

TELEPHONE SERVICES TARIFF

RATES, RULES AND REGULATIONS APPLYING TO
THE INTRASTATE SERVICES AND FACILITIES OF

CITIZENS UTILITIES RURAL COMPANY, INC.
4 TRIAD CENTER, SUITE 200
SALT LAKE CITY, UT 84180

d/b/a

FRONTIER CITIZENS UTILITIES RURAL

SERVING EXCHANGES LISTED BELOW IN THE STATE OF ARIZONA, MOHAVE COUNTY:

BULLHEAD CITY

BUTLER

CASTLE ROCK

DOLAN SPRINGS

GOLDEN VALLEY

KINGMAN

LAKE HAVASU CITY

MEADVIEW

MOHAVE VALLEY

PEACH SPRINGS - TRUXTON

RIVIERA

WIKIEUP

YUCCA

(N)
|
(N)

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FILED BY: Aloa J. Stevens
TITLE: Director

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TELEPHONE SERVICES TARIFF

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TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 1
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF
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TELEPHONE SERVICES TARIFF

PRELIMINARY STATEMENT

Territory Served - Services Rendered - Rates, Rules and Regulations

Citizens Utilities Company and Citizens Utilities Rural Company, Inc. hereinafter jointly referred to as the "Company", provides exchange, toll, private line and directory service throughout the area served by it as shown in filed tariffs which include services rendered and exchange maps.

Toll Service is furnished by both the Company and connecting companies. Such toll service is made available to the Company's customers and patrons at the regular published rates of the connecting toll companies.

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

No officer, solicitor, agent or employee of the Company has any authority to waive, alter or amend in any way the rates and rules or to make any inconsistent agreements with them.

The rates and rules contained in these tariffs are always subject to additions, deletions or change after normal proceedings before the Arizona Corporation Commission and when approved or accepted, become an effective part of the tariff.

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TELEPHONE SERVICES TARIFF

SYMBOLS

The following symbols are used throughout the Tariff rates, rules and regulations of the utility to signify the various changes therein:

- (C) To signify changed listing, rule, regulation or condition.
- (D) To signify discontinued material, including listing, rate, rule or regulation.
- (I) To signify increase in rate.
- (L) To signify material relocated from or to another part of tariff section with no change in text, rate, rule or condition.
- (N) To signify new material, including listing, rate, rule or condition.
- (R) To signify reduction in rate.
- (T) To signify change in wording of text, but no change in rate, rule or condition.
- (X) or (1) With enclosed X and number (X1), or number only (1), to signify special footnote reference on tariff sheet.
- (CU) To signify that the rate, rule or regulation is applicable to Citizens Utilities Company only.
- (CUR) To signify that the rate, rule or regulation is applicable to Citizens Utilities Rural Company, Inc. only.

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TELEPHONE SERVICES TARIFF

SUBJECT INDEX-DEFINITIONS

This tariff section contains in alphabetical order, the Terms, and Definitions thereof, used throughout the various sections of the entire tariff.

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TELEPHONE SERVICES TARIFF

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TELEPHONE SERVICES TARIFF

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TARIFF PART: Section 2

TELEPHONE SERVICES TARIFF

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TELEPHONE SERVICES TARIFF

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TELEPHONE SERVICES TARIFF

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TELEPHONE SERVICES TARIFF

DEFINITIONS

- Access Line: A communications facility that connects service from a common distribution source to the service access point. (See Service Access Point)
- Acoustical Connection: A connecting arrangement without electrical connections that permits transmission of sound between utility-provided access lines and customer- provided equipment.
- Additional Listings: Listings furnished in addition to the primary listing at the charges filed in this tariff.
- Advance in Aid of Construction: Funds provided to the utility by the applicant under the terms of a construction agreement, which may be refundable.
- Air Line Mile: As used in connection with air line mileage measurements in determining charges for exchange telephone service, including message unit service and message toll telephone service, means statute mile or 5,280 feet.
- Ancillary Equipment: Equipment that is utilized in connection with primary station equipment and includes but is not limited to answering devices, call diverters, call restrictors, traffic monitoring equipment or similar equipment connected with other customer equipment.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Apparatus: Electrical or mechanical equipment in whole or in part provided by the utility in the provision of various services.
- Applicant: A person or agency requesting the utility to supply telephone service.
- Applications: A request to the utility for telephone service as distinguished from an inquiry as to the availability or charges for such service.
- Arizona Corporation Commission: The regulatory authority of the State of Arizona having jurisdiction over public service corporations operating in Arizona. (See Commission).
- Auxiliary Line: An additional individual line from the same central office to the same premises as the main individual line and associated therewith.
- Base Rate Area: A specific area within an exchange wherein primary exchange service is furnished without the application of construction charges except for temporary or speculative projects.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Basic Exchange Service: Service provided to business or residential customers at a flat or measured rate which affords access to the telecommunications network.
- Battery Power: A source of electrical energy furnished for the operation of telephone equipment.
- Baud: A unit of signaling speed. It is the reciprocal of the time duration in seconds on the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.
- Bell: A device which produces a resonant sound.
- Billing Period: The time interval between the issuance of two consecutive bills for utility service.
- Building: A nonmobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy, covered or not, do not create a single building.
- Abutting structures having common hallways above ground level, occupied by a customer or his personnel as a permanent work location and appearing to function as one entity are treated as a single building.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Building: (Continued)

For the provision of service connection, each of several single occupancy "Townhouse" living units constructed on a separate lot within a continuous property is treated as a separate building.

A building may be subdivided by one or more interior walls preventing passage between portions of the building, as in a row of business establishments. Portions of a building may have more than one owner, as in a condominium.

Buried Wire or Cable:

A wire or cable designed for use in underground construction and utilized in extending the Company's outside plant facilities.

Business Service:

A class of exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, churches, schools, charitable organizations and other organizations engaged in business; tenants of office buildings; hotels, motels or hospitals receiving individual line, party line or private line or private branch exchange service; individuals practicing a profession or operating a business and having no offices other than their residence, and whose use of the service is primarily or substantially of a business, professional or occupational nature, and those whose listings in the directory denote business use of the service.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Central Office: The switching equipment and operating arrangements which provide exchange and long distance service to the public and interconnection of customer telecommunication services.
- Channel: The communications path provided by the Company between two or more stations or channel terminations in the Company's offices, furnished by wire, radio, or a combination thereof.
- Circuit: An outside plant facility used for the transmission of electrical energy in the furnishing of telephone and other communications service.
- Coin Box Service: Telephone service furnished from stations equipped with a device for collecting coins in payment of telephone service.
- Commission: The Arizona Corporation Commission, sometimes referred to as the Commission.
- Company: A public utility named herein. See also utility.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Connecting Company: A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.
- Connecting Arrangement: The equipment provided by the Company to accomplish direct electrical connection with customer provided facilities, and to protect the telephone network.
- Contract: The service agreement between a subscriber and the Company under which service and facilities are furnished in accordance with the provision of the applicable Tariffs.
- Continuous Property: Property owned or leased and occupied by a customer, which is not separated by a public thoroughfare, a railroad right of way or property occupied by others. Where a customer's properties are divided by a public thoroughfare or a railroad right of way and the properties would otherwise be continuous, such properties are treated as continuous provided the customer furnishes at his expense an underground or enclosed overhead passage suitable for the running of telephone circuits between the properties in accordance with the requirements of the Company.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Contribution in Aid of Construction: Funds provided to the utility by the applicant under the terms of a construction agreement or construction tariff which are not refundable.
- Customer: The person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service or by the receipt and/or payment of bills regularly issued in his name regardless of the identity of the actual user of the service. (See also Subscriber)
- Customer Owned/Customer Operated (Coin/Coinless) Telephone (COCOT): A pay telephone owned and maintained by the customer rather than the telephone company for public or non-public use. Service is provided on a Public Access Line (PAL) and is operated on an instrument implemented basis rather than on a central office basis.
- Customer Premise Equipment (CPE): Telephone apparatus and associated wiring on a customer's premises.
- Data Access Arrangement: A protective "Connecting Arrangement" for use with the network control signaling unit to permit the transmitting and/or receiving of signals by data set. The protective "Connecting Arrangement" may be located either on the Customer's premises and/or at the Company's option, in the Company's central office building.
- Data Set or Data Subset: A facility which converts data signals to voice frequency signals for sending and converts voice frequency signals to data signals for receiving.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Date of Presentation: The date upon which a bill or notice is mailed or delivered to the customer.

Day: Calendar day.

Dial Telephone Service: Telephone service provided by means of a system in which telephone connections between customers are ordinarily established by electrical and mechanical apparatus controlled by manipulations of dials operated by the calling parties.

Digital Channel Service: Service that transmits and receives digital signals between the serving wire center and digital switching equipment located at the customer's premises. The service enables customers to channelize up to 24 voice grade DS0's on a single transport facility. It is comprised of two components; a digital port in the serving wire center and a digital transport facility between the serving wire center and the customer's premises.

Direct Connection: Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling.

Directory Listings: Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer in the alphabetical section.

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

Distribution Facilities: The Company's cable, wire and associated supporting structures and appurtenances, located in dedicated streets and utility easements, designed to serve more than one property and extending from the serving central office to the points of connection with service connection facilities.

(N)
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(N)

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Electronic Bill Presentment
and Payment (EBPP)

Electronic Bill Presentment Program (EBPP) is an optional service provided by the Utility that allows customers to view and or pay their telephone bill on-line.

(N)
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(N)

Emergency:

A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

Enhanced Lifeline Service/
Tribal Lands

Additional federal Lifeline (fourth tier) and Linkup assistance for qualifying low-income individuals living on federally recognized tribal lands (American Indian and Alaska Native) to reduce the cost of basic telephone service and offset initial connection charges and line extension costs associated with the initiation of service for those individuals.

Equalization:

Equipment and services furnished to broaden the range through which transmission of approximately uniform levels may be attained.

Exchange:

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

Exchange Area:

An area within which the Company holds itself out to furnish telephone service from one or more central offices serving that area in accordance with the provision of the tariffs.

Exchange Message:

A completed telephone call between telephones in the same local service area.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Exchange Service:	Telephone service furnished within an exchange area or local service area.	(L)
Extended Area Service:	An exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas in accordance with the provisions of the exchange tariffs.	(L)
Extension Station:	A station connected to a primary station directly or by means of a switching device, excluding private branch exchange or intercommunicating system stations.	
Extra Listing:	(See Additional Listing)	
Facilities:	Instrumentalities, supplemental equipment, apparatus, wiring, poles, cables and other materials and mechanisms necessary to or furnished in connection with telephone service.	
Fictitious Name:	A name under which a concern conducts its business or desires to be known to the public, other than the actual name of a person or corporation conducting the business concerned.	
Flat Rate Service:	Exchange service furnished at a fixed periodic charge.	
Foreign Attachment:	Equipment attached or connected to Company equipment not owned by the Company for use with the telephone service furnished.	

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Grandfathered Equipment: Stand-alone equipment directly connected to the telephone network on or before a date specified by the Federal Communications Commission (F.C.C.).
- Harm: Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.
- Hertz: An electrical term meaning one cycle per second.
- Individual Line Service: A grade of exchange service furnished by means of a central office line arranged to serve a primary station only, although additional stations may be connected to the line as extensions.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Inductive Connection: Electromagnetic coupling between customer premises equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and a customer premises inductor external to the utility equipment.
- Installation Charge: A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection charges and other applicable charges for service or equipment.
(Also see Service Charge)
- Instrumentalities: The telephone instruments located on the applicant's or customer's premises (excluding inside wiring and protective apparatus). In private branch exchange service, the instrumentalities include the switchboard.
- Interconnection: The method by which central office line facilities of a utility are arranged to transmit to or receive information from customer premises equipment.
- Interexchange Private Line Telephone Channel: A service furnished between specified locations in separate exchanges or rate center areas, furnished for the customers own use for communication between stations connected to the same line.

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Interface: The point, on a customer's premises, at which the facilities of the Company are connected with customer premise facilities.

Intraexchange Private Line Telephone Channel: A service furnished wholly within an exchange area, furnished for the customer's own use for communications between stations connected to the same line. The private line may terminate on telephone instruments, PBX switchboards, PABX equipment or customer owned equipment.

Jack: Standard or miniature (modular) connecting device used in connection with apparatus.

Key: A switching device for connecting and disconnecting circuits or equipment, equipped with push button or lever for manual operation.

Key Telephone Service: Exchange service furnished by means of assemblies of one or more individual, party, PBX or private line station lines, and associated facilities arranged for various combinations of cut off, holding intercommunicating, pickup and signaling within the capacity of the equipment. Stations in the assembly are normally key telephone stations.

Joint User Service was formally grandfathered in 1983. In June 2001 subscription to this service has been terminated, and Citizens no longer has any customers subscribing to the service, therefore, Citizens is removing all Joint User reference from its tariff.

(D)
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(D)

(N)
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(N)

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

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

Line Extension: The lines and equipment necessary to provide service to additional customers.

Local Service: See Exchange Service.

Local Service Area: An area containing the stations which customers may call at exchange rates, in accordance with the provisions of the exchange tariffs. The local service area may include the whole or part of an exchange area, or parts or all of two or more exchange areas.

Message: A completed call or telephonic communication between two or more telephone stations. A station call is completed when connection is established between the calling and called stations. A person call is completed when connection is established between the calling and called persons.

Mileage Charges: The additional charges for exchange telephone service based upon airline distance measurement or airline circuit route measurement for service furnished off the premises of the primary station or in connection with foreign exchange or private line service.

(L) Material relocated to Sheet No. 23.

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(L)

(N)

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EFFECTIVE DATE: April 1, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-12-

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Move and Change Charges: Non-recurring charges made to cover in part the cost of changes in location or type of facilities on a customer's premises at the request of the customer, where there is no interruption to service, other than that incident to the work involved, and where such changes are not required for the proper maintenance of the equipment or service.
- Network Control Signaling: The transmission of telephonic signals which perform such functions as supervision, address signaling, call progress, alerting, number identification, coin tones, and control of network switching equipment.
- Network Interface Device: The Network Interface Device for the connection (or disconnection) of customer premises wire and equipment consists of a miniature modular or other standard jack as determined by the Company and is provided as part of the exchange access line. This Network Interface will be installed on or near the customer's premises at a location determined by the Company and which is accessible to the customer. The normal location of the Network Interface would be combined with or in close proximity to the protector or equivalent.
- Network Protection Criteria: The minimum electrical specifications to which the voltages applied by customer provided equipment to a Company interface must conform.
- Non-recurring Charge: A one-time charge associated with certain installations, change or transfer of services either in lieu of or in addition to recurring monthly rates.

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

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Party Line Service: A grade of exchange service furnished by means of a central office line arranged to serve more than one primary station and with discriminating ringing with respect to each main station on that line.

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

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

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Point of Demarcation:

- 1) For equipment not requiring protective connecting arrangements it is the utility-provided jack or Network Interface Device.
- 2) For equipment requiring protective connecting arrangements it is the utility's protective connecting arrangement, the utility-provided jack, or Network Interface Device for use in connection with the customer-provided protective arrangement.

Premises:

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

Primary Station:

The main telephone station (excluding extension stations) of individual or party line service. The main cabinet station, turret station, or PBX switchboard station of a customer's service.

Private Branch Exchange (PBX) Service:

Exchange service furnished by means of a private branch exchange switchboard, electronic or mechanical equipment located on the customer's premises and local stations with local communication between such stations and communication to the general system by means of exchange trunks to the Company's central office.

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Private Branch Exchange Switchboard: A cabinet or console switching unit located on the customer's premises by means of which circuits are interconnected for communications between private branch exchange stations and between such stations and the Company's central office.
- Private Branch Exchange Trunk: A circuit connecting the PBX system with a central office.
- Pubic Access Line (PAL): A network access line provided for the operation of a customer owned customer operated (coin/coinless) telephone set.
- Registered Protective Circuitry: Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm which is registered in accordance with Part 68 of the FCC's rules and regulations.
- Registered Terminal Equipment: Terminal equipment which is registered in accordance with the rules and regulations in Part 68, Subpart B of the FCC's Rules and Regulations.
- Residence Service: A class of exchange service furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for domestic purposes.

(D)
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(D) Public Telephone Service has been deregulated.

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EFFECTIVE DATE: October 7, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

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

Ringling Power: Electrical energy furnished to a private branch exchange system or other equipment for signaling stations connected thereto.

Room: Space in a building surrounded by walls or closed partitions.

Rotary Number Group: Two (2) or more sequential telephone numbers including a primary number, with each non-primary number having the capability of receiving incoming calls dialed to the primary number, when the primary number is in a busy condition.

Rural Line Service: (See Suburban Service)

Rules: The regulations set forth in the tariffs which apply to the provision of telephone service.

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

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Service Access Point: A demarcation point where facilities owned, leased, or under license by a customer connect to the utility provided access line.
- Service Area: The territory in which the utility has been granted a certificate of convenience and necessity and is authorized by the Commission to provide telephone service.
- Service Charge: The charge as specified in the utility's tariffs which covers the cost of establishing, moving, changing or reconnecting service or equipment.
- Service Connection: Drop and block wiring or cable, from the point of connection with the utility's outside plant facilities to the point of connection with the inside wiring at the premises served. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or utility easement.
- Service Connection Charge: A non-recurring charge made to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system.
- Special Rate Area: An outlying section of an exchange within which special rate treatment is applicable without mileage charges.

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

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Speculative Projects: An undertaking of a speculative nature, which, in the opinion of the Company, appears to involve risk of failure.
- Standard Network Interface: See Network Interface Device.
- Station: A telephone set generally used in conjunction with PBX, key system, or multiline equipment, or may be used interchangeably with telephone set or jack provided in lieu of a telephone set. See also telephone set.
- Station/Equipment Connection Charge: A one-time charge associated with certain installations, change or transfer of service, either in lieu of or in addition to recurring monthly rates and service connection charges.
- Subdivision: Is the partitioning of a parcel of land into four or more parcels for the purpose of transfer of ownership or leasing for the express purpose of the construction of homes thereon. In locations where subdivisions must be approved by a political body, such approval is adequate proof that a subdivision exists. A mobile home court will be considered as a subdivision for the purposes of this tariff.
- Subscriber: See Customer.
- Suburban Area: That portion of an exchange area located outside of the base rate area or special rate area.
- Suburban Service: Multiparty line service furnished in the suburban area.

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

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Supersedure: The transfer of a business or residence customer's complete service, including the telephone number, from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.
- Tariffs: The documents filed with the Commission which list the Company services and products offered by the Company and which set forth the terms and conditions and a schedule of the rates and charges of those services and products.
- Telephone Service: Telephonic communication between persons at different locations by means of facilities furnished or provided by the Company, whether terminating on Company provided equipment or terminating on customer provided equipment or communication systems. Telephone Service embraces both exchange and toll service.
- Telephone Set: A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitted of and receiving telephone messages.
- Temporary Disconnect: An abridgment or suspension of telephone service at the request of the customer or on the initiative of the Company without a permanent disconnect of the service.
- Terminal Equipment: The equipment through which communication services are furnished.

