesses and institutions only where facilities permit.
3. 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.
4. 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.
5. 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.

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Effective: December 17, 2025

## NETWORK ACCESS LINE SERVICE

## XI. CALL RESTRICTION SERVICES, continued

## D. 900 CALL RESTRICTION

## 1. Regulations

900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will 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 Section 3 of this Product Guide will apply. Any equipment and service arrangements will be provided in accordance with the rates, charges, and conditions of this respective Product Guide.

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.

- a. The minimum contract period for this service is one month.
- b. Non-payment of 900 call charges will not alone be the cause to disconnect local exchange service.
- c. A customer subscribing to this service may not access any 900 telephone number.

Effective: December 17, 2025

## NETWORK ACCESS LINE SERVICE

## XI. CALL RESTRICTION SERVICES, continued

E.	RATES	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
1.	Toll Blocking, Option 1 - Blocks all 1+ calls, per line/trunk	(1)	\$3.00
2.	Toll Blocking, Option 2 - Blocks all 1+, 0+ and 0- calls, per line/trunk	(1)	3.00
3.	Billed Number Screening Service (BNS)		
a.	Option 1 - Collect and Third Number Billing - Per Line Screened	\$10.00(1)	3.00
b.	Option 2 – Third Number Billing, - Per Line Screened	\$10.00(1)	3.00
c.	Option 3 – Collect Billing - Per Line Screened	\$10.00(1)	3.00
4.	Selective Class of Call Screening Service		
a.	Single line business	\$10.00(1)	3.00
b.	Single line residence	\$10.00(1)	3.00
c.	Per Trunk	\$10.00(1)	10.00

(1) Applicable special service charges Section 3 of this Product Guide, will apply if service is not installed at the same time as the network access line.

Effective: December 17, 2025

## NETWORK ACCESS LINE SERVICE

## XI. CALL RESTRICTION SERVICES, continued

E.	RATES	Nonrecurring <u>Charge</u>
5.	900 Call Restriction	
a.	900 Call Restriction, per residence line equipped (1)(2)	\$3.00
b.	900 Call Restriction, per business line equipped (1)(2)	3.00

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

(2) The special services charge Section 3 of this Product Guide applies in addition to the above mentioned nonrecurring charge for subsequent activity.

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Effective: December 17, 2025

## NETWORK ACCESS LINE SERVICE

- XII. SENIOR TELEPHONE DISCOUNT PROGRAM (STDP)\*
- A. 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.
  - B. 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.
  - C. The monthly credit will be based on the sum of a 17% discount on one-party service offerings.
  - D. 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.
  - E. 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.
  - F. 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 the Exchange and Network Services Tariff, Schedule No. A-2, Special Condition, B14.

## NETWORK ACCESS LINE SERVICE

## XIII. CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

A. Customized Local Area Signaling Service (CLASS) is an optional telephone service arrangement which can provide one or more of the following features:

## B. DESCRIPTION OF SERVICE

1. 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.

2. \*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.

## NETWORK ACCESS LINE SERVICE

## XIII. CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS), continued

## B. DESCRIPTION OF SERVICE, continued

3. \*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.

4. 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.

5. 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.

6. Caller ID Blocking - per line

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.

## NETWORK ACCESS LINE SERVICE

## XIII. CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS), continued

## B. DESCRIPTION OF SERVICE, continued

7. 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.

8. 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, as well as Calling Name and/or Call Number Delivery.

9. 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.

## NETWORK ACCESS LINE SERVICE

## XIII. CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS), continued

## B. DESCRIPTION OF SERVICE, continued

10. 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" 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.

11. 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.

12. 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.

13. Multiple Simultaneous Call Forward

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

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Effective: December 17, 2025

## NETWORK ACCESS LINE SERVICE

## XIII. CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS), continued

## C. CONDITIONS

1. Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to residential and business customers.
2. 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.
3. Operator assisted calls are designed to override the feature calls for emergency purposes.
4. 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.
5. 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 Product Guide. 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 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 Product Guide.

NETWORK ACCESS LINE SERVICE

XIII. CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS), continued

D. RATES

1. 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 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
*69 Call Return	\$2.95	\$3.95	\$0.75 <sup>(1)</sup>	\$0.75 <sup>(2)</sup>
Caller ID	\$5.95	\$7.95		
Caller ID Blocking	\$0.00	\$0.00	\$0.00	\$0.00
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		
Priority Call	\$3.50	\$4.00		
Selective Call Forward	\$5.00	\$5.00		
Multiple Simultaneous Call Forward		\$11.00		
<b>CLASS Value PAK</b> - *69 Call Return, Caller ID, Anonymous Call Rejection	\$8.95	\$9.95		
<b>CID with Name Value PAK</b> - *69 Call Return, Caller ID, Anonymous Call Rejection	\$9.95	\$11.95		

2. Non-recurring service charges:

- a. 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 (Section 3.IV.C)
- b. For any single or group of CLASS Services taken as an addition to an in-service access line see Special Service Charges (Section 3.IV.C).
- c. 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 the service is activated within a month.

NETWORK ACCESS LINE SERVICE

XIV. VACATION GET AWAY SERVICE

A. General

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

B. Conditions

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral.
7. Vacation Get Away Service will be available where technically feasible.
8. Charges for Vacation Get Away Service will be a monthly recurring fee.

C. RATES:

NONRECURRING CHARGE\*

(Grandfathered)

\$39.99

:

MONTHLY RECURRING CHARGE

\$5.00

\* Effective July 8, 2025, the Nonrecurring charge is grandfathered for existing customers only and new customers will be billed a monthly recurring charge. Existing customers of the grandfathered nonrecurring charge that switch to the monthly recurring charge cannot switch back to the nonrecurring charge.

Effective: December 17, 2025

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## SERVICE CONNECTION CHARGES

## I. APPLICABILITY

Applicable to the provision of new and additional services for residence and business customers.

## II. TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

## III. CONDITIONS

- A. Charges shown above are applicable to all installations and moves and changes of services and facilities of the utility, unless otherwise specified in the Product Guide. These charges may also apply to customer requested repairs of customer premises equipment.
- B. Charges shown are in addition to nonrecurring and installation charges shown in the applicable this Product Guide.
- C. 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.
- D. Directory listing change charges are for changes or additions to directory listings.
- E. Service connection charges do not apply as follows:
  - 1. When a move or change is initiated by the utility.
  - 2. To the disconnection of a network access line or other services.
  - 3. To a change in grade of service.
  - 4. To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
  - 5. When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
  - 6. When the customer's name has been changed by marriage or court order.
  - 7. When a change in billing address is required.
  - 8. When a number change is made due to annoyance calls.

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Effective: December 17, 2025

## SERVICE CONNECTION CHARGES

## III. CONDITIONS, continued

## F. Customer premises inside wire

1. Installation and maintenance of customer premises inside wire and standard jacks will be the responsibility of the customer.
2. 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.
3. The customer may elect to have the utility install and/or maintain customer premises inside wire at rates and charges specified in Section 3 and/or Section 6 of this Product Guide and/or the Exchange and Network Services Tariff Schedule No. A-4
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. Utility-provided standard jacks may be connected to customer premises inside wire and are subject to the appropriate Time and Material charges specified in Section 3 of this Product Guide.
11. 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 Section 3 of this Product Guide apply.

Effective: December 17, 2025

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## SERVICE CONNECTION CHARGES

## III. CONDITIONS, continued

## F. Customer premises inside wire, continued

12. 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 Section 3 of this Product Guide apply.
13. 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.
14. 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 Section 6 of this Product Guide. 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 Section 3 of this Product Guide.
15. The utility will make the technical standards and installation guidelines for customer provision of inside wire available for customers at designated locations.
16. The utility will, at customer request, maintain customer installed inside wire and standard jacks as provided for in Section 6 of this Product Guide.
17. 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.
18. 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.
19. 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.
20. 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 Product Guide.
21. A credit allowance does not apply for out-of-service time due to complete disconnection as result of such violation.

## H. Time and Material Charges

Time and Material Charges will be applied on a regulated basis.

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Effective: December 17, 2025

## SERVICE CONNECTION CHARGES

## III. CONDITIONS, continued

## G. Senior Telephone Discount Program (STDP)

1. The STDP provides for a credit on service connection charges (also see Section 2.XIII) for the provision of local residence service for certain low-income customers (see Section 2.XIII for conditions).
2. The service connection charges to change to or from this program due to eligibility status will be waived.
3. A seventeen (17) percent reduction on service connection charges will be allowed once during a calendar year on the customer's principal residence line.

## H. 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.

Effective: December 17, 2025

## SERVICE CONNECTION CHARGES

IV.	RATES	Nonrecurring <u>Charge</u>
A.	Special service, per line	\$10.00
B.	Directory listing changes or additions	\$4.50
C.	Time and material	
D.	Initial 15 minutes or fraction thereof	\$34.50
E.	Each additional 15 minutes or fraction thereof	\$7.00
F.	Material (jack), each	\$5.00
G.	Public access line (PAL) service connection per line	\$56.00
H.	Long Distance Carrier Subscription Change Charge for equal access, access line or trunk	\$5.00

\* See conditions for Tribal Link Up discount to eligible applicants in the Exchange and Network Services Tariff.

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Effective: December 17, 2025

## OUTSIDE PLANT FACILITIES

## I. APPLICABILITY

Applicable to services offered involving outside plant facility charges within the exchange areas of the utility.

## II. TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

## III. CONDITIONS

## A. Nonrecurring facility charges

## 1. General

- a. Charges under this schedule are for facility extensions to prevent the unreasonable burdening of the general body of existing customers.
- b. Charges in this schedule are:
  - i. Applicable to aerial and underground facilities whether utility or jointly owned or rented and to all classes, types and grades of service.
- c. 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.
- d. Nonrecurring charges under this schedule are payable in advance and are not refundable except as specified in CONDITION III.A, III.A.7, III.A.1.b in this section.

## OUTSIDE PLANT FACILITIES

## III. CONDITIONS, continued

## A. Nonrecurring facility charges, continued

## 2. Measurement of extensions to plant facilities

- a. 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.
- b. 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.

## 3. Actual cost determination

- a. 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.
- b. 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.
- c. In no instance will the utility charge more than the actual cost at the closing of the job order.
- d. 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.

## 4. 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.

- a. 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.
- b. 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.

## OUTSIDE PLANT FACILITIES

## III. CONDITIONS, continued

## A. Nonrecurring facility charges, continued

## 5. Collective application and grouping of applicants

- a. 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.
- b. 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.
- c. An applicant at any premises receives only one single outside plant facility extension allowance regardless of the number of services ordered at that premises.
- d. No applicant is required to pay a higher charge than he would if the project were established for him alone.

## 6. Temporary or speculative projects

- a. 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.
- b. Charges for such a temporary or speculative project may include the construction and removal of telephone facilities.

## OUTSIDE PLANT FACILITIES

## III. CONDITIONS, continued

## A. Nonrecurring facility charges, continued

7. Outside plant extensions serving real estate subdivisions when subdivider/developer elects to pay all applicable costs.
  - a. 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.
  - b. 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.
  - c. 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.
  - d. 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.
8. Charges to subsequent applicants
  - a. 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.

## OUTSIDE PLANT FACILITIES

## III. CONDITIONS, continued

## A. Nonrecurring facility charges, continued

## 9. Reuse of facilities

- a. 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.
- b. 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.

## 10. Reinforcements to existing facilities

- a. 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.
  - i. 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.
  - ii. If the quantity of services ordered exceeds the "normal" use of such services at the premises, such as Telephone Answering Service.
  - iii. 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.
  - iv. When a customer requests a grade of service higher than the outside Base Rate Area suburban flat rate service offered in that exchange.

## OUTSIDE PLANT FACILITIES

## III. CONDITIONS, continued

## A. Nonrecurring facility charges, continued

## 11. Service provided to movable premises

- a. 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.
- b. The clearance pole must comply with specifications determined to be applicable by the utility.
- c. Trenching is required for buried facilities (drop wire) from the pole to the protector on the movable premises.

## 12. 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.

## 13. Nonrecurring facility charges do not apply to.

## a. REA-financed construction

- i. 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.

## 14. Move or change of outside plant facilities at customer's request.

- a. 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.

## 15. Relocation of Utility Facilities

- a. 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.

Effective: December 17, 2025

## OUTSIDE PLANT FACILITIES

## III. CONDITIONS, continued

## B. Recurring Facility Rates

1. 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.
2. 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.

C. Answering bureau patron lines are measured from the terminal or bridging point (CO), whichever is shorter, to the customer's telephone.

D. The patron is the line from the telephone answering the bureau's switchboard to the customer's telephone.

## IV. RATES

Nonrecurring  
Charge

## A. Nonrecurring facility charges for connections to the utility's network or non-network access facilities

1. For services provided within the Base Rate Area(s)
  - a. Aerial, or at utility's option, underground extension of outside plant facilities upon public property  
No charge
  - b. Aerial, or at utility's option, underground extension of outside plant facilities on private property
    - i. To subdivision, mobile home park, or real estate development  
Actual cost
    - ii. To all other subscribers  
No Charge

OUTSIDE PLANT FACILITIES

IV.	RATES, continued	Nonrecurring <u>Charge</u>
	A. continued	
	2. For services provided outside Base Rate Area(s)	
	a. Aerial, or at utility's option underground, extension of outside plant facilities upon public property	
	i. Requiring reinforcements to existing facilities	See Condition III.A.10
	ii. Requiring extension of new facilities*	
	aa. 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.
	bb. In excess of free footage allowance	Actual cost - See Condition III.A.3
	b. Aerial, or at utility's option underground, extension of outside plant facilities upon private property	
	i. To subdivision, mobile home park or real estate development	Actual cost - See Condition III.A.7
	ii. To all other subscribers	Actual cost - See IV.A.2.a.ii.bb above and Condition III.A.3

\* 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.

Effective: December 17, 2025

## OUTSIDE PLANT FACILITIES

IV.	RATES, continued	Nonrecurring Charge
	B. Recurring Facility Rates	
	1. On/off premises intraexchange network access facilities.	
	a. Where the terminals are in different buildings on the same continuous property	
	i. 300 feet or less	No charge
	ii. Over 300 feet, each 1/4 mile or fraction thereof	\$1.00
	b. Where the terminals are in different buildings on noncontinuous property	
	i. First 1/4 mile or fraction thereof	3.80
	ii. Each additional 1/4 mile or fraction thereof	2.00
	c. Where the terminals are in the same building on the same continuous property	
	i. 300 feet or less	No charge
	2. Answering bureau patron line mileage	
	a. Same rates as above	
	3. Foreign Exchange Service	
	a. Each business and residence one-party access line, multiline access line, and PBX trunkline in local exchange	
	i. 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.	