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

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

- Temporary Service: Services to premises or enterprises which are temporary in character, or where it is known in advance that the service will be limited in duration. Service which, in the opinion of the Company, is for operations of a speculative character is also considered temporary service.
- Tie Trunk: A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus. A circuit is not intended to provide for general exchange service through either of the PBX systems with which it connects.
- Toll Message: A completed telephone call via the established toll network.
- Toll Service: Service between stations in different exchange areas for which a long distance charge is applicable.
- Touch Calling Service: A service arrangement permitting the use of push-button equipped telephone sets in lieu of rotary dial equipped telephone sets to originate calls.
- Trade Name: The name or style under which an individual or concern conducts its business and by which it is generally known to the public.
- Trenching Costs: Cost of excavating, backfilling and compacting and, where necessary, cost of breaking and repaving pavement and of restoring landscaping.
- Tribal Link Up: A discount program for Tribal Land low-income households A national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network.
- Trunk Line: A network access line from one central office to another or between a PBX system and a company central office.

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(L) Material relocated from Sheet No. 14.

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EFFECTIVE DATE: April 1, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-12-

TELEPHONE SERVICES TARIFF

DEFINITIONS (Continued)

Underground Supporting Structure: Conduit, manholes, handholds and pull boxes where needed and as required plus trenching costs as defined in Trenching Costs above.

Utility: The company providing telephone service to the public in compliance with state law.

Visit Charge: A charge applied when a visit to the customer's premises is required to determine if customer-owned equipment is causing impairment or harm to the utility's facilities.

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

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FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: T-01954B-16-

TELEPHONE SERVICES TARIFF
RULES AND REGULATIONS

3.1 GENERAL

- 3.1.1 The rules and regulations specified herein are in addition to the most current version of the State of Arizona Administrative Rules and Regulations, Article 5, Telephone Utilities adopted by the Arizona Corporation Commission and those contained in the Local Exchange Tariffs, the Intrastate Access Service Tariffs, and the Message Toll Telephone Service Tariffs. These rules and regulations apply to the intrastate services and facilities furnished by Citizens Utilities Rural Company, Inc. and Citizens Utilities Company (hereinafter jointly the "Company"). Failure on the part of the customers to observe the rules and regulations, after due notice (where necessary) of such failure, automatically gives the Company the right to discontinue the furnishing of service.
- 3.1.2 In the event of a conflict between any rate, rule, regulation or provision contained in these rules and regulations and any rate, rule, regulation or provision contained in the Local Exchange Service Tariffs, the Intrastate Access Service Tariffs or the Message Toll Telephone Service Tariffs, the rate, rule, regulation or provision contained in the specific tariffs shall prevail.
- 3.1.3 These rules and regulations cancel and supersede all other rules and regulations of the Company issued and effective prior to the effective dates of these Tariffs.

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.2 APPLICATION FOR SERVICE

- 3.2.1 An application is a request for service and does not bind the applicant to take service for a period of time longer than that upon which the rates and minimum charge of the applicable tariff schedule is based; neither does it bind the Company to provide service except under reasonable conditions and in accordance with the applicable rates.
- 3.2.2 In the absence of a signed application or contract for service, the supplying of telephone service by the Company and acceptance thereof by the customer shall be deemed to constitute a service agreement by and between the Company and the customer for acceptance of and payment for service, subject to the Company's applicable rates and rules and regulations.
- 3.2.3 Requests from subscribers for additional service or equipment may be made orally or in writing and, upon approval or installation of the service, become a part of the original contract, except that such additional items are subject to the appropriate tariff rates and initial contract periods.
- 3.2.4 Applications for party line service are accepted by the Company on the basis that each customer will so use the service as not to interfere with an equitable proportionate use of the service by other customers on the same line. When the duration or number of local messages sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Company shall have the right to require the customer to contract for a higher grade of service, or to discontinue the service of the customer in question.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.3 DEPOSITS AND CREDIT

3.3.1 General

When the Company deems it necessary, an applicant for service or a present subscriber may be required to make and keep intact a deposit in such amount as may be required from time to time by the Company as a guarantee of the payment of charges for services rendered. The fact that a deposit has been made shall in no way relieve the applicant or subscriber from complying with the regulations of the Company as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for non-payment of any sums due the Company for service rendered.

One exception to this rule is for Lifeline Telephone Service customers, who are not required to submit any deposits if Optional Toll Restriction (Section 6.12.4) is added to their line at no charge.

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3.3.2 Establishment of Credit

When credit cannot be established to the satisfaction of the Company, the applicant will be required to place a cash deposit to secure payment of bills for service as prescribed herein.

DATE ISSUED: November 20, 1997
EFFECTIVE DATE: January 1, 1998
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.3 DEPOSITS AND CREDIT (Continued)

3.3.3 Deposits

- a. The amount of a deposit required by the Company to establish or re-establish credit shall be determined according to the following terms:
1. Residential customer deposits shall not exceed two times that customer's estimated maximum monthly bill.
 2. Non-residential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.
 3. The Company may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage.

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.3 DEPOSITS AND CREDIT (Continued)

3.3.4 Deposits - Interest and Refunds

- a. The Company shall issue a non-negotiable receipt to the applicant for the deposit. The inability of the customer to produce such a receipt shall in no way impair his right to receive a refund of the deposit which is reflected on the Company's records.
- b. The Company will pay six percent (6%) interest on deposits from the date of deposit until the date of settlement or withdrawal of deposit. Where such deposit remains for a period of one year or more and the person making the deposit continues to be a customer, the interest on the deposit at the end of the year shall be applied to the depositor's account.
- c. After a residential customer has, for twelve (12) consecutive months, paid all bills prior to their becoming delinquent, the Company shall deem such customer to have satisfactorily established credit and shall refund the deposit with earned interest.
- d. Upon discontinuance of service, the Company will refund any balance of the deposit, plus applicable interest, in excess of any unpaid bills. The Company will return any credit balance by check to the last known customer address.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.4 SERVICE ESTABLISHMENTS

3.4.1 Advance Payments

- a. In accordance with the Company's practice of requiring that all regularly recurring charges for services, equipment and facilities be paid monthly in advance, an applicant for telephone service, except as modified by Paragraph 3.4.1.c below, will be required to pay in advance at the time application for service is made, the service connection charges applicable, together with at least one month's charges for the services, equipment, and facilities applied for, and where deemed necessary in the opinion of the Company, the estimated amount of construction and installation charges.
- b. The amount of the advance payment will be credited to the subscriber's account and applied to any indebtedness under the contract for services, equipment, and facilities furnished, for service connection, move, and change charges, and for toll messages.
- c. Advance payments will not ordinarily be required at the time of application for new service in the case of government departments or other applicants whose credit is known to the Company to be satisfactory. Present subscribers whose credit is satisfactory in the exchange in which they have service will not be required to make advance payments at the time of application for new service in the same exchange or elsewhere; nor in the case of moves of, additions to, or changes in their present equipment or service.

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.5 COMPANY RESPONSIBILITY

- 3.5.1 The Company shall be responsible for maintaining in safe operating condition all equipment and fixtures used in providing telephone service to the customer that are owned by and under the exclusive control of the Company.
- 3.5.2 The Company is not responsible for transmitting messages but offers use of its facilities for communications between customers. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages, she is deemed to be acting as the agent of the persons involved. No liability shall attached to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of errors.
- 3.5.3 Lines of other telephone companies may be used in establishing wire connections to points not reached by the Company's lines. In establishing such connections, the Company is not responsible or liable for any action of the connecting company.
- 3.5.4 The Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Company's wiring on such premises, or by the installation or removal thereof, unless such defacement or damages is the result of the sole negligence of the Company.

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF
RULES AND REGULATIONS (Continued)

3.5 COMPANY RESPONSIBILITY (Continued)

3.5.5 Ownership of Equipment

All equipment and lines furnished (but not sold to customer) by the Company on the premises of a customer are the property of the Company. The Company's agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, lines, or for the purpose of making collections from coin boxes or, upon the termination of service, for the purpose of removing such equipment and lines. Such equipment and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or other consideration has been or is to be paid any party other than the Company, without the written consent of the Company or as prescribed in other parts of these tariffs.

3.5.6 Maintenance and Repair

- a. All ordinary expense of maintenance and repair in connection with equipment, facilities and services provided by the Company is borne by the Company unless otherwise specified in this Tariff. In case of damage to, or destruction of any of the Company's equipment and lines due to the negligence or willful act of the subscriber and not due to ordinary wear and tear, the subscriber will be held responsible for the cost of restoring the equipment and lines to its original condition, or of replacing the equipment and lines destroyed.
- b. Subscribers may not rearrange, disconnect, remove, nor attempt to repair, nor permit others to rearrange, disconnect, remove or attempt to repair any equipment or wiring installed by the Company except upon the consent of the Company.

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TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.5 COMPANY RESPONSIBILITY (Continued)

3.5.7 If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Company's employees or to the public or to property, the Company may refuse to install and maintain such service. If such service is furnished, the Company may require the customer to install and maintain such service and also may require the customer to indemnify and hold the Company harmless from any claims for loss or damage by reason of the installation and maintenance of such service.

3.5.8 Obligation to Furnish Service

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

3.6 CUSTOMER RESPONSIBILITY

Each customer shall notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring or equipment. The customer will be required to pay the Company's current charges for such changes.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.7 TELEPHONE DIRECTORIES AND NUMBERS

3.7.1 Distribution

The Company will furnish to its customers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

3.7.2 Ownership and Use

Directories regularly furnished to customers are the property of the Company and are loaned to customers only as an aid to the use of the telephone service. The Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in possession of the customer.

3.7.3 Errors and Omissions

- a. The Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of the publications of such errors in the directory, nor will the Company be made a party to controversies arising between customers or others as a result of listings published in its directories. Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such of the customer's service as is affected. The maximum abatement shall not exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.
- b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.7 TELEPHONE DIRECTORIES AND NUMBERS (Continued)

3.7.4 Telephone Numbers

The customer has no proprietary right in the telephone number or any right to continuance of service through any particular central office. The Company may change the telephone number, or the central office designation, or both, of a customer whenever it deems it desirable in the conduct of its business.

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EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.8 BUSINESS AND RESIDENCE SERVICE

3.8.1 Application of Business Rates

- a. Service is classified as business service and business rates apply where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where the service or any part thereof is furnished at a business location.

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3.8.2 Application of Residence Rates

- a. Service is classified as residence service and residence rates apply where the use is primarily or substantially of a social or domestic nature and the business use, if any is incidental.
- b. When it is determined that a subscriber to residence service is using the service in such a manner that it should be reclassified as business service under the provisions of 3.8.1.a, the Telephone Company may discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay applicable business rates.

3.8.3 Use of Service

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

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

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

DATE ISSUED: March 27, 2007
EFFECTIVE DATE: May 8, 2007
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-07-0192

TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.9 SPECIAL SERVICES AND FACILITIES

- 3.9.1 Special services and facilities are not ordinarily used in the furnishing of telephone service and not otherwise mentioned in, provided for or contemplated by the tariff schedules of the Company, may be furnished or leased pursuant to special contract for such period as may be agreed upon, provided such special service or facility or the use made thereof is not unlawful and does not interfere with the telephone service furnished by the Company. In the event any such special service or facility or the use made thereof interferes with the furnishing of telephone service by the Company, the Company may terminate such contract and cease to furnish such special service or facility after thirty (30) days written notice to the customer; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.
- 3.9.2 Construction or installation charges in connection with special services and special facilities will be based on the costs involved in each individual case.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

3.10.1 Ownership and use of facilities on customer's premises.

- a. All facilities and equipment furnished by the company in connection with a customer's service shall be carefully used. The customer will be held responsible for any loss, damage or alteration to any equipment or apparatus furnished by the Company on his premises, unless such loss or damage is due to cause beyond his control.
- b. Except as provided herein and in the tariff schedules, any apparatus or device not provided or authorized by the Company or not in compliance with Part 68 of the Federal Communication's Rules and Regulations shall not be attached to or used in connection with telephone equipment and facilities provided by the Company. The Company shall have the right to disconnect the service during the continuance of such attachment or connection.

3.10.2 New installation or additions to customer-provided equipment or customer-owned facilities connected to the telecommunications network must conform to Part 68 of the Federal Communication's Rules and Regulations.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

3.10.3 Customer-provided equipment

a. General

1. Customer-provided equipment may be connected at the customer's premises to outside plant facilities of the Company at the point of demarcation as set forth under Section 2, DEFINITIONS, for use with the exchange service in compliance with Part 68 of the Federal Communications Commission's Rules and Regulations.
2. Customer-provided equipment connected prior to January 1, 1977 (nonregistered grandfathered equipment) may remain connected and be moved or reconnected thereafter for the life of the original equipment unless subsequently modified.
3. The Company may make changes in its equipment, operations, or procedures where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations.
4. Ringer equivalence of customer-provided equipment connected to the same line will not exceed the allowable maximum for that line as determined by the Company.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

3.10.3 Customer-provided equipment (Continued)

b. Responsibility of the Company

1. In compliance with Part 68 of the Federal Communications Commission's Rules and Regulations, the Company will not be responsible to the customer should necessary changes in the Company's facilities, operation, or procedures which may render any customer-provided equipment obsolete, require modification or alteration of such equipment or otherwise affects the equipment's use or performance.
2. Customer's service may be disconnected if customer-provided equipment is causing or may cause harm to the Company's facilities.
3. The Company shall not be responsible for the installation, operation, or maintenance of any customer-provided equipment. Network access lines of the Company are not represented as adapted to the use of customer-provided equipment. Where such customer-provided equipment is connected to the Company's facilities the responsibility of the Company shall be limited to furnishing access lines suitable for telephone service and to the maintenance and operation of such access lines in a manner proper for such service. The Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer-provided equipment.
4. The Company may refuse service until the customer has obtained all required permits and/or inspections indicating that the customer's facilities comply with local construction and safety standards.

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RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

3.10.3 Customer-provided equipment (Continued)

c. Responsibility of the customer

1. In compliance with Part 68 of the Federal Communications Commission's Rules and Regulations, customer-provided equipment may only be connected to one-party line service. The customer shall notify the Company of each line to which said equipment is to be connected and shall notify the Company when such equipment is permanently disconnected. The customer shall also provide the Company with the Federal Communications Commission's Registration Number and ringer equivalence number of the customer-provided equipment.
2. All combinations of customer-provided registered or non-registered equipment (including but not limited to wiring) shall be installed, operated and maintained in compliance with requirements set forth in Part 68 of the Federal Communications Commission's Rules and Regulations. No combination of customer-provided registered or non-registered equipment (including but not limited to wiring) shall cause electrical hazards to Company personnel, interfere with the operation of or cause harm to the Company's equipment or facilities, or interfere with service to persons other than the user of such equipment.
3. Upon notice from the Company that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference or hazard. The Company may discontinue service for failure to comply with those provisions.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

3.10.3 Customer-provided equipment (Continued)

c. Responsibility of the customer (Continued)

4. The customer shall be responsible for payment of all Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment. The amount to be charged will be computed as set forth in the tariff.
5. Each customer shall be responsible for safeguarding all Company property installed in or on the customer's premises for the purpose of supplying Company service to that customer.
6. Each customer shall exercise all reasonable care to prevent loss or damage to Company property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to Company property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse the Company for the cost of necessary repairs or replacements.
7. Each customer shall be responsible for payment for any equipment damage resulting from unauthorized interfering, tampering or bypassing of the Company's equipment.

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RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

3.10.3 Customer-provided equipment (Continued)

d. Violation of tariffs

1. Except as set forth in Part 68 of the Federal Communications Commission's Rules and Regulations, where any customer-provided equipment is used in violation of any of the provisions of the tariff the Company will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days following the receipt of written notice from the Company that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and give the required written confirmation to the Company within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs.

e. Network control signaling

1. Satisfactory performance of the telephone network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling (except customer-provided tone-type address signaling through a Company provided connecting arrangement or signaling functions performed by customer-provided equipment pursuant to standards as required by Part 68 of the Federal Communications Commission's Rules and Regulations) in the furnishing of telephone service shall be performed by equipment furnished, installed and maintained by the Company.

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RULES AND REGULATIONS (Continued)

3.10 CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER
(Continued)

3.10.3 Customer-provided equipment (Continued)

e. Network control signaling (Continued)

2. Customer-provided tone-type address signaling is permitted through acoustic or inductive connections provided such connections are effected externally to a Company network control signaling unit. However, the facilities of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.11 INITIAL CONTRACT PERIOD AND TERMINATION OF SERVICE BY CUSTOMER

3.11.1 Initial Contract Periods

- a. Except as specifically provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.
- b. The Company may require a contract period longer than one month at the same location in connection with unusual construction necessary to meet special demands and involving extra costs.
- c. The length of the contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.11 INITIAL CONTRACT PERIOD AND TERMINATION OF SERVICE BY CUSTOMER
(Continued)

3.11.2 Termination of Service

a. Service may be terminated by the customer prior to the expiration of the initial contract period upon notice being given to the Company, and upon payment of the termination charges given below, in addition to all charges due for service which has been furnished to the date of termination.

1. In the case of service for which the initial contract period is one month, the charges due for the balance of the initial month.

2. In the case of directory listings and joint-user service where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint-use service, subject, however, to a minimum charge for one month:

- (a) The contract for the main service is terminated.
- (b) The listed party or joint-user becomes a subscriber to some class of exchange service.
- (c) The listed party or joint-user moves to a new location.
- (d) The listed party or joint-user dies.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.11 INITIAL CONTRACT PERIOD AND TERMINATION OF SERVICE BY CUSTOMER
(Continued)

3.11.2 Termination of Service (Continued)

3. Contracts for periods of longer than one month covering services whose installation required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract may be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original customer.
- b. Service may be terminated after the expiration of the initial contract period, upon the Company being notified, at least three (3) days prior thereto, and upon payment of all charges due to the date of termination of the service.

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RULES AND REGULATIONS (Continued)

3.12 BILLING AND COLLECTION

3.12.1 Billing Terms

- a. The customer shall pay for services and facilities monthly in advance, except that Departments, Administrations and Agencies of the Federal, State, County or Municipal Governments shall pay for Toll Messages and Moves and Changes when billed. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with these provisions.
- b. The billing date shall be printed on the bill and the date rendered shall be the mailing date.
- c. Bills for telephone services may be considered delinquent fifteen (15) days after the date the bill is rendered.
- d. Delinquent accounts for which payment has not been received may be terminated twenty-two (22) days after the date the bill is rendered.
- e. All payments shall be made at or mailed to the office of the Company or to the Company's duly authorized representative.

3.12.2 Electronic Bill Presentment Program (EBPP)

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, (front and back), mandated messages and bill inserts, summary of current charges and section or service total information. It will also include call detail and adds and changes in detail options. See Tariff Section 6 for rates and special conditions.