## DIRECTORY LISTINGS

## I. CONDITIONS

- A. Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying the customer's telephone numbers as an aid to the use of telephone service.
- B. Business listings may be those of an individual engaged in a business or profession, names of firms or members thereof, the names of corporations or the officers thereof, the names of employees or departments and branches of the business. A trade name may be used as a listing when the business is conducted under that name, as may be evidenced by the fact that the telephone service is so subscribed for, or in the case of an extra listing, is authorized in writing by the proper authority.
- C. Residence listings consist of a name of the customer or number of the customer's domestic establishment residing in the premises in which the service is provided, address of the premises at which service is furnished, and the telephone number.
- D. All additional listings and lines of information are subject to applicable rates for the entire period of the directory issue unless the listed party or concern becomes a customer to service in his own name or unless the customer's service is discontinued.
- E. All additional listings in connection with a customer's service must bear the same address and telephone number as the primary listing.
- F. All applications for reference listings to the service of another customer shall be an agreement by both customers who are parties to the arrangement.
- G. Personalized telephone number service
  - 1. Personalized telephone number (PTN) service provides the customer with a telephone number that the customer specifically requested.
  - 2. PTN service is subject to Rule No. 9 in the Exchange and Network Services Tariff 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.
  - 3. 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.
  - 4. All customer requested telephone numbers are subject to availability and provided at the discretion of the utility.
  - 5. PTN will not be offered to (800) service.
  - 6. The PTN will appear as numeric in the directory.

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Effective: December 17, 2025

## DIRECTORY LISTINGS

## I. CONDITIONS, Continued

## H. Nonpublished telephone number service

1. 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.
2. The utility will not disclose the telephone numbers of customer's subscribing to nonpublished telephone number service to any person except the following:
  - a. When required by duly authorized representatives of law enforcement agencies.
  - b. To its own employees for use in compiling service records and billing information.
  - c. To authorized public safety answering point (PSAP) where calls are placed from the nonpublished or unlisted telephone number to the emergency number 911.
  - d. To other telephone customers who are billed for calls placed to or from nonpublished number.
  - e. 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.
3. 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.

Effective: December 17, 2025

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 DIRECTORY LISTINGS

II.	RATES	Monthly Rates*
A.	Primary service listings	
1.	Each network access line services	No Charge
2.	Each dual listing	No Charge
3.	Each nonpublished number	\$2.00
4.	Each nonlisted number	1.60
B.	Additional listings and lines of information	
1.	Each business listing	1.30
2.	Each residence listing	.95
3.	Each reference to another service to the same or different customer	.95
4.	Each line of information	1.30
5.	Each cross-reference	1.30
C.	Each listing in the local directory of a foreign primary service	
1.	Business	\$1.30
2.	Residence	.95
D.	Personalized telephone number service#	
1.	Each business number##	3.50
2.	Each residence number##	1.50

\* In addition to applicable service connection charges in Section 3 of this Product Guide

# See Condition I.G.

## See Section 3.IV.C, Special Service Charge.

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Effective: December 17, 2025

## FRONTIER WIRE CARE SERVICE

## I. APPLICABILITY

Applicable to utility-provided maintenance on inside wire for residence and simple business service.

## II. TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

## III. CONDITIONS

- A. 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.
1. Customers may:
    - a. Provide their own maintenance or
    - b. Subscribe to the utility-provided maintenance of customer premises inside wire.
- B. Two Frontier Wire Care plans are available to customers subscribing to utility-provided maintenance of inside wire.
1. Plan I - a monthly recurring charge for maintaining inside wire per exchange access line, per premises.
  2. Plan II - a nonrecurring charge per maintenance visit for maintenance work performed.
- C. 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.
- D. 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.
- E. 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.
- F. 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.
- G. 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.
- H. 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.

Effective: December 17, 2025

FRONTIER WIRE CARE SERVICE

IV.	RATES		<u>Isolate Trouble Charge</u>	<u>Monthly Charge</u>
	A.	Plan I		
		Residence	\$10.00	\$ .99
		Business	10.00	.99
	B.	Plan II		
		1. Residence and/or business	Special service and time and material charges shown in Section 3.	
	C.	Frontier Wire Care Alternative Offer – Residence and Simple Business Service		
			<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
		1. Initial charge for immediate coverage	\$39.95	
		2. Residence and Simple Business service without a bundle subscription,  Each Line, with a 12-month commitment		\$6.99
		3. Charge for cancellation prior to the end of the 12-month period  Early termination fee	50.00	

## CITIZENS CENTREX DIGITAL SERVICE

## I. 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 and Network Services 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.

## II. CONDITIONS

- A. All equipment provided by the customer must be compatible with the services and equipment provided by the utility.
- B. Service is only offered where utility facilities are available.
- C. Service area is limited to manufacturer's equipment specifications.
- D. The minimum charge for service provided under this Product Guide shall be one month except where termination agreement is required.
- E. Extended Area Service (EAS) is provided with this service in the event the customer's central office exchange has EAS. EAS increments are applicable.
- F. Rates for this service over 200 lines will be provided under specific contract/agreement. Rates offered under contract/agreement will be above incremental cost.
- G. 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.

## CITIZENS CENTREX DIGITAL SERVICE

## II. CONDITIONS, Continued

H. The quantity of outside access lines will be designated based on the individual customer's traffic requirements as determined by traffic engineering.

## I. Explanation of Terms

1. Intragroup Calling Service Lines - Lines designated as restricted lines which provide communication paths for calls within the customer location.
2. 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.
3. 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.
4. 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.

J. 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 Section 5, Directory Listings of this Product Guide, 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.

## K. 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.

L. Additional descriptions and limitations of the enhanced features and services listed under RATES are maintained in the utility's service office.

M. The customer must subscribe to a minimum of two Centrex lines. Touchtone service is included with all Centrex lines.

## N. 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.

Effective: December 17, 2025

## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES

A. In lieu of rates specified below, business access line rates in the Exchange and Network Services Tariff (Schedule No. A-1, Network Access Line Service), are applicable to those lines designated as unrestricted outside access lines. For the enhancement of KTS service, KBL rates apply. Touchtone service is included at no additional monthly rate.

B. Intragroup line rates are applicable to all restricted access lines in a business group service arrangement.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Intragroup calling services, each intragroup line	*	\$14.30

C. Installation and/or change charges as set forth in Section 3 of this Product Guide (see also Schedule A-4 in the Exchange and Network Services Tariff), Service Connection Charges are applicable to access lines. A nonrecurring charge of \$10 applicable per line or station (under Rates, Section 3.IV.E, F, G and H) applies to any service and feature changes added after the initial service installation.