(N)
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(N)

3.12.3 Taxes - Federal, State, Municipal and Other Sales, Franchise, Occupation, Etc.

(T)

- a. In so far as practicable, any sales, franchise or occupation tax, costs of furnishing service without charge, or similar taxes or impositions that may hereafter be levied by the Federal Government, State of Arizona, or any political subdivision or taxing authority thereof, may be billed by the Company to its exchange customers on a pro rata basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.12 BILLING AND COLLECTION (Continued)

3.12.4 Billing Corrections

(T)

- a. In the event of overbilling by the Company, a refund will be made of the full amount of excess charges if the excess amount can be determined. If the period during which overbilling has occurred cannot be fixed, or the exact amount of overbilling cannot be determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a 90-day period.
- b. No refund shall be made by the Company except to the customer last served by the telephone service at issue.

3.13 WORK PERFORMED OUTSIDE REGULAR WORKING HOURS

The rates and charges specified in the various sections of this tariff contemplate that work will be performed during regular working hours and that work once begun will not be interrupted by the customer. If, at the request of the customer, work is performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours or if the customer interrupts work which has begun, the customer may be required to pay any additional cost incurred.

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RULES AND REGULATIONS (Continued)

3.14 PROVISION OF PLANT FACILITIES

3.14.1 General

- a. Except as otherwise provided in these rules, the Company will, at its own expense, furnish, install and maintain all facilities necessary to serve applicants or customers in accordance with its lawful rates, rules and current construction standards.
- b. Pole line and buried wire extensions necessary to furnish telephone service will be made by the Company in accordance with the tariff schedules, provided dedicated streets and right of ways are available, or acceptable easements can be obtained without any charge to or condemnation by the Company. Outside plant facility charges are computed in accordance with the regular rates set forth in the tariff schedules and the payment of such charges does not give the customer ownership or control of the extension.
- c. Except as otherwise provided, the Company may permit the customer to furnish the outside plant facilities in accordance with the construction standards of the Company in lieu of outside plant facility charges, but in all such cases the ownership of the plant facilities shall be vested in the Company.
- d. Where outside plant facilities are necessary, contracts for telephone service may be required by the Company as a condition precedent to the establishment of service.
- e. All outside plant facilities will be owned and maintained by the Company.
- f. The Company will determine the specific type of construction and route to be used in each particular case.

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RULES AND REGULATIONS (Continued)

3.14 PROVISION OF PLANT FACILITIES (Continued)

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

- a. In areas where the Company desires to maintain underground facilities for its operating convenience, the Company will, at its own expense, extend the necessary underground facilities to the service connections in accordance with its established construction standards.
- b. In all other cases (including facilities within subdivisions where under agreement with the tract owners or promoters, the Company has installed service by means of underground facilities), the applicant or customer requesting underground construction will be required to pay the difference between the cost of providing underground facilities and the estimated cost of constructing equivalent aerial facilities. In lieu of all or part of such payment the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the Company and the applicant or customer. Upon acceptance by the Company, ownership of any materials so furnished shall vest in the Company.

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RULES AND REGULATIONS (Continued)

3.15 NON-SUFFICIENT FUND CHECK SERVICE CHARGE

The Company may render a service charge to the customer for processing non-sufficient funds checks as shown below. Such charges will be in addition to other late charges and penalties which may be applicable under other sections of these tariffs.

Each non-sufficient funds check - \$12.50

3.16 LATE PAYMENT PENALTY

The Company may charge a late payment penalty on delinquent bills of up to one and one-half percent (1½%) of the delinquent amount per month. The amount of the penalty will be shown on the customer's bill when rendered.

3.17 DEFERRED PAYMENTS

Customers who arrange deferred payment plans with the Company may be assessed a charge not to exceed one and one-half percent (1½%) of each month's outstanding balance.

3.18 RESALE OF SERVICE

Resale of Company exchange telecommunications service will be provided as specified in Section 6.10 of this tariff.

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TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.19 RESIDENCE CUSTOMER INCENTIVE PROGRAM

3.19.1 General

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

3.19.2 Regulations

- a. This competitive response offering may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- b. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- c. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
- d. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

(N)

(N)

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RULES AND REGULATIONS (Continued)

3.19 RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

3.19.2 Regulations (Continued)

- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.19.3 following.
- f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.19.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3.19.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- h. The Company reserves the right to discontinue this offer.

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RULES AND REGULATIONS (Continued)

3.19 RESIDENCE CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

3.19.3 Rates and Charges

- a. The customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
 - (1) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
 - (2) A waiver of up to three months of the recurring rate(s) or charge(s), or
 - (3) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (3) above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

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RULES AND REGULATIONS (Continued)

3.20 BUSINESS CUSTOMER INCENTIVE PROGRAM

(N)

3.20.1 General

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

3.20.2 Regulations

- a. This competitive response offering may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- b. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
- c. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
- d. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.

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RULES AND REGULATIONS (Continued)

3.20 BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

3.20.2 Regulations (Continued)

- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.20.3 following.
- f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Tariff and the amount does not exceed the maximum amount set forth in 3.20.3 following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer available to them. Company representatives may present to these customers multiple offers up to the maximum value under 3.20.3 following.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- h. The Company reserves the right to discontinue this offer.

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RULES AND REGULATIONS (Continued)

3.20 BUSINESS CUSTOMER INCENTIVE PROGRAM (Continued)

(N)

3.20.3 Rates and Charges

- a. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
 - (1) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
 - (2) A waiver of up to three months of the recurring rate(s) or charge(s), or
 - (3) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (3) above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s). The Company reserves the right to discontinue this offer.

(N)

DATE ISSUED: April 8, 2013
EFFECTIVE DATE: May 8, 2013
FILED BY: Kenneth Mason
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-13-

TELEPHONE SERVICES TARIFF

RULES AND REGULATIONS (Continued)

3.21 PROMOTIONAL OFFERINGS

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

(N)

(N)

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

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-16-

TELEPHONE SERVICES TARIFF

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

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - MAPS AND BOUNDARY DESCRIPTIONS (Continued)

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DATE ISSUED: April 28, 1999
EFFECTIVE DATE: May 27, 1999
FILED BY: F. Wayne Lafferty
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-99-0228

TELEPHONE SERVICES TARIFF

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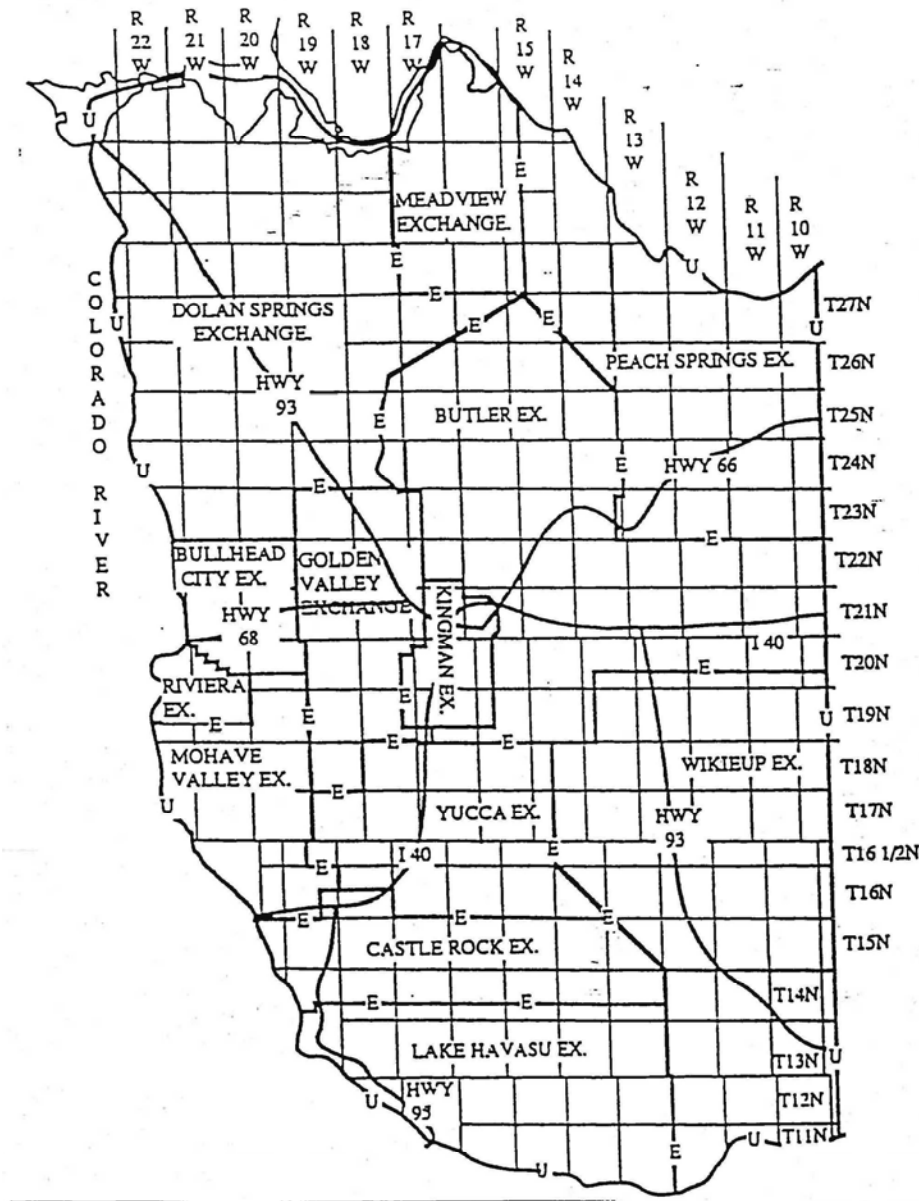
DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

4.1 SERVING AREA MAP

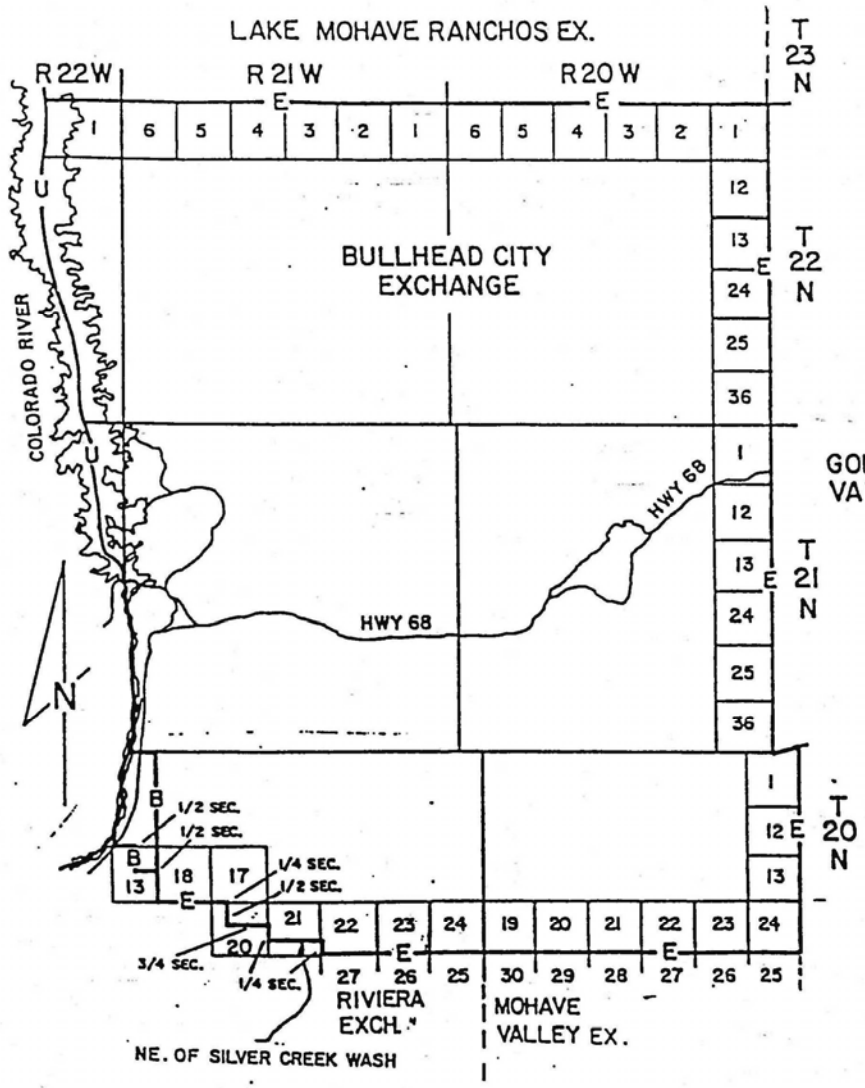


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DATE ISSUED: September 15, 1997
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 FILED BY: F. Wayne Lafferty
 TITLE: Assistant Vice - President

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4.2 BULLHEAD CITY EXCHANGE AREA MAP



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DATE ISSUED: September 15, 1997
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 TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL
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 DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.2.1 BULLHEAD CITY EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the Arizona/Nevada border and the northerly extension of the west section line of Section 13, T. 20 N., R. 22 W., G. & S. R. B. & M.;

thence southerly along said extension 0.2 miles, more or less, to the northwest corner of said Section 13;

thence easterly along the north section line of said section, .44 miles, more or less, to the N. ¼ corner of said Section;

thence southerly along the midsection line of said section, .55 miles, more or less, to the center ¼ corner of said section;

thence easterly along the midsection line of said section, .44 miles, more or less, to the E. ¼ corner of said section;

thence southerly along the east section line of said section, .55 miles, more or less, to the SE corner of said Section 13;

thence easterly along the south section line of Section 18, T. 20 N., R. 21 W., 1 mile, more or less, to the SW corner of said section;

thence easterly along the north section line of Section 20, ¼ mile, more or less, to the NW 1/16 corner of said section;

thence southerly along the west 1/16 line of said section, ½ mile, more or less, to the west center 1/16 corner of said section;

thence easterly along the midsection line of said section ¾ mile, more or less, to the east ¼ corner of said Section;

thence southerly along the west section line of Section 21, ¼ mile, more or less, to the west south 1/16 corner of said section;

thence easterly along the south 1/16 line of said section, 1 mile, more or less to the east south 1/16 corner of said section;

thence southerly along the west section line of said section, ¼ mile more or less to the SE corner of said section 21;

thence easterly along the south section lines of Sections 22 through 24, R. 21 W. & sections 19 through 24 R. 20 W., 9 miles more or less to the east range line of said R. 20 W., said corner being the SE corner of Section 24, T. 20 N., R. 20 W.;

thence northerly along the east range line of R. 20 W., 4 miles, more or less, to the south township line of T. 21 N.;

thence westerly along said township line, 0.4 mile, more or less, to the SE corner of Section 36, T. 21 N., R. 20 W.;

thence northerly along the east range line of R. 20 W., 12 miles, more or less, to the north township line of T. 22 N.;

thence westerly along said north township line 13.1 miles, more or less, to the point of intersection of said north township line and the Arizona/Nevada border;

thence southerly and southeasterly along said border, 14 miles, more or less, to the point of beginning.

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FILED BY: F. Wayne Lafferty

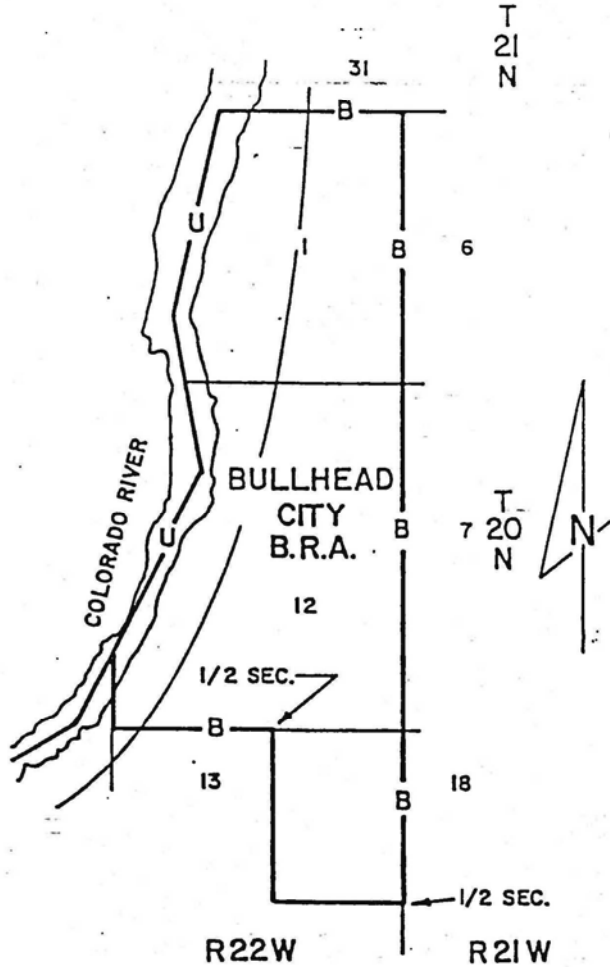
TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

4.2.2 BULLHEAD CITY BASE RATE AREA MAP



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

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DECISION NO.: 59810
DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.2.3 BULLHEAD CITY BASE RATE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the Arizona/Nevada border and the north township line of T. 20 N.;

thence easterly along said north township line, ½ mile, more or less, to the east range line of R. 22 W.;

thence southerly along said east range line, 2½ miles, more or less, to the east ¼ corner of Section 13, T. 20 N., R. 22 W.;

thence westerly along the midsection line of said Section 13, .44 miles, more or less, to the center ¼ corner of said Section 13;

thence northerly along the midsection line of said section, .55 miles, more or less, to the north ¼ corner of said section;

thence westerly along the north section line of said Section 13, .44 miles, more or less, to the NW corner of said Section 13;

thence northerly along the west section line of Section 12 and the extension thereof, 0.2 miles, more or less, to the intersection of said line and the Arizona/Nevada border;

thence northerly along said border 2 miles, more or less, to the point of beginning.