D. Standard Services included at no additional charge with each Centrex Access Line and intragroup calling service line.

1. Code Call Access
2. Code Restrictions
3. Data Call Protections
4. Dial Pulse Conversion
5. Dial Tone upon Trunk Seizure
6. End-to-End Signaling
7. Flexible Intercept
8. Individual Line Business Service, PBX Emulation
9. Off-Premises Station and Extensions
10. Simplified Dialing
11. Station-to-Station Calling
12. Tandem Switching of Special Service Circuits
13. Uniform Numbering Plan Capability
14. Tone Detection
15. Direct Inward Dialing (DID)
16. Direct Outward Dialing (DOD)
17. Foreign Exchange (FX) Line Access
18. Foreign Exchange (FX) Trunk Access
19. Station Toll Billing

\* See Rates, Section 3 of this Product Guide.

Effective: December 17, 2025

## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

E.	Basic Features and Services	Monthly <u>Rate</u>
1.	Basic Centrex feature and service package per Centrex Access Line and Intragroup Calling Service Line	
a.	2 - 200 lines, each line	\$3.50
b.	Additional features or services, each	.25
2.	Each basic Centrex feature and service package may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 each:	
a.	Standard Features	
i.	Automatic Line	
ii.	Call Forward (includes the following)	
aa.	All Calls (with remote activation)	
bb.	Busy	
cc.	No Answer	
iii.	Call Pickup	
iv..	Call Transfer	
v.	Call Waiting including:	
aa.	Cancel Call Waiting	
bb.	Call Waiting for 3 Way Calling	
vi.	Call Hold	
vii.	Meet-me Conference	
viii.	*66 Busy Number Redial	
ix.	Speed Call (includes one 30 and one 8 per station)	
x.	Speed Call - group - 30	
xi.	Call Park	
xii.	3 Way Calling/Transfer	
aa.	3 Way Calling	
bb.	Call Transfer of Incoming Calls	
cc.	Call Transfer of Outgoing Calls	
dd.	Call Transfer of All Calls	
xiii.	Last Number Redial	
xiv.	Consultation Hold	
xv.	Make Set Busy	
xvi.	Distinctive Ring	
xvii.	Group Intercom	

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

Effective: December 17, 2025

## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

## E. Basic Features and Services

2. Each basic Centrex feature and service package may include up to a total of six of the following standard features or standard services (or combination thereof). Additional features are \$.25 each:

## b. Standard Services

- i. Fully Restricted - Class of Service
- ii. Semirestricted - Class of Service
- iii. Toll Restricted - Class of Service
- iv. Dictation Access and Control (DTMF only)
- v. Hunting
- vi. Loudspeaker to Radio Paging Access
- vii. Loudspeaker Paging - Line Termination
- viii. Loudspeaker Paging - Answer
- ix. Six-port Conference Circuit - Use Control
- x. Storing of 24 Dialed Digits
- xi. Authorization Codes
- xii. Tie Line Access
- xiii. WATS Access

## F. Enhanced Features and Services

Monthly  
Rate

- |    |  |        |
|----|--|--------|
| 1. | Enhanced Centrex feature and service package per Centrex Access Line, and Intragroup Calling Service Line                              |        |
| a. | Each line  | \$2.00 |
| b. | Additional features or services, each  | .25    |
| 2. | Each enhanced Centrex feature and service package may include up to six of the following features. Additional features are \$.25 each: |        |
| a. | Audio input on incoming calls in queue (attendant and uniform call distribution)   |        |
| b. | Call Request/Message Wait Indication   |        |
| c. | Executive Busy Override  |        |
| d. | Uniform Call Distribution (UCD)  |        |
| d. | Queuing - Call Back  |        |
| e. | Queuing - Off-hook   |        |
| f. | Expensive Route Warning Tone   |        |
| g. | Station - Activated Do Not Disturb with Feature Active Reminder  |        |
| h. | Origination Restrictions   |        |
| i. | Station Control Conference (Six Ports Maximum)   |        |

Effective: December 17, 2025

## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

F.	Enhanced Features and Services, Continued	Monthly <u>Rate</u>
	3. Individual enhanced features and services, each line	
	a. Virtual Facility Group*	\$ .75
	b. Automatic Route Selection (ARS)	1.50
	c. Datapath - Basic	4.00
	d. Console Alerting	1.00
	e. Large Conference (7 to 30 port circuit)	Negotiated
	f. Station Message Detail Recording (SMDR)	Negotiated
	g. Enhanced Station Message Detail Recording (SMDR) (Basic SMDR Features Included)	Negotiated
	h. Network Name Display	2.00
	i. Calling Name Display	2.00
	4. Music-On-Hold feature	
	a. Each customer	10.00
	b. Each access line	1.00
	c. Each station	.25
G.	Business Set Features	
	1. Business Set feature and service package	
	a. Each business set package, per station	2.00
	b. Additional features, per station	.25

\* 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.

## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

## G. Business Set Features, Continued

2. Each Business Set feature and service package may include up to six of the following features. Additional features are \$.25 each:

Note: Business set feature activation requires the purchase/lease of the Meridian digital business sets.

- a. Auto Answerback
- b. \*66 Busy Number Redial
- c. Automatic Line
- d. Multiple Appearance Directory Number
- e. Busy Override
- r. Call-Back Queuing
- g. Call Forward includes:
  - i. CF Busy
  - ii. CF No Answer
  - iii. CF Universal
  - iv. CF Intragroup
  - v. CF Remote Activation
- h. Call Park including:
  - i. Recall ID
- i. Call Pickup
- j. Call Waiting
- k. Feature Code Access
- l. Group Intercom
- m. Held Calls
- n. Individual Business Line
- o. Intercom
- p. Listen On Hold
- q. Make Set Busy including:
  - i. Except Group Intercom

Effective: December 17, 2025

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## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

## G. Business Set Features, Continued

## 2. Continued

Note: Business set feature activation requires the purchase/lease of the Meridian digital business sets.

- r. Malicious Call Hold
- s. Conference Interaction
- t. \*66 Busy Number Redial
- u. Specific Key Ringback on Ring Again Requests
- v. Hunting
- w. Six-port Conference
- x. Speed Calling including:
  - i. Personal List
  - ii. Group List
  - iii. Network
- y. 3 Way Calling/Call Transfer
- z. Call Forward/Automatic Dial Display
- aa. Call Forward Reason Display
- bb. Display Called Number
- cc. Display Calling Number
- dd. Enhanced Meridian Business Set Reason Display
- ee. Feature Display
- ff. Display Sets (M5000 series of terminals)
- gg. Query Time Key
- hh. Privacy Release Conference Control
- ii. Programmable Prime Line Select
- jj. Enhanced Multiple Appearance Directory Number (MADN) Call Control

Effective: December 17, 2025

## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

## G. Business Set Features, Continued

## 2. Continued

Note: Business set feature activation requires the purchase/lease of the Meridian digital business sets.

- kk. Business Set Inspect Key
- ll. Uniform Call Distribution on Meridian Business Set
- mm. Audio Input on Incoming Calls in Queue
- nn. Agent Log-in/Log-out Monitoring
- oo. Call Request/Message Wait Indication
- pp. \*66 Busy Number Redial
- qq. Distinctive Ring
- rr. Fully Restricted-Class of Service
- ss. Semirestricted-Class of Service
- tt. Toll Restricted-Class of Service
- uu. Dictation Access and Control (DTMF only)
- vv. Loudspeaker to Radio Paging Access
- xx. Loudspeaker Paging - Line Termination
- yy. Loudspeaker Paging - Answer
- zz. Authorization Codes
- aaa. Tie Line Access
- bbb. WATS Access

## H. Attendant Console Features

- |    |  |                         |
|----|--|-------------------------|
| 1. | Attendant Console feature and service package  | <u>Monthly<br/>Rate</u> |
| a. | Each Attendant Console package,<br>per console | \$4.00                  |
| b. | Additional features, per console               | .25                     |

Effective: December 17, 2025

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## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

## H. Attendant Console Features

2. Each Attendant Console feature and service package may include up to six of the following features. Additional features are \$.25 each:

Note: Attendant feature activation requires the purchase/lease of the Meridian digital attendant console.

- a. Access to Paging
- b. Call Park Recall Timer
- c. Call Selection
- d. Camp-On
- e. Attendant - Conference (max. six conferees)
- f. Console Display
- g. Control of Trunk Group Access
- h. Locked Loop Operation
- i. Release Upon Completion of Dialing
- j. Speed Calling
- k. Recorded Announcement Access
- l. Transfer
- m. Automatic Recall
- n. Busy Verification
  - i. Stations
  - ii. Trunks
- o. Call Hold
- p. Call Park
- q. Code Calling Line Termination
- r. Console Test

Effective: December 17, 2025

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## CITIZENS CENTREX DIGITAL SERVICE

## III. RATES, Continued

## H. Attendant Console Features

## 2. Continued

Note: Attendant feature activation requires the purchase/lease of the Meridian digital attendant console.

- s. Delayed Operation
- t. Interposition Calls
- u. Lockout
- v. Multiple Console Operation
- w. Multiple Listed Directory Numbers
- x. Position Busy
- y. Secrecy
- z. Serial Call
- aa. Straightforward Onward Completion
- bb. Switched Loop Operation
- cc. Trunk Group Busy/Trunk Group Access Control Through Special Keys
- dd. Through Dialing
- ee. Timed Recall Set to Zero
- ff. Trouble Key on System II Console
- gg. Trunk Group Busy Indication
- hh. 2-Way Splitting
- ii. Uniform Call Distribution From Queue
- jj. Wild Card Key
- kk. Automatic Dial
- ll. Trunk Answer form Any Station Night Service
- mm. Authorization Codes
- nn. Tie Line Access
- oo. WATS Access

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Effective: December 17, 2025

## EMPLOYEE'S SERVICE

## I. APPLICABILITY

Applicable to all regular full-time and regular part-time employees who reside within the utility's exchange areas.

## II. 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 Schedule AB of the Exchange and Network Services Tariff.

## III. CONDITIONS

- A. Provisions of this schedule will be administered within the guidelines established by the utility.
- B. Eligible employees are regular full-time and regular part-time<sup>1</sup> employees who have completed their probationary period and whose residence is located within the utility's exchange territory.
- C. 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.
- D. Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered tariff or Product Guide shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.
- E. The telephone concession program is not available to any employee who retires on or after July 1, 2001.

## IV. RATES

A concession will be allowed from the rates for service furnished to eligible employees of the utility.

<sup>1</sup> A regular part-time employee is regularly scheduled to work at least 20 hours per week for more than six consecutive months.

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Effective: December 17, 2025

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) –  
PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

I. 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.

II. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

III. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

IV. SPECIAL CONDITIONS

- A. ISDN PRI Bundle Service is available where technically feasible.
- B. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- C. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.
- D. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- E. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
- F. Ports will be provided at the T-1 level only.

Effective: December 17, 2025

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) –  
PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

## IV. SPECIAL CONDITIONS, Continued

- G. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- H. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.
- I. 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.

## V. RATES AND CHARGES

	<u>Monthly Rate</u>
A. <u>2-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
B. <u>3-Year Term</u> <sup>1</sup>	
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
C. <u>5-Year Term</u> <sup>1</sup>	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

<sup>1</sup> Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

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Effective: December 17, 2025

## OPERATOR SERVICES

## I. GENERAL

Operator Services are furnished to customers upon their request to assist in the completion of calls. The following services are offered:

A. 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).

B. 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.

C. 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.

D. Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

E. Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

Effective: December 17, 2025

## OPERATOR SERVICES

## I. GENERAL, Continued

F. Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

G. Live Operator

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the Product Guide), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:

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

## II. RATES AND CHARGES

	<u>Per Call</u>
Operator Assisted Station to Station	\$2.25
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
Live Operator	\$1.50

Effective: December 17, 2025

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### TOLL TELEPHONE SERVICE

#### I. 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.

#### II. 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 Section 2.III of this Product Guide. 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.

Effective: December 17, 2025

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### WIDE AREA TELEPHONE SERVICE

I. APPLICABILITY

Applicable to intrastate interexchange wide area telephone service.

II. TERRITORY

In the exchange areas of all exchanges as said areas are defined on maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

### 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.

## DIGITAL CHANNEL SERVICE

## I. 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.

## II. TYPES OF DIGITAL CHANNEL SERVICE

## A. 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 this Product Guide.

## B. 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.

## C. 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 this Product Guide.

## III. TERMS AND CONDITIONS

## A. Availability of Service

Digital Channel Service is subject to the availability of facilities and is only offered where technically feasible.

## B. Use of Service

Digital Channel Service is provisioned for voice grade service. Digital Channel Service may not be suitable for the transmission of data.

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Effective: December 17, 2025

## DIGITAL CHANNEL SERVICE

## III. TERMS AND CONDITIONS, Continued

## C. 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.

## D. 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.

## E. 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.

## F. 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.

## G. Unused DID Numbers

The customer must arrange its switching equipment to provide for the interception of assigned but unused Direct Inward Dial numbers.

## H. 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.

## I. 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.

## J. Temporary Suspension of Service

Temporary suspension of service is available for all digital transport facilities and only if all digital transport facilities are suspended.

Effective: December 17, 2025

## DIGITAL CHANNEL SERVICE

## IV. RATES AND CHARGES

Nonrecurring and monthly rates apply to Digital Channel Service as outlined below:

<u>Digital Channel Service</u>	<u>Nonrecurring 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 Access Service Tariff Section 7.11.5	See Citizens Telecommunications Company of the White Access Service Tariff Section 7.11.5	
Direct Inward Dialing Numbers	See Section 2	See Section 2	
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

\*Service Charges outlined in Section 3 of this Product Guide also apply.

Effective: December 17, 2025

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## INTRAEXCHANGE PRIVATE LINE SERVICES

## I. APPLICABILITY

Applicable to intraexchange (local) private line service.

## II. TERRITORY

Within the exchange area of all exchanges as said areas are defined on maps filed as part of Schedule AB of the Exchange and Network Services Tariff.

## III. CONDITIONS

A. Services and charges apply to signal grade, voice grade, and voice grade data channels.

1. A local channel charge applies for each local channel termination, per service, on a customer-authorized premises in a central office serving area.
2. 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 Product Guide.

B. 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.

C. Interoffice Channels:

1. An interoffice channel mileage applies to the distance between two central offices located within the same tariffed exchange.
2. 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.

D. Channel same premises

1. Charges under rates apply for each two-point channel located on the same premises in a different building.
2. 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.
3. Where service is extended between more than two buildings on a premises, additional mileage rates apply.