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FILED BY: F. Wayne Lafferty

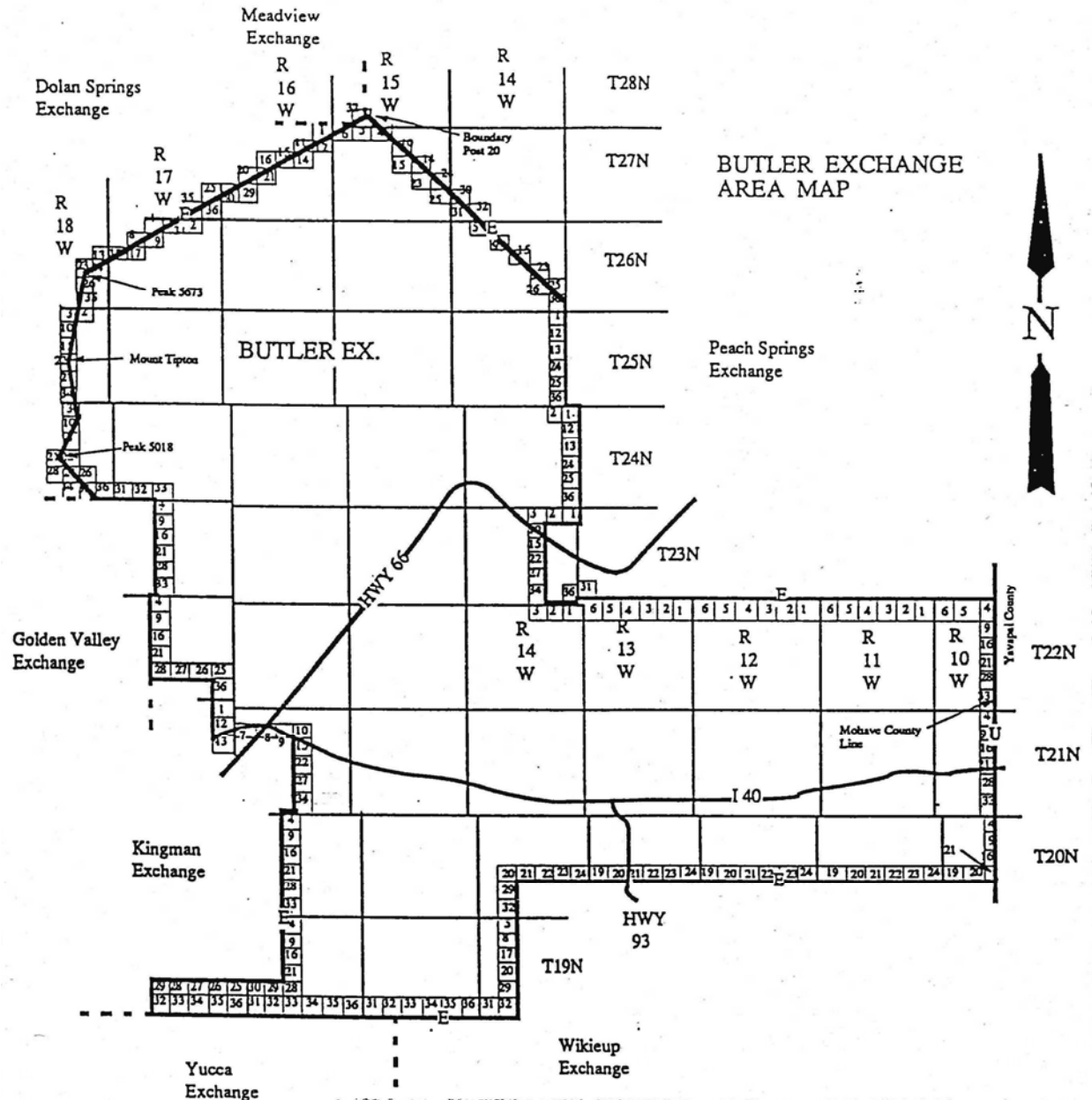
TITLE: Assistant Vice - President

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DECISION NO.: 59810

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4.3 BUTLER EXCHANGE AREA MAP



**ADMINISTRATIVELY
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 TITLE: Assistant Vice - President

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 DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.3.1 BUTLER EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at Boundary Post 20 on the west boundary of the Hualapai Indian Reservation in the east ½ of Section 32, T. 28 N., R. 15 W., G. & S. R. B. & M.;

thence southeasterly 15.8 miles, more or less, along the said Hualapai Indian Reservation boundary across townships T. 28 N., R. 15 W.; T. 27 N., R. 15 W.; T. 27 N., R. 14 W.; T. 26 N., R. 14 W. to the intersection of the said reservation boundary and the east line of Section 36, T. 26 N., R. 14 W.;

thence southerly 6.4 miles, more or less, along the east range line of R. 14 W. to the southeast corner of Section 36, T. 25 N., R. 14 W.;

thence easterly .32 miles, more or less, along the south township line of T. 25 N. to the northeast corner of Section 1, T. 24 N., R. 14 W.;

thence southerly 7.10 miles, more or less, along the east range line of R. 14 W. to the southeast corner of Section 1, T. 23 N., R. 14 W.;

thence westerly 1.56 miles, more or less, along the south section lines of Sections 1 & 2, T. 23 N., R. 14 W., to the southwest corner of Section 2, T. 23 N., R. 14 W.;

thence southerly 5 miles, more or less, along the east section lines of Sections 10, 15, 22, 27 & 34, T. 23 N., R. 14 W. to the southeast corner of said Section 34;

thence easterly 1.57 miles, more or less, along the north section lines of Sections 2 and 1, T. 22 N., R. 14 W., to the southeast corner of Section 36, T. 23 N., R. 14 W.;

thence northerly 0.12 miles, more or less, along the east section line of Section 36, T. 23 N., R. 14 W., to the southwest corner of Section 31, T. 23 N., R. 13 W.;

thence easterly 22 miles, more or less, along the north township line of T. 22 N. across ranges R. 13 W., R. 12 W., R. 11 W. and R. 10 W. to the intersection of the said north township line and east Mohave-Yavapai County boundary line in Section 4, T. 22 N., R. 10 W., G. & S. R. B. & M.;

thence southerly 15.9 miles, more or less, along the said east Mohave County boundary line to the point of intersection of said east Mohave County Boundary line and the south section line of Section 21, T. 20 N., R. 10 W.;

thence westerly 25.1 miles, more or less, along the south section lines of Sections 21 thru 19, T. 20 N., R. 10 W.; Sections 24 thru 19, T. 20 N., R. 11 W.; Sections 24 thru 19, T. 20 N., R. 12 W.; Sections 24 thru 19, T. 20 N., R. 13 W.; and Sections 24 thru 21, T. 20 N., R. 14 W., to the southeast corner of Section 20, T. 20 N., R. 14 W.;

thence southerly 8 miles, more or less, along the east section line of Sections 29 and 32, T. 20 N., R. 14 W., and Sections 5, 8, 17, 20, 29 and 32, T. 19 N., R. 14 W., to the southeast corner of said Section 32;

thence westerly 19 miles, more or less, along the south township line of T. 19 N. the remainder of R. 14 W., R. 15 W., R. 16 W. and R. 17 W., to the southwest corner of Section 32, T. 19 N., R. 17 W.;

thence northerly 2 miles, more or less, along the west line of Sections 32 and 29, T. 19 N. R. 17 W. to the northwest corner of said Section 29;

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FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.3.1 BUTLER EXCHANGE AREA BOUNDARY DESCRIPTION (Continued)

thence easterly 7.0 miles, more or less, along the north lines of Sections 29, 28, 27, 26 and 25, T. 19 N., R. 17 W., and Sections 30 and 29, T. 19 N., R. 16 W., to the southwest corner of Section 21, T. 19 N., R. 16 W.;

thence northerly 10 miles, more or less, along the west line of Sections 21, 16, 9 and 4, T. 19 N., R. 16 W., and Sections 33, 28, 21, 16, 9 and 4, T. 20 N., R. 16 W., to the northwest corner of the said Section 4, T. 20 N., R. 16 W.;

thence easterly 0.6 miles , more or less, along the north section line of Section 4, T. 20 N., R. 16W., to the southwest corner of Section 34, T.21N., R.16W.;

thence northerly 4.1 miles, more or less, along the west section lines of Sections 34, 27, 22, 15 and 10, T. 21 N., R. 16 W., to the point of intersection of the west section line of said Section 10 and the median centerline of Interstate Highway 40, Highway Sta. 2917+50+;

thence northwesterly, westerly, and southwestly 5 miles, more or less, along said Interstate 40 median centerline to the point of intersection of said highway median centerline, Sta. 2650+91+, and the west section line of Section 13, T. 21 N., R. 17 W.;

thence northerly 3.4 miles, more or less, along the west section lines of Sections 13, 12 and 1, T. 21 N., R. 17 W., and Section 36, T. 22 N., R. 17 W., to the northwest corner of said Section 36;

thence westerly 3.0 miles, more or less, along the south sections lines of Sections 26 thru 28, T. 22 N., R. 17 W., to the southwest corner of said Section 28;

thence northerly 5 miles, more or less, along the west section lines of Sections 28, 21, 16, 9 and 4, T. 22 N., R. 17 W., to the northwest corner of said Section 4;

thence easterly 0.1 miles, more or less, along the north section line of said Section 4 to the southwest corner of Section 33, T. 23 N., R. 17 W.;

thence northerly 6 miles, more or less, along the west section lines of Sections 33, 28, 21, 16, 9 and 4, T. 23 N., R. 17 W., to the northwest corner of said Section 4;

thence westerly 3 miles, more or less, along the south township line of T. 24 N., to the southwest corner of Section 36, T. 24 N., R. 18 W.;

thence northwesterly 3.2 miles, more or less, to a prominent hill, 5,018 feet in elevation, located in the NE4, SE4 Section 21, T. 24 N., R. 18 W.;

thence northeasterly 2.8 miles, more or less, to the northeast corner of Section 10, T. 24 N., R. 18 W.;

thence northwesterly 3.3 miles, more or less, to the peak of Mt. Tipton in the middle of Section 22, T. 25 N., R. 18 W.;

thence northeasterly 5.8 miles, more or less, to the peak of a prominent hill, 5,673 feet in elevation, located in SE4, SW4 Section 23, T. 26 N., R. 18 W.;

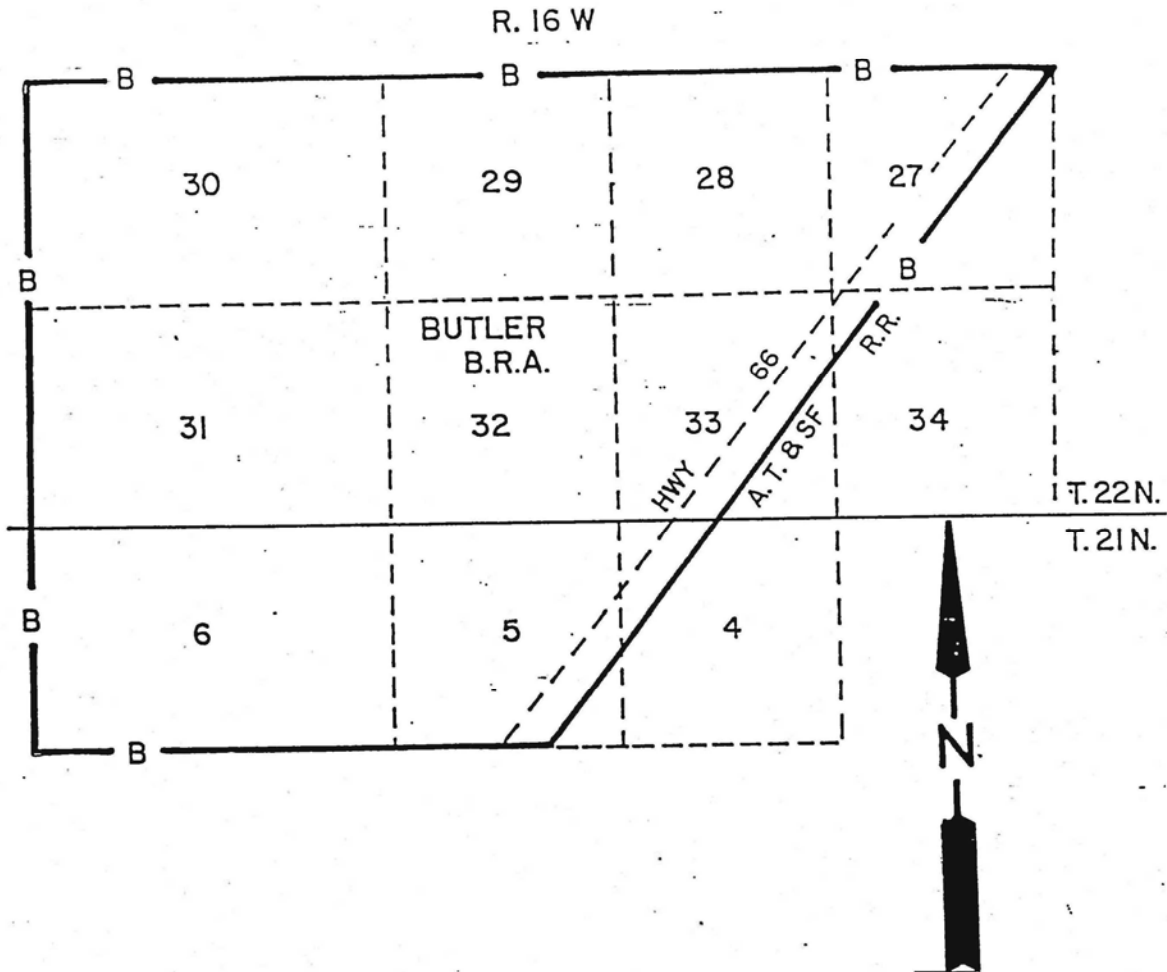
thence northeasterly 17.5 miles, more or less, across Townships T. 26 N., R. 18 W.; T. 26 N., R. 17 W.; T. 27 N., R. 17 W.; T. 27 N., R. 16 W.; T. 27 N., 15 W.; to boundary post 20 on the Hualapai Indian Reservation boundary in Section 32, T. 28 N., R. 15 W., the point of beginning.

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

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DOCKET NO.: E-1032-96-353

4.3.2 BUTLER BASE RATE AREA MAP



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

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.3.3 BUTLER BASE RATE AREA BOUNDARY DESCRIPTION

All of Sections 27, 28, 29, 30, 31, 32, 33 and 34, T. 22 N., R. 16 W. and Sections 4, 5 and 6, T. 21 N., R. 16 W., G. & S. R. B. & M., lying west of the Atchison Topeka and Santa Fe Railroad tracks, Mohave County, Arizona.

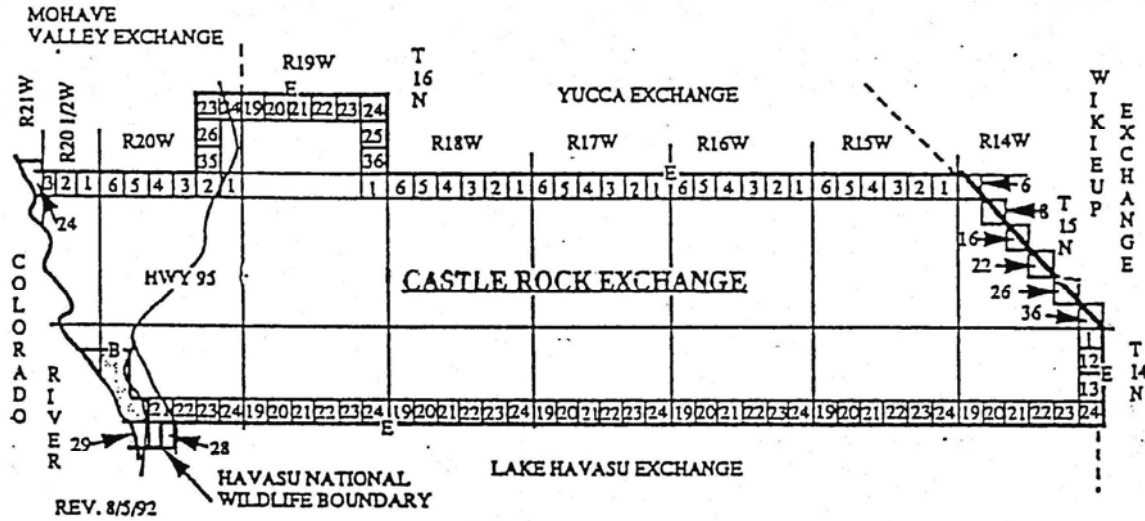
DATE ISSUED: September 15, 1997
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FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

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4.4 CASTLE ROCK EXCHANGE AREA MAP



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

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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.4 CASTLE ROCK EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the westerly extension of the north section line of Section 24, T. 15 N., R. 21 W., GSRBM, and the Arizona/California border, said border being the approximate center of the Colorado River;

thence southerly and southeasterly along said State boundary 13.6 miles, more or less, to the point of intersection of said Arizona/California border, and the westerly extension of the south section line of Section 29, T. 14 N., R. 20 W.;

thence easterly along said south section line 1.0 miles, more or less, to the south ¼ corner of Section 28;

thence northerly along the midsection line of said Section 28, 1.0 miles, more or less, to the north ¼ corner of said Section 28;

thence easterly along the south section line of Section 21 thru 24, T. 14 N., R. 20 W.; Sections 19 thru 24, T. 14 N., R. 19 W., Sections 19 thru 24, T. 14 N., R. 18 W., Sections 19 thru 24, T. 14 N., R. 17 W., Sections 19 thru 24, T. 14 N., R. 16 W., Sections 19 thru 24, T. 14 N., R. 15 W., and Sections 19 thru 24, T. 14 N., R. 14 W., 39.5 miles, more or less, to the southeast corner of said Section 24, T. 14 N., R. 14 W.;

thence northerly along the east section line of Sections 24, 13, 12 and 1, T. 14 N., R. 14 W., 4.0 miles, more or less, to the northeast corner of said Section 1;

thence northwesterly, diagonally across Sections 36, 26, 22, 16, 8 and 6, T. 15 N., R. 14 W., 8.5 miles, more or less, to the northwest corner of said Section 6;

thence westerly along the north township line of said T. 15 N., across ranges R. 15 W. thru R. 18 W., 24.0 miles, more or less, to the westerly range line of said R. 18 W.;

thence northerly along said range line 3.0 miles, more or less, to the northeast corner of Section 24, T. 16 N., R. 19 W.;

thence westerly along the north section line of Sections 24, 23, 22, 21, 20, and 19 of T. 16 N., R. 19 W., and Sections 24, 23 of T. 16 N., R. 20 W., a distance of 8 miles, more or less, to the northwest corner of Section 23, T. 16 N., R. 20 W.;

thence southerly along the west line of Sections 23, 26 and 35, T. 16 N., R. 20 W., a distance of 3 miles, more or less, to the northeast corner of Section 3, T. 15 N., R. 20 W.;

thence westerly along the north line of Sections 3, 4, 5 and 6 of T. 15 N., R. 20 W., and Sections 1, 2 and 3 of T. 15 N., R. 20½ W., a distance of 6.4 miles, more or less, to the northwest corner of said Section 3, T. 15 N., R. 20½ W.;

thence northerly along the east line of Section 24, T. 15 N., R. 21 W., a distance of 200' , more or less, to the northeast corner of said Section 24;

thence westerly along the north line of said Section 24, and the westerly extension of said line to its intersection with the Arizona/California border, the point of beginning.

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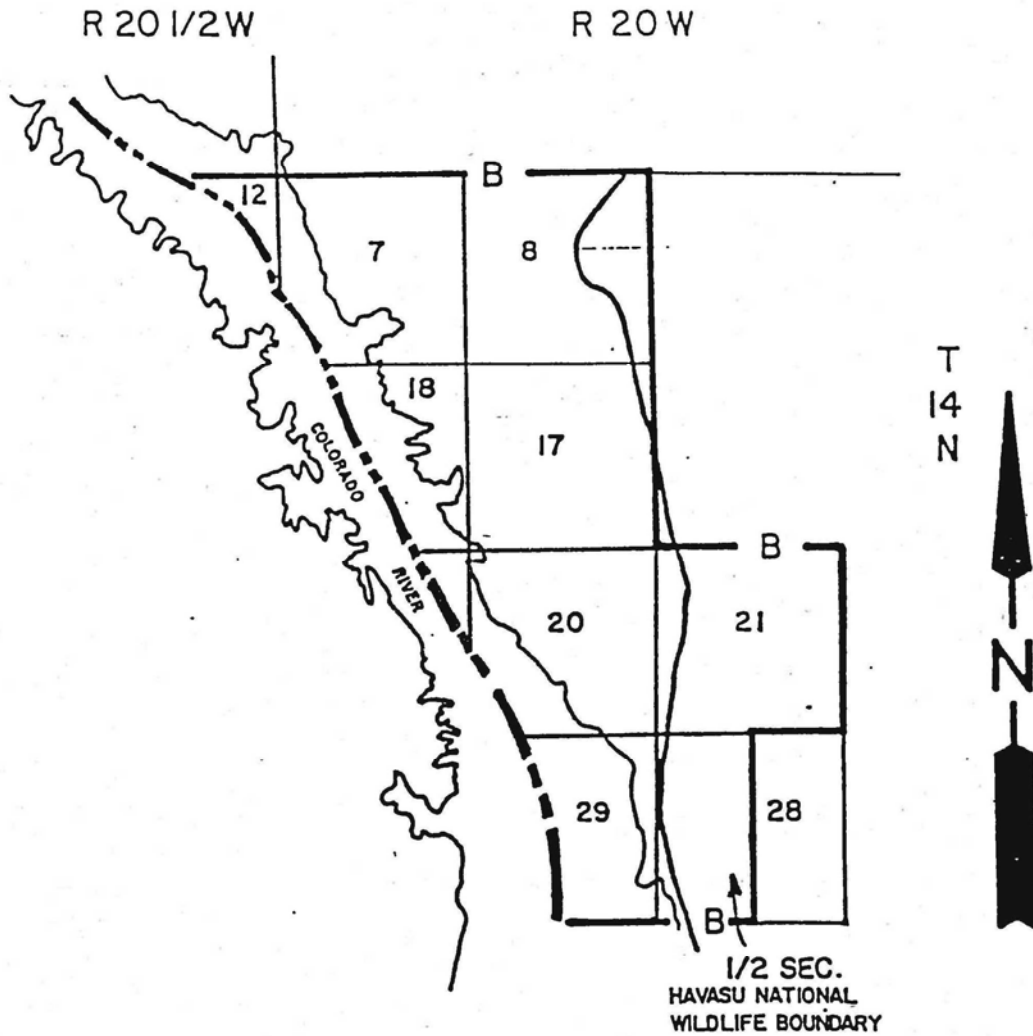
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

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DOCKET NO.: E-1032-96-353

4.4.2 CASTLE ROCK BASE RATE AREA MAP



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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.4.3 CASTLE ROCK BASE RATE AREA BOUNDARY DESCRIPTION

All of the following sections east of the Colorado River in Arizona, Section 12, T. 14 N., R. 20½ W.; Sections 7, 8 17, 18, 20, 21, 29 and the west ½ of Section 28, T. 14 N., R. 20 W. G. & S. R. B. & M. Mohave County, Arizona.

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FILED BY: F. Wayne Lafferty

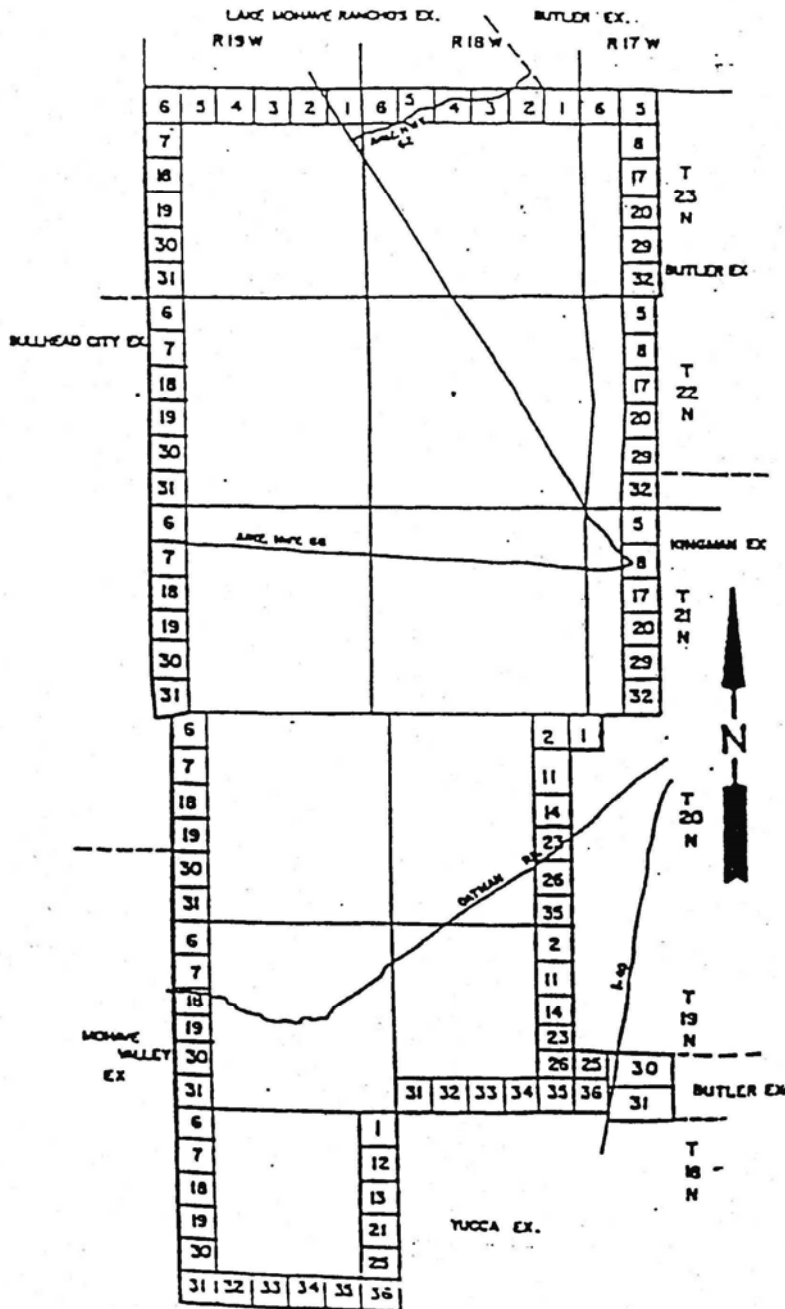
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

4.5 GOLDEN VALLEY EXCHANGE AREA MAP



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

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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.5.1 GOLDEN VALLEY EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the northwest corner of Section 6, T. 23 N., R. 19 W., G. & S. R. B. & M.;

thence southerly along the west range line of R. 19 W., across T. 23 N. thru T. 18 N., 36 miles, more or less, to the southwest corner of Section 31, T. 18 N., R. 19 W.;

thence easterly along the south township line of T. 18 N., 6.0 miles, more or less, to the line of said east range line of said R. 19 W.;

thence northerly along said east range line of R. 19 W., 6.0 miles, more or less, to the south township line of T. 19 N.;

thence easterly along said south township line 7.7 miles, more or less, to the southeast corner of Section 31, T. 19 N., R. 17 W.;

thence northerly along the east line of Sections 30 and 31, T. 19 N., R. 17 W., 2.0 miles, more or less to the northeast corner of said Section 30;

thence westerly along the north line of said Section 30, 1.7 miles, more or less, to the northwest corner of said Section 30;

thence northerly along the east line of Section 25, T. 19 N., R. 18 W., 0.2 miles, more or less, to the northeast corner of said Section 25;

thence westerly along the north line of said Section 25, 1 mile, more or less, to the southeast corner of Section 23, T. 19 N., R. 18 W.;

thence northerly along the east line of Sections 23, 14, 11 and 2, T. 19 N., R. 18 W., and Sections 35, 26, 23, 14 and 11, T. 20 N., R. 18 W., 9.0 miles, more or less, to the southwest corner of Section 1, T., 20 N., R. 18 W.;

thence easterly along the south line of said Section 1, one mile, more or less, to the southeast corner of said Section 1;

thence northerly along the east line of said Section 1, one mile, more or less, to the northwest corner of Section 6, T. 20 N., R. 17 W.;

thence easterly along the north line of said Section 6, 1.7 miles, more or less, to the southeast corner of Section 32, T. 21 N., R. 17 W.;

thence northerly along the east line of Sections 32, 29, 20, 17, 8 and 5, T. 21 N., R 17 W.; Sections 32, 29, 20, 17, 8 and 5, T. 22 N., R. 17 W. and Sections 32, 29, 20, 17, 8 and 5, T. 23 N., R. 17 W., 18.0 miles, more or less, to the northeast corner of said Section 5, T. 23 N., R. 17 W.;

thence westerly along the north township line of T. 23 N., 14.0 miles, more or less, to the northwest corner of Section 6, T. 23 N., R. 19 W., the point of beginning.

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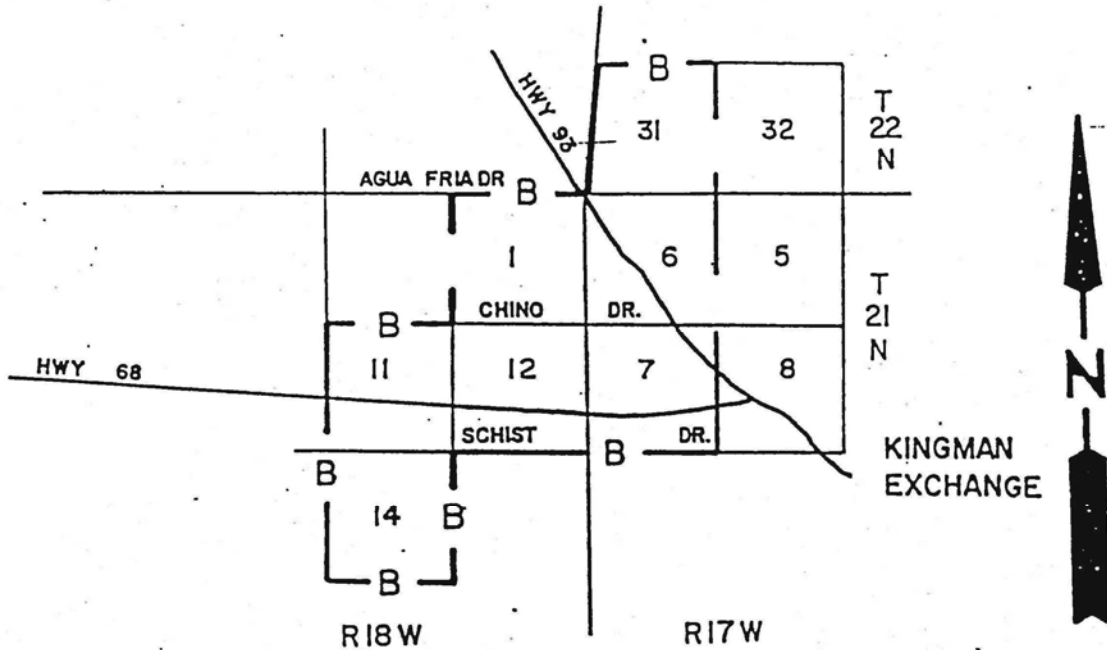
TITLE: Assistant Vice - President

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4.5.2 GOLDEN VALLEY BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.5.3 GOLDEN VALLEY BASE RATE AREA BOUNDARY DESCRIPTION

All of Sections 1, 11, 12 and 14, T. 21 N., R. 18 W., and Sections 6 and 7, T. 21 N., R. 17 W., and Section 31, T. 22., R. 17 W., G. & S. R. B. & M., Mohave County, Arizona.

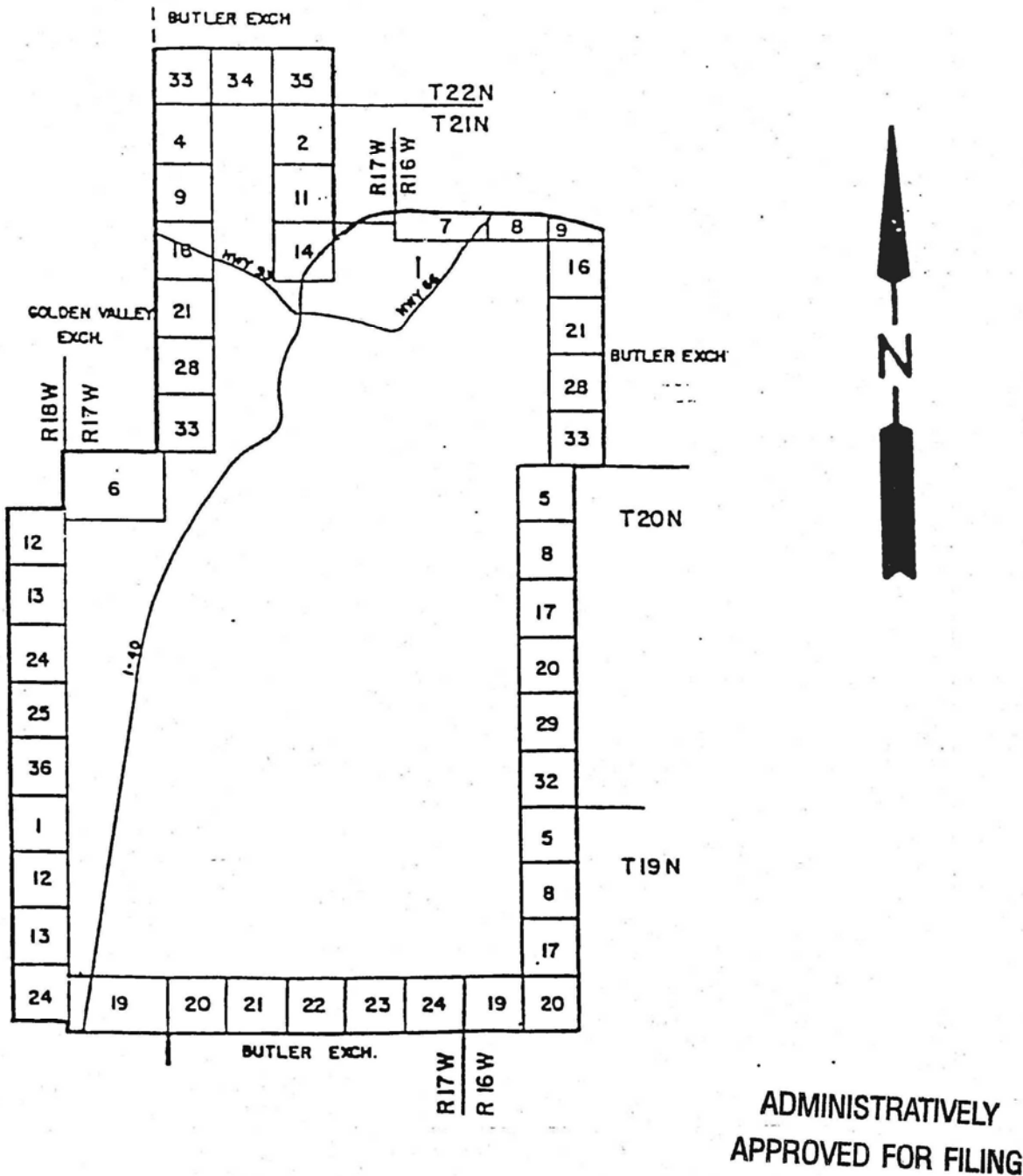
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4.6 KINGMAN EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.6.1 KINGMAN EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the northwest corner of Section 33, T. 22 N., R. 17 W., G. & S. R. B. & M.;
thence southerly along the west line of said Section 33, Sections 4, 9, 16, 21, 28 and 33 T. 21 N., R. 17 W., 7.0 miles, more or less, to the southwest corner of said Section 33, T. 21 N., R. 17 W.;

thence westerly along the north township line of T. 20 N., 1.5 miles, more or less, to the northwest corner of Section 6, T 20 N., R. 17 W.;

thence southerly 1.0 miles, more or less, along the west line of said Section 6 to the northeast corner of Section 12, T. 20 N., R. 18 W.;

thence westerly 1.0 mile, more or less, along the north line of said Section 12 to the northwest corner of said Section 12;

thence southerly 9.0 miles, more or less, along the west lines of Sections 12, 13, 24, 25 and 36 of T. 20 N., R. 18 W., and Sections 1, 12, 13 and 24 of T. 19 N., R. 18 W., to the southwest corner of said Section 24;

thence easterly 1.0 mile, more or less, along the south line of said Section 24 to the southeast corner of said Section 24;

thence southerly 0.2 miles, more or less, along the west line of Section 19, T. 19 N., R. 17 W., to the southwest corner of said Section 19;

thence easterly 8.6 miles, more or less, along the south lines of Section 19, 20, 21, 22, 23 and 24, T. 19 N., R. 17 W., and Sections 19 and 20, T. 19 N., R. 16 W., to the southeast corner of said Section 20;

thence northerly 10 miles, more or less, along the east line of Sections 20, 17, 8 and 5, T. 19 N., R. 16 W., and Sections 32, 29, 20, 17, 8 and 5, T. 20 N., R. 16 W., to the northeast corner of the said Section 5;

thence easterly along the south section line of Section 33, T. 21 N., R. 16 W., 0.6 miles, more or less, to the southeast corner of said Section 33;

thence northerly along the east section lines of Sections 33, 28, 21, 16 and 9, T. 21 N., R. 16 W., 4.2 miles, more or less, to the point of intersection of said east section line of Section 9, T. 21 N., R. 16 W., and the median centerline of Interstate Highway 40, Highway Sta. 2917+50±;

thence southwesterly, westerly and southwesterly along said Interstate 40 median centerline, 5.1 miles, more or less, to the point of intersection of said highway centerline, Sta. 2650+91± and the east section line of Section 14, T. 21 N., R. 17 W.;

thence northerly along said east section line of Sections 14, 11 and 2, T. 21 N., R. 17 W., and Section 35, T. 22 N., R. 17 W., 3.4 miles, more or less, to the northeast corner of said Section 35;

thence westerly along the north section lines of Sections 35, 34 and 33, T. 22 N., R. 17 W., 3.1 miles, more or less, to the northwest corner of said Section 33, the point of beginning