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Effective: December 17, 2025

## INTRAEXCHANGE PRIVATE LINE SERVICES

## III. CONDITIONS, Continued

## E. Local channel bridging, per port:

1. 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.
2. When channels are bridged in a central office, they may be any combination of interexchange, interoffice or local channels.

## F. Local channel conditioning:

## 1. 'C'-type conditioning

C-type conditioning is provided for additional control of attenuation distortion and envelope delay distortion on data services.

## 2. 'D'-type conditioning

D-type conditioning is provided for additional control of signal-to-voice ratio and harmonic distortion for high performance data service.

## G. Signaling capability

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.

Effective: December 17, 2025

## INTRAEXCHANGE PRIVATE LINE SERVICES

IV.	RATES	<u>Monthly Rate*</u>
	A. Local channels	
	1. Signal grade channel	
	a. Each 2 wire	\$7.85
	b. Each 4 wire	9.00
	2. Voice grade channel	
	a. Each 2 wire	11.30
	b. Each 4 wire	13.00
	3. Voice grade data channel	
	a. Each 2 wire	20.65
	b. Each 4 wire	23.80
	4. Digital services	See Section 7, Special Access, Intrastate Access Tariff
	B. Each local channel extended outside Base Rate Area	\$13.35
	C. Interoffice channels	
	1. Interoffice mileage, per mile	\$1.15
	2. Interoffice termination, per termination	\$3.95

\* In addition to applicable service connection charges as shown in Section 3 of this Product Guide.

Effective: December 17, 2025

## INTRAEXCHANGE PRIVATE LINE SERVICES

IV. RATES	Monthly Rate*
D. Channels on the same premises	
1. Different buildings, each termination	\$ 1.80
E. Local channel bridging, per port	\$2.35
F. Local channel conditioning	
1. Type "C" series	
a. On a two-point channel	\$55.90
b. On a multi-point channel	
- For the first 2 stations in an exchange	\$55.90
- For each additional station in the same exchange	\$55.90
2. Type "D" series	
a. On a two-point channel	\$51.45
b. On a multi-point channel	
- For the first 2 stations in an exchange	\$51.45
- For each additional station in the same exchange	\$51.45
G. Signaling capability, per termination	\$14.90

\* In addition to applicable service connection charges as shown in Section 3 of this Product Guide.

Effective: December 17, 2025

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MISCELLANEOUS SERVICES

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II.	Business Traffic Study Service	3

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Effective: December 17, 2025

## MISCELLANEOUS SERVICES

## I. SERVICE PERFORMANCE GUARANTEE

- A. 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 Product Guide 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 the Exchange and Network Services Tariff, Schedule No. AC, Rule No. 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:
1. Exchange network services including Centrex Service, Custom Calling Services and Enhanced Services
  2. Directory services including additional listings
  3. Local private line services
- B. If a residence service customer requests installation or repair of Company owned facilities used to provide service offered under this Product Guide, 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 the Exchange and Network Services Tariff, Schedule No. AC, Rule No. 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:
1. Exchange network access services, including Custom Calling Services and Enhanced Services
  2. Directory services including additional listings and nonpublished listings
- C. Conditions
1. 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.
  2. The Company's failure to install or repair service under this Product Guide 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.
  3. Credit will be provided in accordance with the above conditions at the request of the customer.

Effective: December 17, 2025

## MISCELLANEOUS SERVICES

## II. BUSINESS TRAFFIC STUDY SERVICE

## A. APPLICABILITY

Applicable to business customers requesting Business Traffic Study Service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. 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.

## D. CONDITIONS

1. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
2. A separate traffic study report is required for each access line, hunt line, or trunk group.
3. Business Traffic Study Service is available to business customers and only where technically feasible.
4. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
5. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
6. Studies are done in 7-day intervals.
7. Types of studies include (but are not limited to):

Line or Trunk Study  
Remote Call Forward (RCF) Study  
Multiline Hunt Group Study

## E. 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

Effective: December 17, 2025

## BUNDLED SERVICES

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Effective: December 17, 2025

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## BUNDLED SERVICES

## I. FRONTIER CHOICES – Grandfathered as of July 12, 2020 \*

## A. GENERAL

1. 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.
2. 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 <sup>(1)</sup>
  - Caller ID with Name <sup>(1)</sup>
  - Distinctive Ring
  - Selective Call Acceptance
  - Selective Call Rejection
  - Speed Call 8 <sup>(2)</sup> <sup>(3)</sup>
  - Speed Call 30 <sup>(2)</sup>
  - 3 Way Calling
  - Toll Restriction
  - Priority Call
  - \*69 Call Return
  - \*66 Busy Number Redial
  - 10 local Directory Assistance Calls

<sup>(1)</sup> May select only one Caller ID feature.

<sup>(2)</sup> May select only one Speed Call feature.

<sup>(3)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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

## BUNDLED SERVICES

## I. FRONTIER CHOICES – Grandfathered as of July 12, 2020\*, Continued

## A. GENERAL (Continued)

## 3. 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 <sup>(1)</sup>
- Caller ID with Name <sup>(1)</sup>
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 <sup>(2)</sup> <sup>(3)</sup>
- Speed Call 30 <sup>(2)</sup>
- 3 Way Calling
- Toll Restriction
- Priority Call
- \*69 Call Return
- \*66 Repeat Dialing
- 10 local Directory Assistance Calls

<sup>(1)</sup> May select only one Caller ID feature.

<sup>(2)</sup> May select only one Speed Call feature.

<sup>(3)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

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

Effective: December 17, 2025

## BUNDLED SERVICES

## I. FRONTIER CHOICES – Grandfathered as of July 12, 2020\*, Continued

## B. RATES AND CHARGES

1. 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.
2. The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
3. 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.
4. Service Connection Charges as specified in Section 3 of this Product Guide do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
5. Touch tone Service is included in the Frontier Choices bundles.
6. 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.
7. 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.

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Effective: December 17, 2025

## BUNDLED SERVICES

## I. FRONTIER CHOICES – Grandfathered as of July 12, 2020\*, Continued

## C. SPECIAL CONDITIONS

1. The bundles are available only where facilities are available and technically feasible.
2. The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility's Product Guide.
3. 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.
4. Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
5. Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
6. 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.

BUNDLED SERVICES

II. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 \*

A. APPLICABILITY

Applicable to Single-party Residential Flat rate service.

B. 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 Schedule AB of the Exchange and Network Services Tariff.

C. GENERAL

1. 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.

2. 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	

3. 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 the next section, Rates and Charges.

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

<sup>(1)</sup> 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.

Effective: December 17, 2025

## BUNDLED SERVICES

## II. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020\*, Continued

## D. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Service bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone Service	\$53.81
Stay Connected Seasonal Offering See Special Condition (G)	6.74
Digital Phone Enhanced Feature Pack	2.99

## E. SPECIAL CONDITIONS

1. The bundles are available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Call Detail for Extended Area Service and Budget Measured Service will not be displayed on the customer's monthly telephone bill.
4. 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.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

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

Effective: December 17, 2025

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## BUNDLED SERVICES

## II. FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020\*, Continued

## E. SPECIAL CONDITIONS, Continued

7. 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.
  - a. 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 Schedule AB of the Exchange and Network Services Tariff.
  - b. 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.
  - c. The applicable Service Connection Charges listed in Section 3 of this Product Guide will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - d. 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.
  - e. 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.
  - f. This service does not change any other terms and conditions of the product.
  - g. All applicable taxes and surcharges apply.
8. 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.
9. 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.