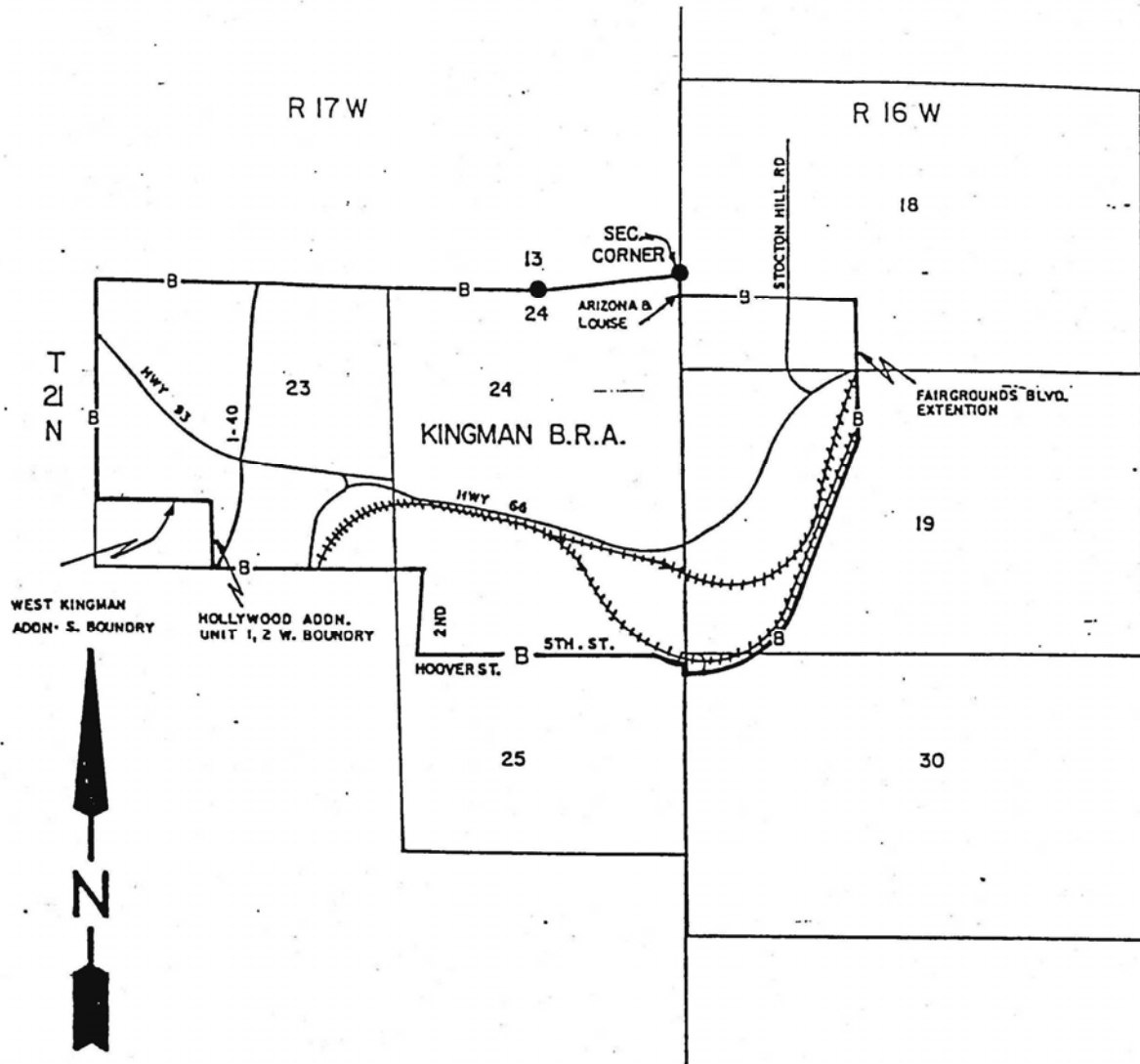
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TITLE: Assistant Vice - President

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4.6.2 KINGMAN BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.6.3 KINGMAN BASE RATE AREA BOUNDARY DESCRIPTION

Beginning at the northwest corner of Section 23, T. 21 N., R. 17 W., G. & S. R. B. & M
thence southerly along the west section line of said Section 23, 0.7 miles, more or less, to
the south boundary of the West Kingman Addition Unit 1 as recorded July 31, 1929;
thence easterly along said boundary and the south boundary of West Kingman Addition
Unit 2 as recorded June 13, 1930, to the west boundary of Hollywood Addition Unit 1 and 2;
thence southerly along the west boundary of said Hollywood Addition Units 1 and 2 as
recorded July 31, 1929, and June 30, 1930, respectively, to the south section line of Section
23, T. 21 N., R. 17 W.;

thence easterly along said south section line 1.0 miles, more or less, to the intersection of
the south line of Section 24, T. 21 N., R. 17 W. and Second Street;

thence southerly along Second Street to the intersection of said Second Street and Hoover
Street;

thence easterly along Hoover Street and continuing easterly along Fifth Street a distance of
1.0 miles, more or less, to the point of intersection of said Fifth Street and the A.T. & S.F.
Railroad right-of-way;

thence following said railroad right-of-way, southeasterly, easterly, and northeasterly along
a curve concave to the north and along a tangent, northeasterly 1.6 miles, more or less, to
the point of intersection of said right-of-way line and the southerly extension of the centerline
of Fairgrounds Boulevard;

thence northerly along said southerly extension and along the existing Fairgrounds
Boulevard centerline 0.5 miles, more or less, to the point of intersection of the center of said
Fairgrounds Boulevard and the centerline of Louise Avenue;

thence westerly along the centerline of said Louise Avenue and Arizona Street 0.6 miles,
more or less, to the point of intersection of said westerly extension and the east section line
of Section 24, T. 21 N., R. 17 W.;

thence northerly along said east section line 0.1 miles, more or less, to the northeast corner
of said Section 24;

thence westerly along the north section lines of Sections 24 and 23, T. 21 N., R. 17 W. 2.0
miles, more or less to the northwest corner of said Section 23, said corner being the true
point of beginning.

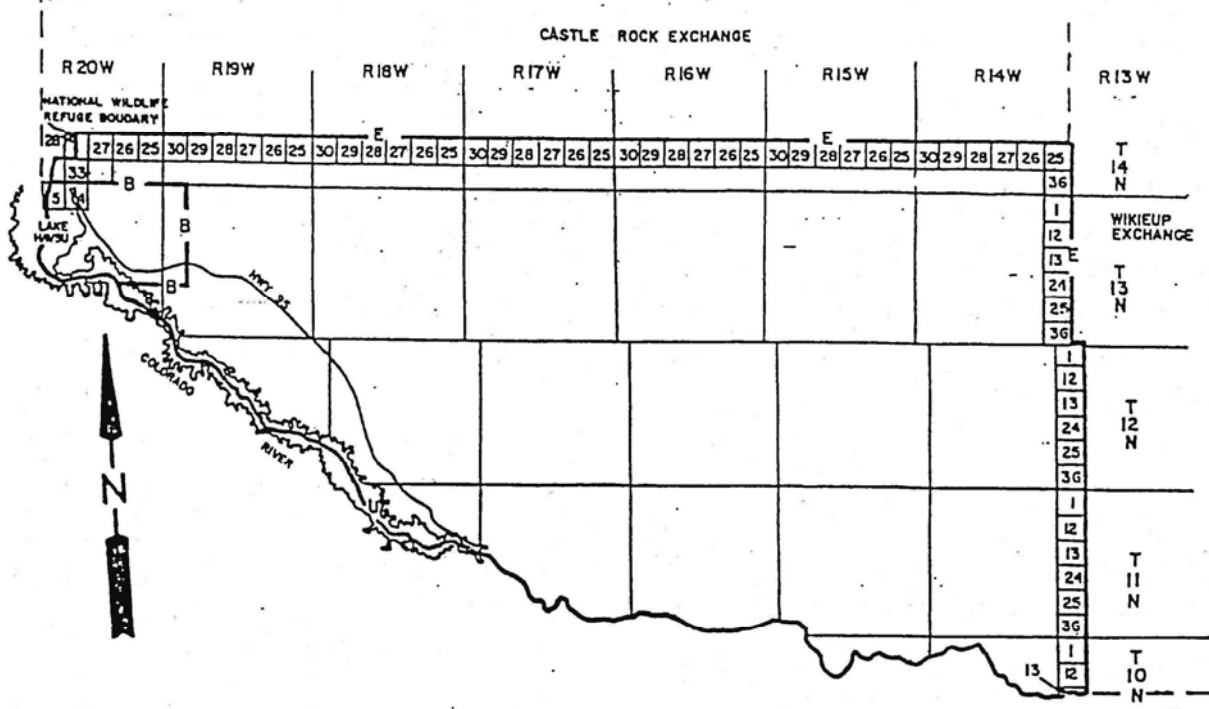
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4.7 LAKE HAVASU CITY EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.7.1 LAKE HAVASU CITY EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the westerly extension of the south section line of Section 28, T. 14 N., R. 20 W., G. & S. R. B. & M., Mohave County, Arizona, and the Arizona-California boundary, said boundary being the approximate center of the Colorado River; **thence** southerly, southeasterly, and easterly along said State boundary 23.5 miles, more or less, to the point of intersection of said State boundary and the Mohave-Yuma County boundary, said point being the approximate center of the Bill Williams River; **thence** southeasterly, easterly and northeasterly along said County boundary 33.0 miles, more or less, to the point of intersection of said County boundary and the east range line of R. 14 W., thence northerly along said east range line R. 14 W., 14.0 miles, more or less to the northeast corner of Section 1, T. 12 N., R. 14 W.; **thence** westerly along the north township line T. 12 N., 0.5 miles, more or less, to the southeast corner of Section 36, T. 13 N., R. 14 W.; **thence** northerly along the east range line of R. 14 W. a distance of 8.0 miles, more or less, to the northeast corner of Section 25, T. 14 N., R. 14 W.; **thence** westerly along the north section line of Sections 25 thru 30, T. 14 N., R. 14 W.; Sections 25 thru 30, T. 14 N., R. 15 W.; Sections 25 thru 30, T. 14 N., R. 16 W.; Sections 25 thru 30, T. 14 N., R. 17 W.; Sections 25 thru 30, T. 14 N., R. 18 W.; Sections 25 thru 30, T. 14 N., R. 19 W.; Sections 25 thru 28, T. 14 N., R. 20 W. a distance of 39.5 miles, more or less to the north ¼ corner of Section 28, T. 14 N., R. 20 W.; **thence** southerly along the midsection line of said Section 28, 1.0 miles, more or less, to the south ¼ corner of said Section 28; **thence** westerly along the south section line of said Section 28 and the westerly extension thereof to the point of intersection of said section line and the Arizona-California boundary, the point of beginning.

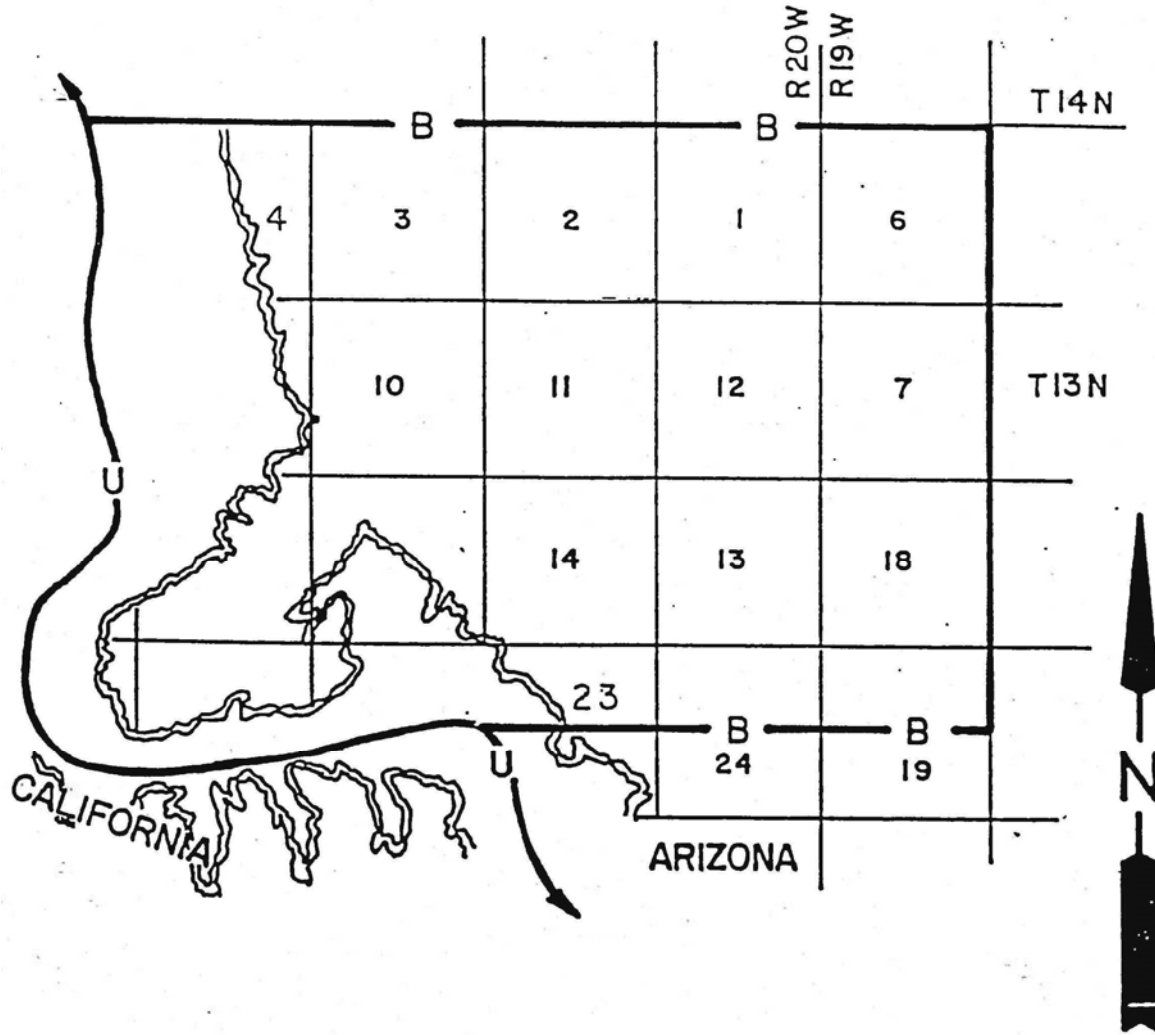
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4.7.2 LAKE HAVASU CITY BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.7.3 LAKE HAVASU CITY BASE RATE AREA BOUNDARY DESCRIPTION

Beginning at the northwest corner of Section 3, T. 13 N., R. 20 W., G. & S. R. B. & M.;
thence westerly along the north section line of Section 4 and the westerly extension thereof
8,510 feet, more or less, to the point of intersection of said westerly extension and the Arizona-
California boundary;
thence southerly, southwesterly, and westerly along said boundary 6.5 miles, more or less, to
the point of intersection of said boundary and the westerly extension of the midsection line of
Section 23, T. 13 N., R. 20 W.;
thence easterly along said midsection line of Section 23 and the midsection line of Section 24,
T. 13 N., R. 20 W. and the midsection line of Section 19, T. 13 N., R. 19 W., 3.2 miles, to the
east 1/4 corner of said section 19;
thence northerly along the east section line of Sections 19, 18, 7 and 6, T. 13 N., R. 19 W., 3.5
miles more or less, to the northeast corner of said Section 6;
thence westerly along the north section line of said Section 6 and the north section line of
Sections 1, 2 and 3, T. 13 N., R. 20 W., 4.0 miles, more or less, to the northwest corner of said
Section 3, the point of beginning.

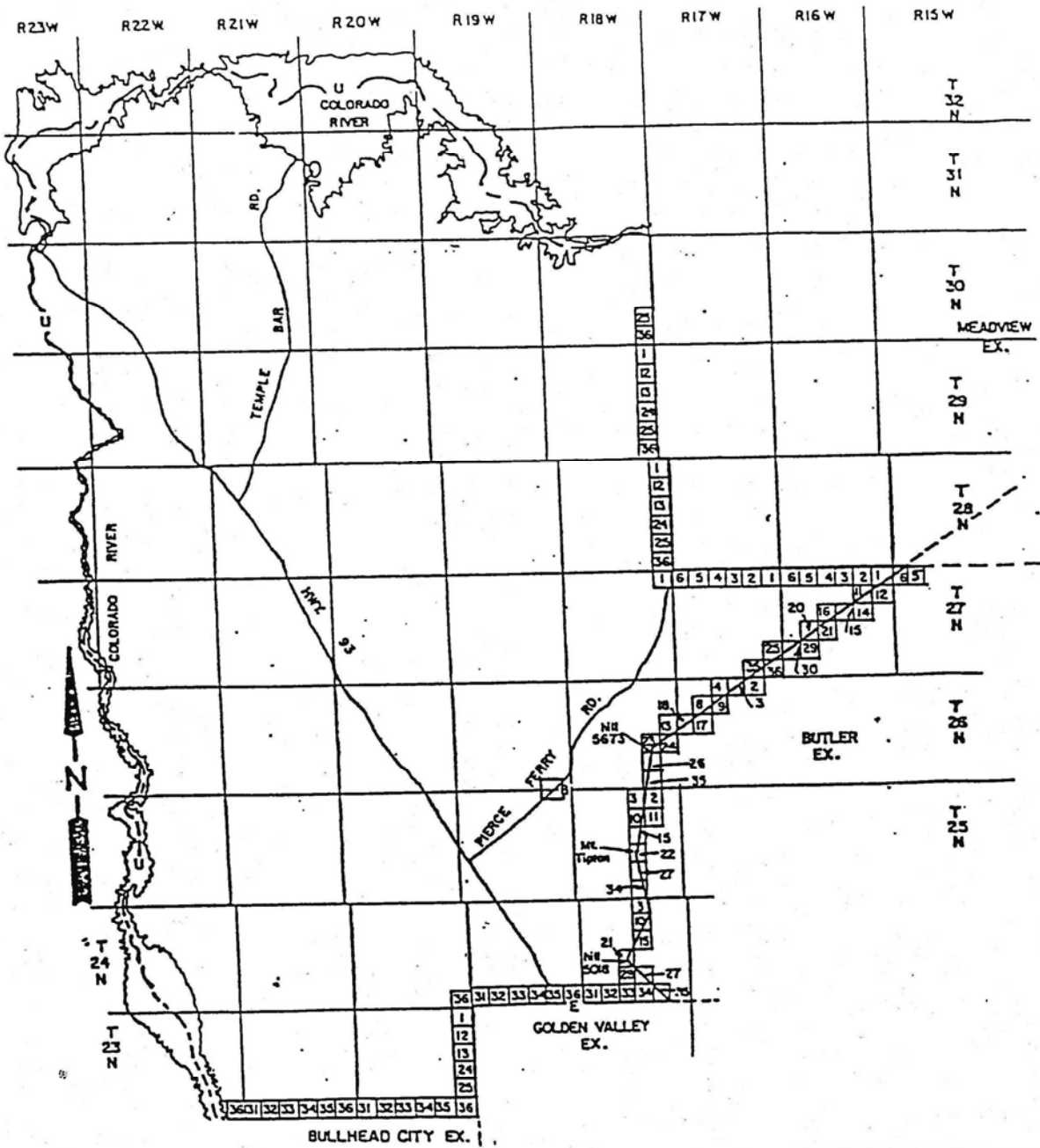
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4.8 DOLAN SPRINGS EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.8.1 DOLAN SPRINGS EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the east range line of R. 18 W. and the Arizona-Nevada Border said point lying in T. 30 N., R. 18 W., G. & S. R. B. & M.;

thence northwesterly, westerly, southwesterly and southerly 99.0 miles, more or less, along the center of Lake Mead and the meander line of the Colorado River, said meander line being the Arizona-Nevada boundary, to the intersection of the said Arizona State boundary and the south township line of T. 23 N., R. 22 W.;

thence easterly along said south township line 13.4 miles, more or less, through R. 22 W., R. 21 W. and R. 20 W. to the southeast corner of Section 36, T. 23 N., R. 20 W.;

thence northerly 6.0 miles, more or less, along the east range line of R. 20 W. to the southeast corner of Section 36, T. 24 N., R. 20 W.;

thence easterly 11.0 miles, more or less, along the south township line of T. 24 N. to the southeast corner of Section 35, T. 24 N., R. 18 W.;

thence northwesterly 3.2 miles, more or less, to a prominent hill 5,018 feet in elevation in the NE $\frac{1}{4}$ SE $\frac{1}{4}$ Section 21, T. 24 N., R. 18 W.;

thence northeasterly 2.8 miles, more or less, to the northeast corner of Section 10, T. 24 N., R. 18 W.;

thence northwesterly 3.3 miles, more or less, to the peak of Mount Tipton in the center of Section 22, T. 25 N., R. 18 W.;

thence northeasterly 5.8 miles, more or less, to the peak of a prominent hill 5,673 feet in elevation in the SE $\frac{1}{4}$ SW $\frac{1}{4}$ Section 23, T. 26 N., R. 18 W.;

thence northeasterly 17.5 miles, more or less, to a point on the north section line of Section 5, T. 27 N., R. 15 W., said point being 0.1 miles, more or less, from the northeast corner of Section 6;

thence westerly 13.0 miles, more or less, along the north township line of T. 27 N. across ranges R. 15 W., R. 16 W. and R 17 W. to the southeast corner of Section 36, T. 28 N., R. 18 W.;

thence northerly 6.0 miles, more or less, along the east range line of T. 28 N., R. 18 W. to the northeast corner of Section 1, T. 28 N., R. 18 W.;

thence westerly 0.4 miles, more or less, along the north section line of Section 1 to the southeast corner of Section 36, T. 29 N., R. 18 W.;

thence northerly 12.0 miles, more or less, along the east range of R. 18 W. to the point of beginning.