Effective: December 17, 2025

## BUNDLED SERVICES

## III. FRONTIER BUSINESS UNLIMITED SERVICE

## A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. GENERAL

1. 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.

2. Basic Bundle

Single Party Flat Rate Access Line	Caller ID with Name
Extended Area Service	Call Forward Busy
Touch Calling Service	Call Forward No Answer
Two features from the feature package listed below	

3. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in the next section, Rates and Charges.

Call Waiting/Cancel Call Waiting	Basic Call Forward
Anonymous Call Rejection	Speed Call 8 <sup>(1)</sup>
*66 Busy Number Redial	3 Way Calling
*69 Call Return	Caller ID Blocking
Selective Call Acceptance	Call Waiting ID
Selective Call Rejection	Hunting
Priority Call	

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

Effective: December 17, 2025

## BUNDLED SERVICES

## III. FRONTIER BUSINESS UNLIMITED SERVICE, Continued

## D. RATES AND CHARGES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this schedule, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.
3. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Unlimited Service	\$54.70
Frontier Business All In Feature Package	4.99

## E. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. 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.
4. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. 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.

Effective: December 17, 2025

**BUNDLED SERVICES****IV. FRONTIER ONEVOICE****A. APPLICABILITY**

Applicable to Single-party Business Flat rate service.

**B. 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 Schedule AB of the Exchange and Network Services Tariff.

**C. 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
Unlimited Extended Area Service	Multi-line Hunting
Call Waiting/Cancel Call Waiting	3 Way Calling

Premium Feature Package

*69 Call Return	Selective Call Forward
Call Transfer	Selective Call Acceptance
Distinctive Ring	Selective Call Rejection
*66 Busy Number Redial	Speed Call 30
Priority Call	

**D. SPECIAL CONDITIONS**

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.

Effective: December 17, 2025

## BUNDLED SERVICES

## IV. FRONTIER ONEVOICE, Continued

## D. SPECIAL CONDITIONS, Continued

3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forward (RCF), ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one, two or three year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

## E. RATES AND CHARGES

1. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. 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

Effective: December 17, 2025

## BUNDLED SERVICES

## V. FRONTIER BUSINESS ESSENTIALS

## A. APPLICABILITY

Applicable to Business Flat rate service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. GENERAL

1. 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.

2. Features and Services

Flat Rate Business Line

Extended Area Service

Touch Calling

Basic Call Forward

Three features from the feature package listed in the Rates and Charges section following

3. Optional Features Package <sup>(1)</sup>

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8 <sup>(2)</sup>

Call Forward Variable

4. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in the next section, Rates and Charges.

Caller ID with Name

Call Waiting/Cancel Call Waiting

Anonymous Call Rejection

\*66 Busy Number Redial

\*69 Call Return

Selective Call Acceptance

Selective Call Rejection

Priority Call

Basic Call Forward

Call Forward Busy

Call Forward No Answer

Speed Call 8 <sup>(2)</sup>

3 Way Calling

Caller ID Blocking

Call Waiting ID

Hunting

(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.

Effective: December 17, 2025

## BUNDLED SERVICES

## V. FRONTIER BUSINESS ESSENTIALS, Continued

## D. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.
3. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$59.69
Optional Features Package <sup>(1)</sup>	3.99
Frontier Business All In Feature Package	4.99

## E. Special Conditions

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. The bundle is offered on a month-to-month basis.
4. 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.
5. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
6. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

<sup>(1)</sup> This service offering is limited to all existing subscribers at their existing locations as of November 23, 2010.

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

Effective: December 17, 2025

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## BUNDLED SERVICES

## VI. FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 \*

## A. APPLICABILITY

Applicable to Single Party Residential flat rate service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. GENERAL

1. The Frontier Digital Phone 100 is a bundled offering available to residential customers that subscribe to flat rate service.

2. Basic Line Bundle:

One Flat Rate Business Line  
Extended Area Service  
Touch Calling  
Speed Call 8 <sup>(1)</sup>

3. The following enhanced features may be added to the bundle at the rates listed in the rate section of this Product Guide:

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

<sup>(1)</sup> 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.

Effective: December 17, 2025

## BUNDLED SERVICES

## VI. FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020\*, Continued

## D. RATES AND CHARGES

1. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.
2. Frontier Digital Phone 100 bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone 100	\$32.81
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

## E. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing Product Guide or Exchange and Network Services Tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month-to-month basis.
6. 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.

## BUNDLED SERVICES

## VI. FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020\*, Continued

## E. SPECIAL CONDITIONS, Continued

7. The bundle will appear as a single line item on the bill.
8. 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.
9. 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.
10. 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.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. 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.
  - c. 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.
  - d. 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.
  - e. All applicable taxes and surcharges apply.
  - f. 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.

Effective: December 17, 2025

## BUNDLED SERVICES

VII. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER <sup>1</sup> – Grandfathered as of January 20, 2018

## A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. GENERAL

1. 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.

## 2. 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	

## 3. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 <sup>(1)</sup> 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

<sup>1</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

## BUNDLED SERVICES

VII. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER <sup>1</sup> – Grandfathered as of January 20, 2018, Continued

## D. RATES

1. 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.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.

Monthly Rate

Frontier Simply Unlimited Service-Leader (Bundle 1-3)	\$68.69
Additional Bundle (Bundle 4-12)	53.69
All In Feature Package	4.99

## E. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>2</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

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## BUNDLED SERVICES

VII. FRONTIER SIMPLY UNLIMITED SERVICE-LEADER <sup>1</sup> – Grandfathered as of January 20, 2018, Continued

## E. SPECIAL CONDITIONS, Continued

5. 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.
- 6.. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
7. The bundle rate will appear as a single line item on the customer's bill.
8. 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.
9. 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.
10. The bundle is offered on a month-to-month basis.
11. Bundles four through twelve can be purchased at an additional discount rate.
12. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

<sup>1</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

## BUNDLED SERVICES

VIII. FRONTIER COMMERCIAL VOICE UNLIMITED <sup>1</sup> – Grandfathered as of January 20, 2018

## A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

## B. 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

## C. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

<sup>1</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

## BUNDLED SERVICES

VIII. FRONTIER COMMERCIAL VOICE UNLIMITED<sup>1</sup> – Grandfathered as of January 20, 2018, Continued

## C. SPECIAL CONDITIONS, Continued

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
8. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, one or two year term basis.
10. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

## D. RATES AND CHARGES

1. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. 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	\$52.70
One Year Term	\$47.70
Two Year Term	\$47.70

<sup>1</sup> This service offering is limited to existing subscribers.

## BUNDLED SERVICES

IX. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II<sup>1</sup> – Grandfathered as of January 20, 2018

## A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. GENERAL

1. 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.