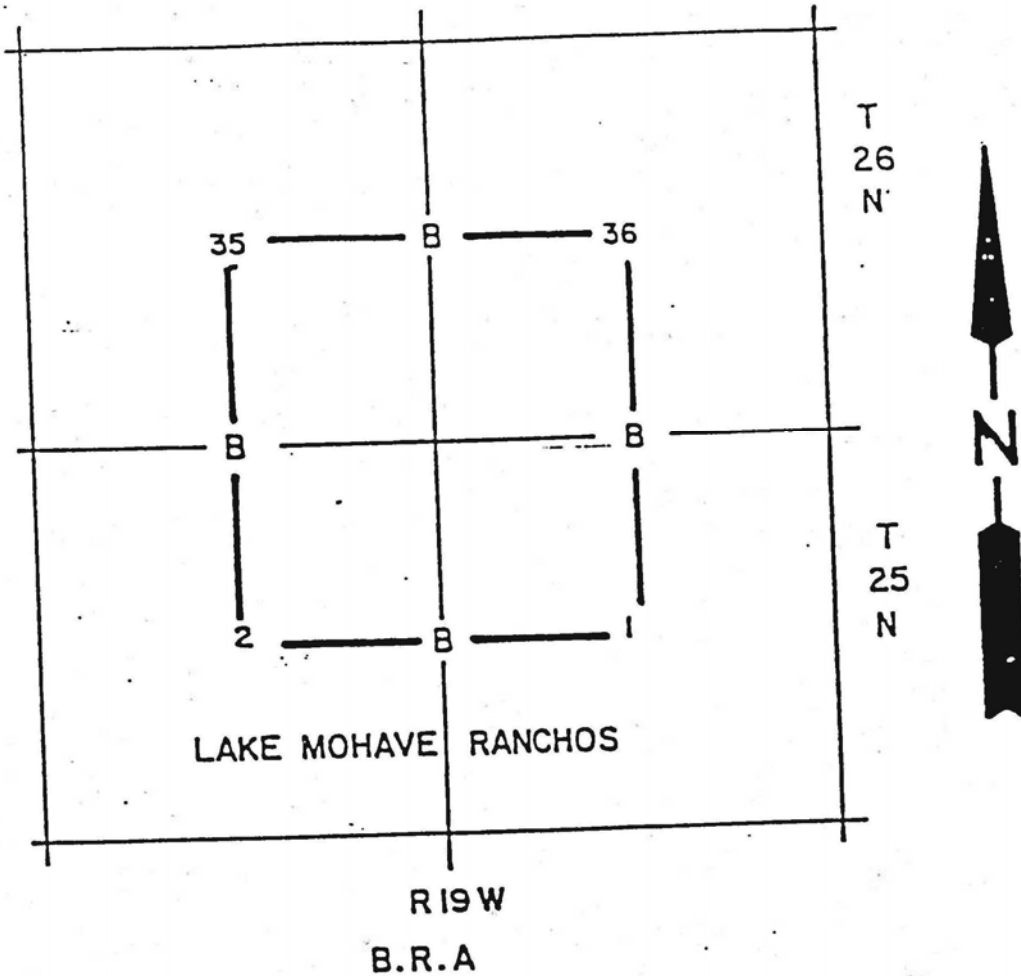
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4.8.2 DOLAN SPRINGS BASE RATE AREA MAP



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MAPS (Continued)

4.8.3 DOLAN SPRINGS BASE RATE AREA BOUNDARY DESCRIPTION

All of the southeast $\frac{1}{4}$ of Section 35 and the southwest $\frac{1}{4}$ of Section 36, T. 26 N., R. 19 W., and the northeast $\frac{1}{4}$ of Section 2, and the northwest $\frac{1}{4}$ of Section 1, T. 25 N., R. 19 W., G. & S. R. B. & M., Mohave County, Arizona.

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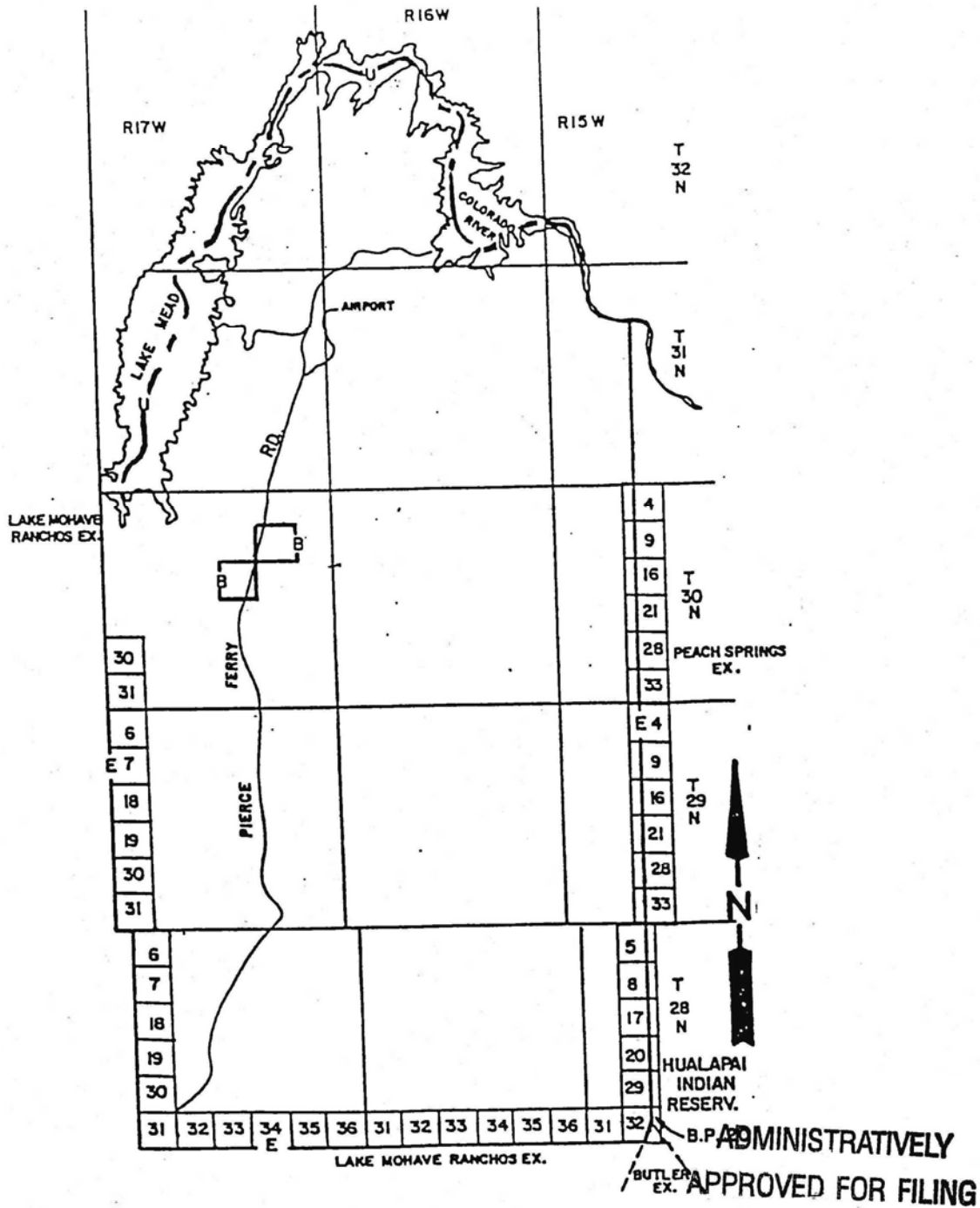
TITLE: Assistant Vice - President

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4.9 MEADVIEW EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.9.1 MEADVIEW EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the west range line of R. 17 W. and the Arizona-Nevada border in Lake Mead T. 30 N., R. 17 W., G. & S. R. B. & M.;

thence southerly 12.0 miles, more or less, along the west range line of R. 17 W. to the southwest corner of Section 31, T. 29 N., R. 17 W., G. & S. R. B. & M.;

thence easterly 0.4 miles, more or less, along the south section line of said Section 31 to the northwest corner of Section 6, T. 28 N., R. 17 W.;

thence southerly 6.0 miles, more or less, along the west range line of R. 17 W. across T. 28 N. to the southwest corner of Section 31, T. 28 N. R. 17 W.;

thence easterly 13.5 miles, more or less, along the south township line of T. 28 N. across R. 17 W., R. 16 W. and R. 15 W. to a point on the south section line of Section 32, T. 28 N., R. 15 W. lying 0.1 miles, more or less, from the southwest corner of said Section 32;

thence northeasterly 0.9 miles, more or less, to milepost 20 on the Hualapai Indian Reservation boundary in the E½ of Section 32, T. 28 N., R. 15 W.;

thence northerly 22.1 miles, more or less, along the west boundary of the said Hualapai Indian Reservation through T. 28 N., T. 29 N., T. 30 N. and T. 31 N. to the point of intersection of said Reservation boundary and the Colorado River in the unsurveyed land of T. 31 N., R. 15 W.;

thence northwesterly, westerly and southwesterly 28.4 miles, more or less, along the meander line of the said Colorado River to the point of beginning.

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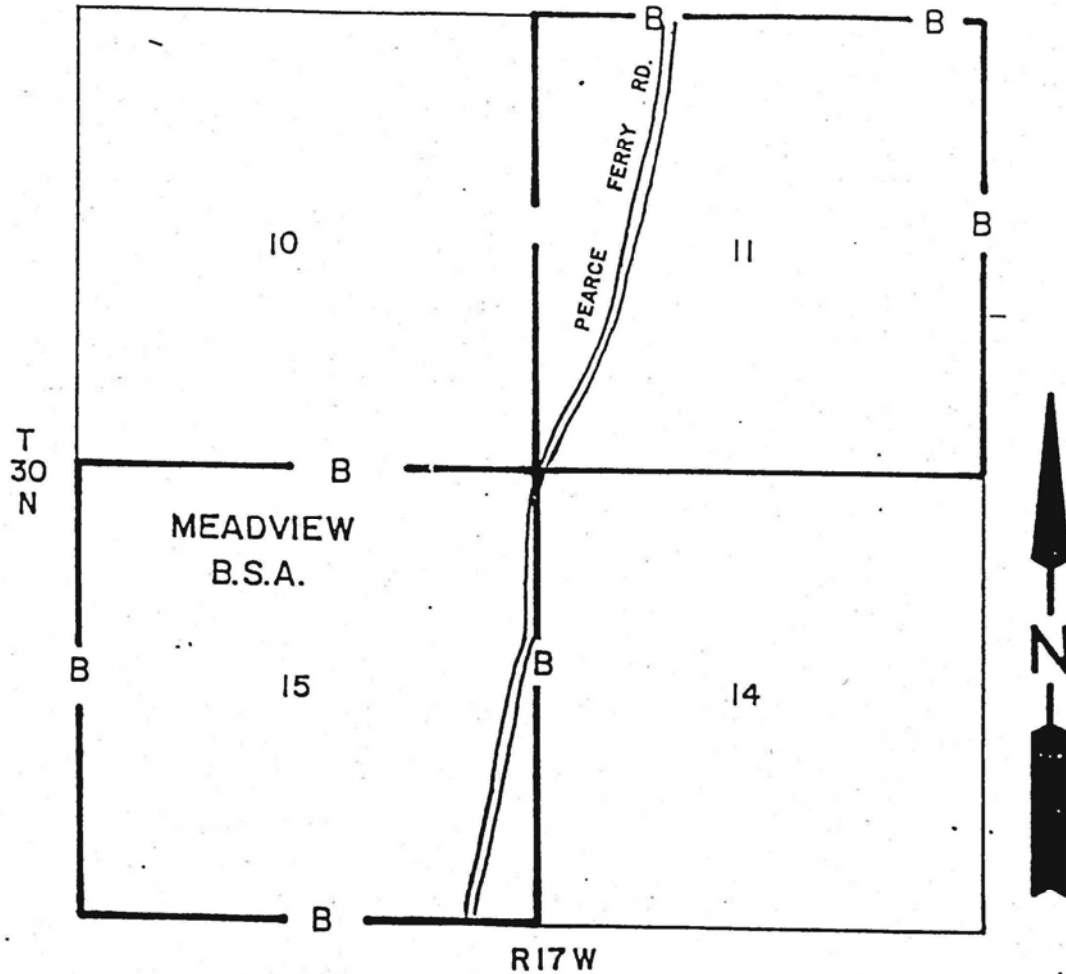
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4.9.2 MEADVIEW BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.9.3 MEADVIEW BASE RATE AREA BOUNDARY DESCRIPTION

All of Sections 11 and 15, T. 30 N., R. 17 W., G. & S. R. B. & M., Mohave County, Arizona.

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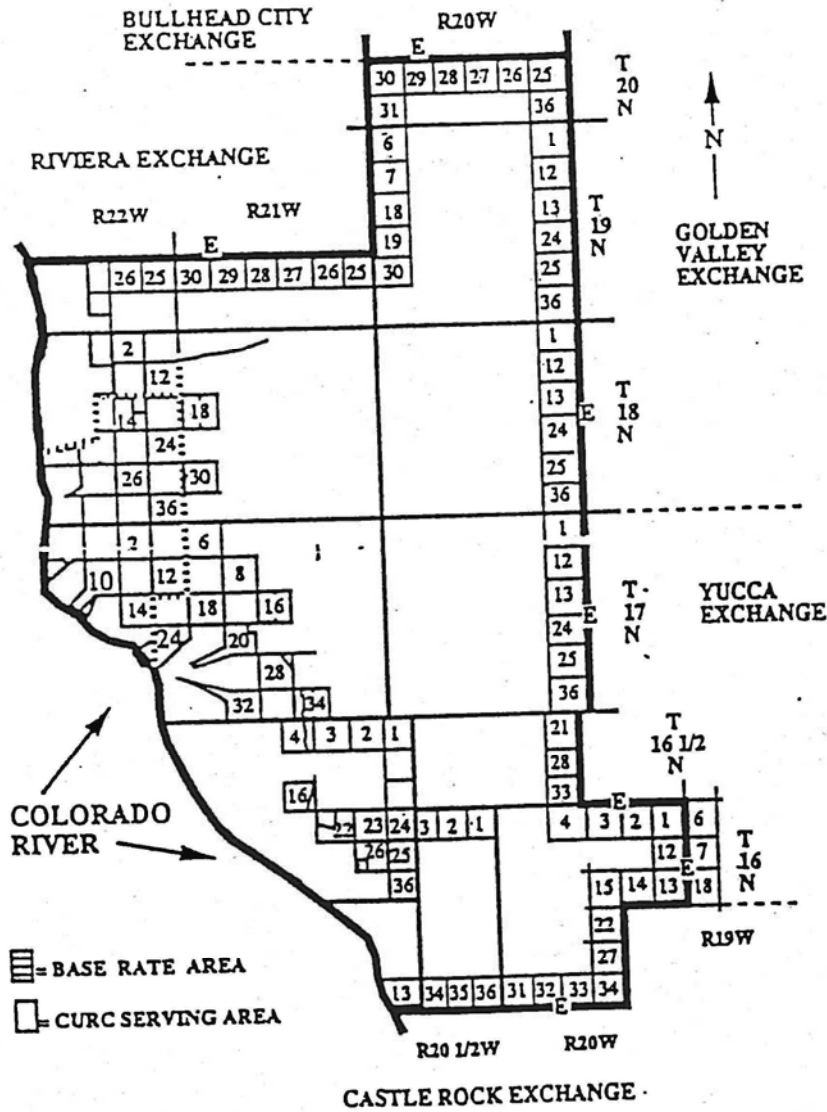
TITLE: Assistant Vice - President

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4.10 MOHAVE VALLEY EXCHANGE AREA MAP



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MAPS (Continued)

4.10.1 MOHAVE VALLEY EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at a point of intersection of the Arizona/California border and the westerly extension of the south line of Section 13, T. 15 N., R. 21 W., Gila and Salt River Base and Meridian, G. & S. R. B. & M.;

thence easterly along said Section line 0.5 miles, more or less, to the east range line of R. 21 W. G. & S. R. B. & M.;

thence southerly along said east range line 200', more or less, to the southerly township line of T. 16 N.;

thence easterly along said township line 6.4 miles, more or less, to the southeast corner of Section 34, T. 16 N., R. 20 W., GSRBM;

thence northerly along the east section line of Sections 34, 27 and 22, T. 16 N., R. 20 W., 3 miles, more or less, to the southwest corner of Section 14, T. 16 N., R. 20 W.;

thence easterly along the south section line of Sections 14 and 13, T. 16 N., R. 20 W., a distance of 2 miles, more or less, to the east range line of T. 16 N., R. 20 W.;

thence northerly along said east range line a distance of 3 miles, more or less, to the north line of T. 16 N., R. 20 W.;

thence westerly along said north line a distance of 3 miles, more or less, to the southeast corner of Section 33, T. 16 1/2 N., R. 20 W.,

thence northerly along the east section line of Sections 33, 28 and 21, T. 16 1/2 N., R. 20 W., 3 miles, more or less, to the south township line of T. 17 N.;

thence east along said south township line 250', more or less, to the east line of R. 20 W.;

thence northerly along said range line 19.9 miles, more or less, to the northeast corner of Section 25, T. 20 N., R. 20 W.;

thence westerly along the north section line of Sections 25 thru 30, 6 miles, more or less, to the northwest corner of said Section 30;

thence southerly along the west range line of R. 20 W., 6 miles, more or less, to the northwest corner of Section 30, T. 19 N., R. 20 W.;

thence westerly along the north section line of Sections 25 thru 30, T. 19 N., R. 21 W., and Sections 25, 26 and 27, T. 19 N., R. 22 W., and the westerly extension of said line thru the Fort Mojave Indian Reservation 10.2 miles, more or less, to the intersection of said line and the Arizona/Nevada border;

thence southerly and southeasterly along said state border and the Arizona/California border, said border being the approximate center of the Colorado River, 27 miles, more or less, to the point of beginning.