2. Basic Bundle

Single Party Flat Rate Access Line  
 Call Forward Busy/No Answer  
 Six features from the feature package listed below

Unlimited Extended Area Service  
 Caller ID with Name

3. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting  
 3 Way Calling  
 Speed Call 8<sup>1</sup> 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 Blocking  
 \*66 Busy Number Redial  
 Call Forward Variable  
 Call Forward Busy  
 Call Waiting ID  
 Selective Call Forward  
 Selective Call Rejection

## D. RATES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>2</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

## BUNDLED SERVICES

IX. FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II,<sup>1</sup> – Grandfathered as of January 20, 2018, Continued

## D. RATES, Continued

2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II bundle	\$72.69
Additional Bundle	66.69
All In Feature Package	4.99

## E. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.
5. 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.
6. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
7. The bundle rate will appear as a single line item on the customer's bill.
8. 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.
9. 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.
10. The bundle is offered on a month-to-month basis.
11. Up to eleven additional bundles can be purchased at a discount rate.
12. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

<sup>1</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

## BUNDLED SERVICES

X. FRONTIER BUSINESS LOCAL UNLIMITED II <sup>2</sup> – Grandfathered as of January 20, 2018

## A. APPLICABILITY

Applicable to Single-party Business Flat rate service.

## B. 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 Schedule AB of the Exchange and Network Services Tariff.

## C. GENERAL

1. 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.

2. Basic Bundle:

Flat Rate Business Line

Unlimited Extended Area Service

Touch Calling

Two features from the Frontier Business All in Feature package listed below.

3. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting

3 Way Calling

Speed Call 8 <sup>1</sup> 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

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015.

<sup>2</sup> This service offering is limited to existing subscribers.

## BUNDLED SERVICES

X. FRONTIER BUSINESS LOCAL UNLIMITED II <sup>2</sup>– Grandfathered as of January 20, 2018, Continued

## D. RATES

1. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II bundle	\$55.69
Optional Features Package	4.99

## E. SPECIAL CONDITIONS

1. 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. The bundles are offered on a month to month basis.
2. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
3. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.
4. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
5. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.
6. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
7. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
8. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.

<sup>1</sup> This service offering is limited to existing subscribers.

Effective: December 17, 2025

## BUNDLED SERVICES

## XI. FRONTIER DIGITAL PHONE ESSENTIALS

## A. 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  
 Unlimited Extended Area Service  
 Touch Calling

Call Waiting/Caller ID  
 Call ID with Name  
 Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling  
 \*66 Busy Number Redial  
 \*69 Call Return  
 Anonymous Call Rejection  
 Basic Call Forward  
 Selective Call Acceptance

Speed Call 8 <sup>(1)</sup>  
 Call Waiting  
 Call Forward Busy  
 Selective Call Rejection  
 Priority Call

## B. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
4. 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 Product Guide and Exchange and Network Services Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
- 6.. No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

## BUNDLED SERVICES

## XI. FRONTIER DIGITAL PHONE ESSENTIALS, Continued

## B. SPECIAL CONDITIONS

7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.
12. Stay Connected Seasonal Offering \* allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. 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.
  - d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - e. The cost of the service includes the Subscriber Line Charge.
  - f. This service does not change any other terms and conditions of the product.
  - g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - h. The Federal Subscriber Line Charge is included in the monthly rate.
  - i. 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.

Effective: December 17, 2025

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## BUNDLED SERVICES

## XI. FRONTIER DIGITAL PHONE ESSENTIALS, Continued

## C. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 3 of this Product Guide apply to the installation of individual components of the bundle.
3. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials	\$35.81
Feature Package	\$2.99
Stay Connected Seasonal Offering *	\$9.99

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

Effective: December 17, 2025

## BUNDLED SERVICES

## XII. FRONTIER DIGITAL PHONE UNLIMITED

## A. 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 <sup>(1)</sup>
Repeat Dial	*69 Call Return
Caller ID with Name and Number	Call Waiting/Cancel Call Waiting
Touch Calling	

Feature Package

Call Waiting	3 Way Calling
Basic Call Forward	Speed Call 30
Anonymous Call Rejection	Call Forward Fixed
Priority Call	Selective Call Rejection
Call Forward Busy	Selective Call Acceptance

## B. SPECIAL CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide and Exchange and Network Services Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month.

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

## BUNDLED SERVICES

## XII. FRONTIER DIGITAL PHONE UNLIMITED, Continued

## B. SPECIAL CONDITIONS, Continued

8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.
12. 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.
  - a. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. 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.
  - d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - e. The cost of the service includes the Subscriber Line Charge.
  - f. This service does not change any other terms and conditions of the product.
  - g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - h. The Federal Subscriber Line Charge is included in the monthly rate.
  - i. 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.

Effective: December 17, 2025

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## BUNDLED SERVICES

## XII. FRONTIER DIGITAL PHONE UNLIMITED, Continued

## C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited service do not apply
3. Frontier Digital Phone Unlimited bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$45.81
Feature Package	\$2.99
Stay Connected Seasonal Offering *	\$9.99

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

Effective: December 17, 2025

## BUNDLED SERVICES

## XIII. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

## A. 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  
Unlimited Extended Area Service

Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

\*66 Busy Number Redial  
\*69 Call Return  
Anonymous Call Block/Rejection  
Basic Call Forward  
Selective Call Forward  
Distinctive Ring

Speed Call 30  
Distinctive Ring  
3 Way Calling  
Call Forward Busy/No Answer  
Priority Call

## B. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide and Exchange and Network Services Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.

Effective: December 17, 2025

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## BUNDLED SERVICES

## XIII. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER), Continued

## B. CONDITIONS, Continued

8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.
13. 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.
  - a. 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.
  - b. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
  - c. 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.
  - d. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
  - e. The cost of the service includes the Subscriber Line Charge.
  - f. This service does not change any other terms and conditions of the product.
  - g. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
  - h. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
  - i. 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.

Effective: December 17, 2025

## BUNDLED SERVICES

## XIII. FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER), Continued

## C. RATES AND CHARGES

1. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply.
3. Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited (Challenger)	\$35.81
Feature Package	\$4.99
Stay Connected Seasonal Offering *	\$9.99

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

Effective: December 17, 2025

## BUNDLED SERVICES

## XIV. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

## A. 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  
 Caller ID with Name  
 Unlimited Extended Area Service  
 Call Waiting/Cancel Call Waiting

Call Waiting ID  
 Anonymous Call Rejection  
 Basic Voicemail  
 Touchtone

## B. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual monthly rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide and Exchange and Network Services Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.

BUNDLED SERVICES

XIV. FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE, Continued

B. CONDITIONS (Continued)

- 6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- 7. The bundle is offered on a month-to-month basis.
- 8. The bundle will appear as a single line item on the bill.
- 9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- 10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

C. RATES AND CHARGES

- 1. All other surcharges and taxes apply and will be billed in addition to the bundle.
- 2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
- 3. Frontier Residential Unlimited Voice Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Residential Unlimited Voice Service	\$20.00

Effective: December 17, 2025

## BUNDLED SERVICES

## XV. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

## A. 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

## B. CONDITIONS

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Product Guide and Exchange and Network Services Tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.

Effective: December 17, 2025

## BUNDLED SERVICES

## XV. FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE, Continued

## B. CONDITIONS, Continued

7. The bundle will appear as a single line item on the bill.
8. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
11. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
12. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home 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.

## C. RATES AND CHARGES

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and CO Connection Charge.
3. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Unlimited Voice and Feature Bundle	\$50.00