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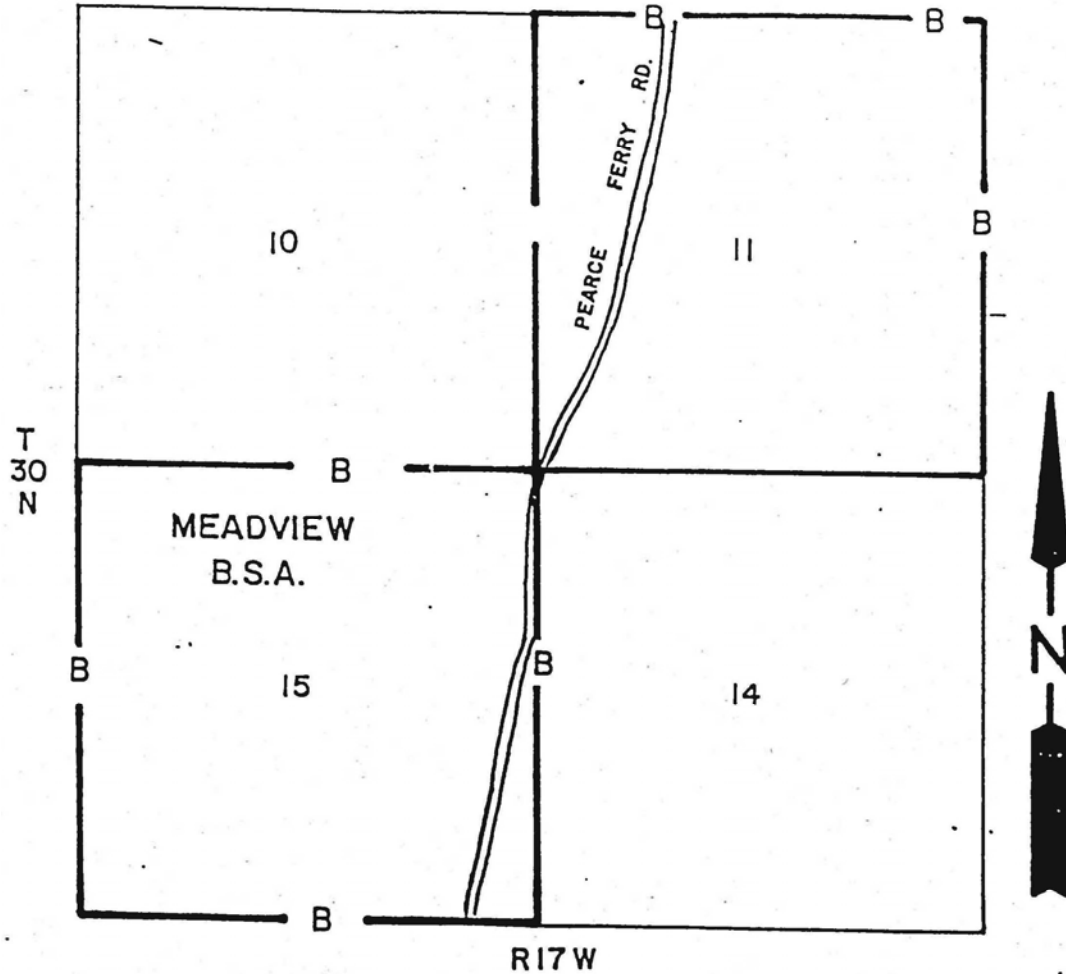
TITLE: Assistant Vice - President

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4.10.2 MOHAVE VALLEY BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.10.3 MOHAVE VALLEY BASE RATE BOUNDARY DESCRIPTION

Beginning at the point of intersection of the Arizona/California border and the southerly extension of the east section line of Section 23, T. 17 N., R. 22 W., G. & S. R. B. & M.;
thence northerly 2.9 miles, more or less, to the NE corner of Section 14, T. 17 N., R. 22 W.;
thence easterly along the south section of Section 12, T. 17 N., R. 22 W.; 1 mile, more or less, to the SE corner of said Section 12;
thence northerly along the east section line of Sections 12 and 1, T. 17 N., R. 22 W. and Sections 36, 25, 24 and 13, T. 18 N., R. 22 W., 6 miles, more or less, to the NE corner of said Section 13;
thence westerly along the north section line of Sections 13, 14 and 15, 2.6 miles, more or less to the point of intersection of said north section line of Section 15 and the old Fort Mohave Indian Reservation Boundary;
thence southerly 1.3 miles, more or less, along said reservation boundary into Section 22, T. 18 N., R. 22 W.;
thence southwesterly 1.4 miles, more or less, along the old military reservation boundary and old Fort Mohave Indian Reservation boundary to the point of intersection of said reservation boundary and the Arizona/California border;
thence southerly along said border 10 ³/₄ miles, more or less, to the point of beginning.

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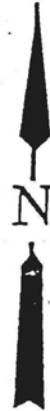
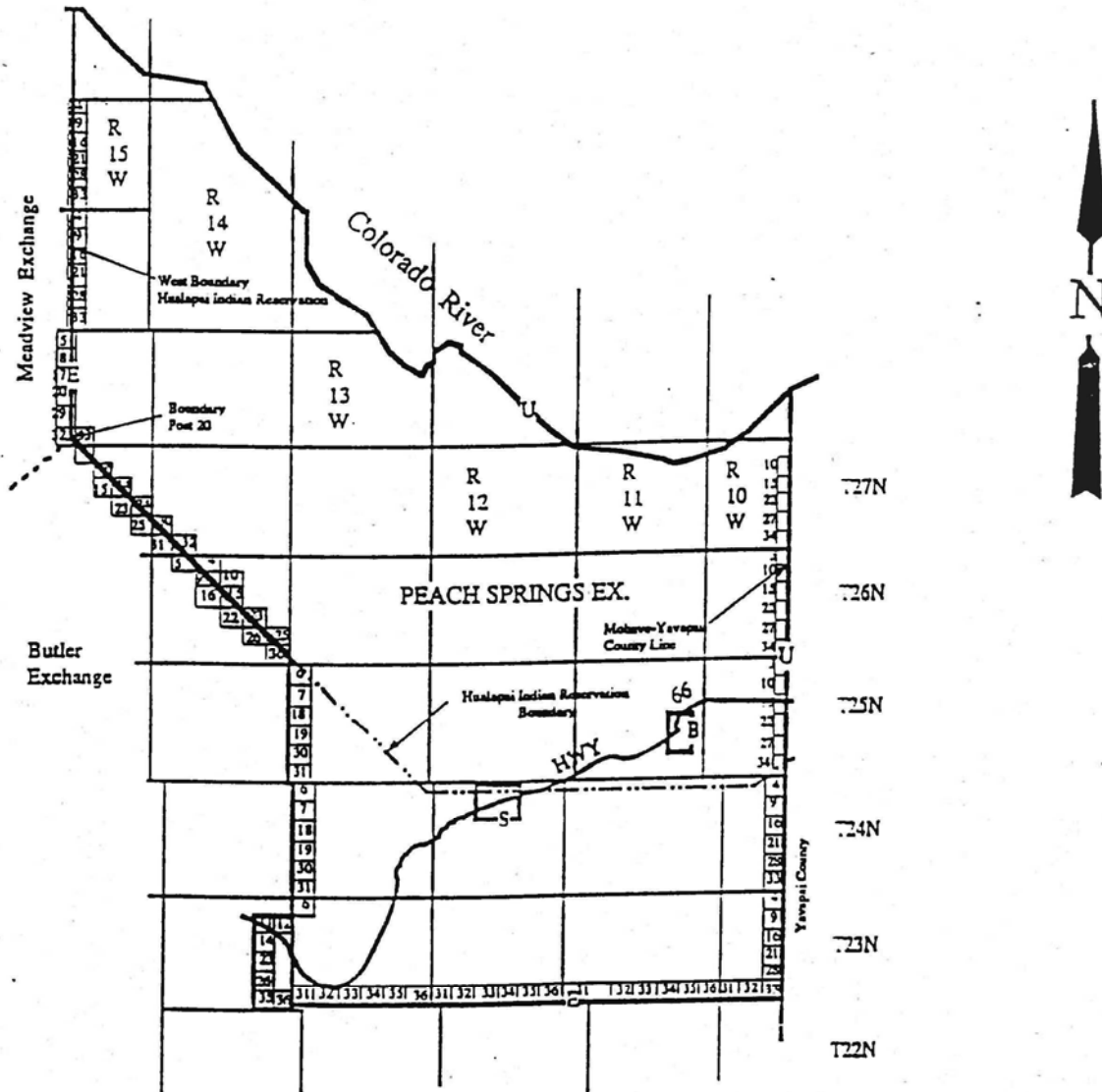
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DOCKET NO.: E-1032-96-353

4.11

PEACH SPRINGS - TRUXTON EXCHANGE MAP

(T)



ADMINISTRATIVELY
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DATE ISSUED: April 28, 1999
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TITLE: Vice - President

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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.11.1 PEACH SPRINGS - TRUXTON EXCHANGE AREA BOUNDARY DESCRIPTION (T)

Beginning at the point of intersection of the centerline of the Colorado River and the west boundary line of the Hualapai Indian Reservation, said point lying in T. 31 N., R 15 W., G. & S. R. B. & M.;

thence southerly 22.1 miles, more or less, along said Hualapai Indian Reservation boundary, including 4.7 miles of unsurveyed lands, through Sections 4, 9, 16, 21, 28 and 33, T. 30 N., R. 15 W., Section 4, 9, 16, 21, 28 and 33, T. 29 N., R. 15 W. and Sections 5, 8, 17, 20 29 and 32, T. 28 N., R. 15 W., to the Hualapai Indian Reservation boundary milepost 20 in the east half of Section 32, T. 28 N., R. 15 W.;

thence southeasterly 15.8 miles, more less, along the said Hualapai Indian Reservation boundary across townships T. 27 N., R. 15 W.; T. 27 N., R. 14 W. and T. 26 N., R 14 W.; to the intersection of the said Hualapai Indian Reservation boundary and the east section line of Section 36, T. 26 N., R. 14 W.;

thence southerly 6.4 miles, more or less, along the west range line of R. 13 W to the southwest corner of Section 31, T. 25 N., R. 13 W.;

thence easterly .32 miles, more or less, along the south township line of T. 25 N. to the northwest corner of Section 6, T. 24 N., R. 13 W.;

thence southerly 7.10 miles, more or less, along the west range of R. 13 W. to the northeast corner of Section 12, T. 23 N., R. 14 W.;

thence westerly 1.56 miles, more or less, along the north section lines of Sections 11 & 12, T. 23 N., R. 14 W., to the northwest corner of Section 11, T. 23 N., R. 14 W.;

thence southerly 5 miles, more or less along the west section lines of Sections 11, 14, 23, 26 & 35, T. 23 N., R. 14 W., to the southwest corner of Section 35, T. 23 N., R. 14 W.; **thence** easterly 1.57 miles, more or less, along the south township line of T. 23 N., R. 14 W, to the southeast corner of Section 36, T. 23 N., R. 14 W.;

thence northerly 0.12 miles, more or less, along the east section line of Section 36, T. 23 N., R. 14 W., to the southwest corner of Section 31, T. 23 N., R. 13 W.;

thence easterly 22 miles, more or less, along the south township of line T. 23 N. across ranges R. 13 W., R. 12 W., R. 11 W. and R. 10 W. to the intersection of the said south township line and the Mohave-Yavapai County boundary line in Section 33, t. 23 N., R. 10 W., G. & S. R. B. & M.;

thence northerly 32.7 miles, more or less, along the said Mohave-Yavapai County boundary to its point o intersection with the centerline of the Colorado River, said point lying in T. 28 N., R. 10 W., G. & S. R. B. & M.;

thence southwesterly, westerly and northwesterly 50.5 miles, more or less, along the center line of the Colorado River to the point of beginning on the west boundary of the Hualapai Indian Reservation.

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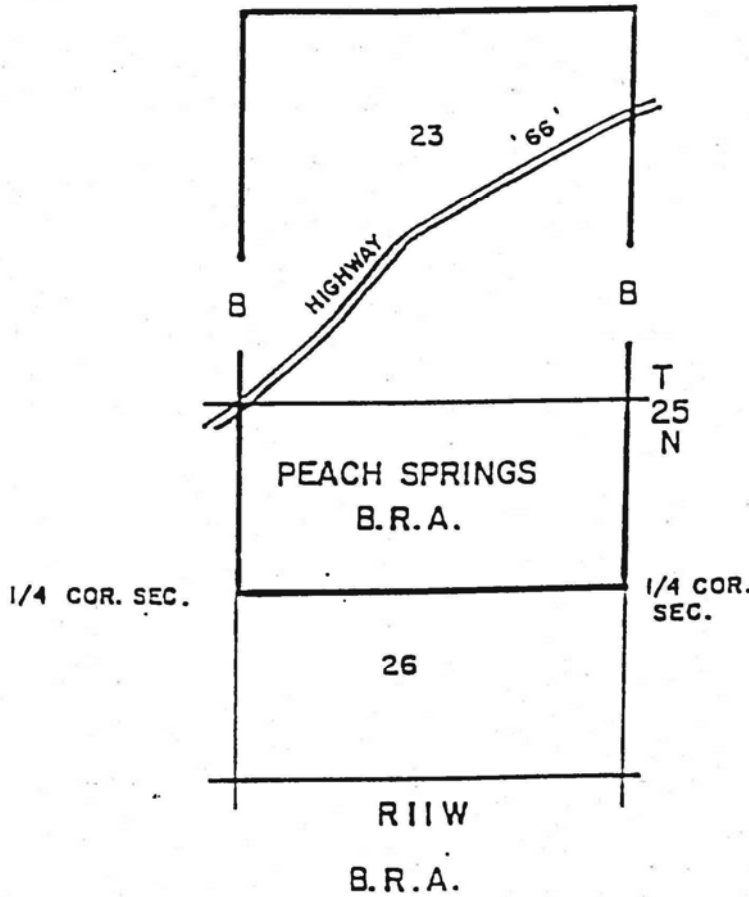
DECISION NO.:

DOCKET NO.: T-01954B-99-0228

4.11.2

PEACH SPRINGS – TRUXTON BASE RATE AREA MAP

(T)



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TELEPHONE SERVICES TARIFF

MAPS Continued

4.11.3 PEACH SPRINGS – TRUXTON BASE RATE AREA BOUNDARY DESCRIPTION

(T)

All of Section 23 and the North ½ of Section 26, T. 25 N., R. 11 W., G. & S. R. B. & M.,
Mohave County, Arizona

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TITLE: Vice - President

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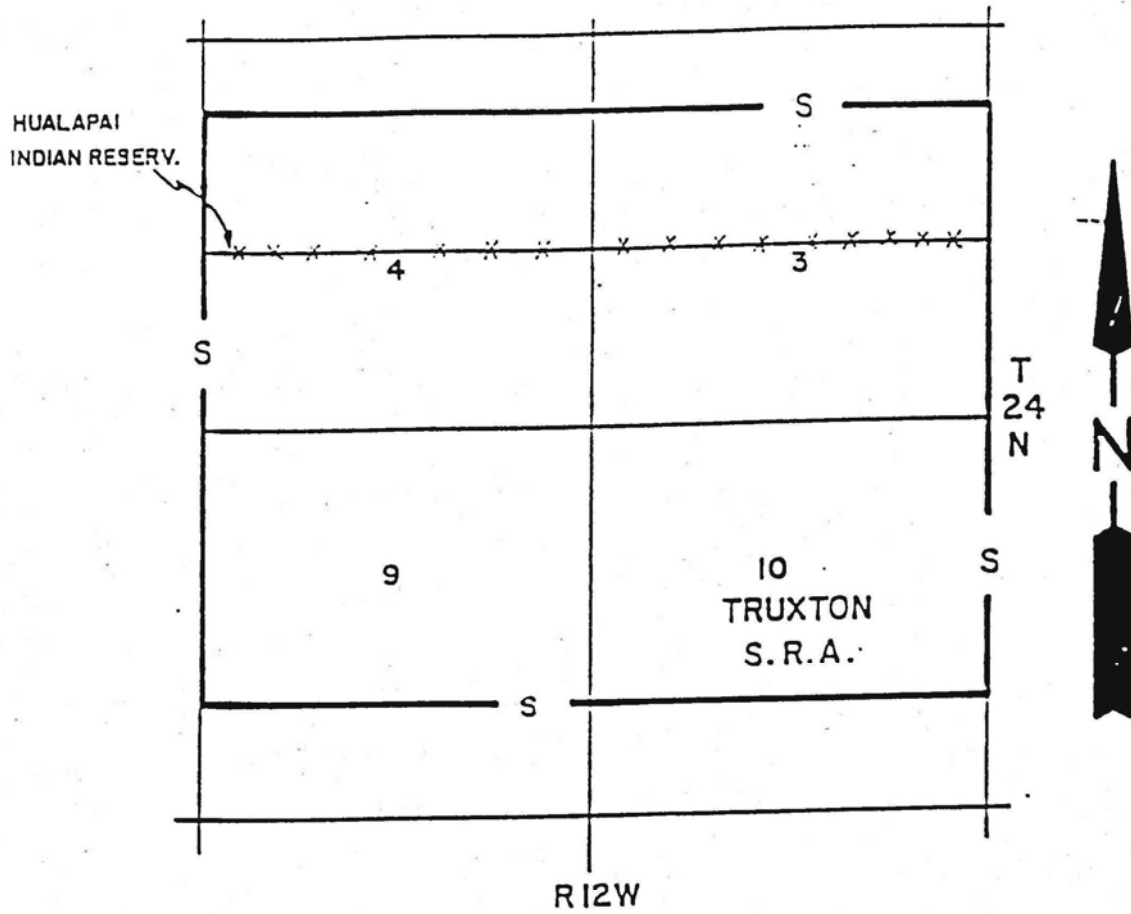
DECISION NO.:

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4.11.4

PEACH SPRINGS - TRUXTON SPECIAL RATE AREA MAP

(T)



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.11.5 PEACH SPRINGS - TRUXTON SPECIAL RATE AREA BOUNDARY (T)
DESCRIPTION

The South $\frac{3}{4}$ of Sections 3 and 4 and the North $\frac{3}{4}$ of Sections 9 and 10, T. 24 N., R. 12 W., G. & S. R. B. & M., Mohave County, Arizona.

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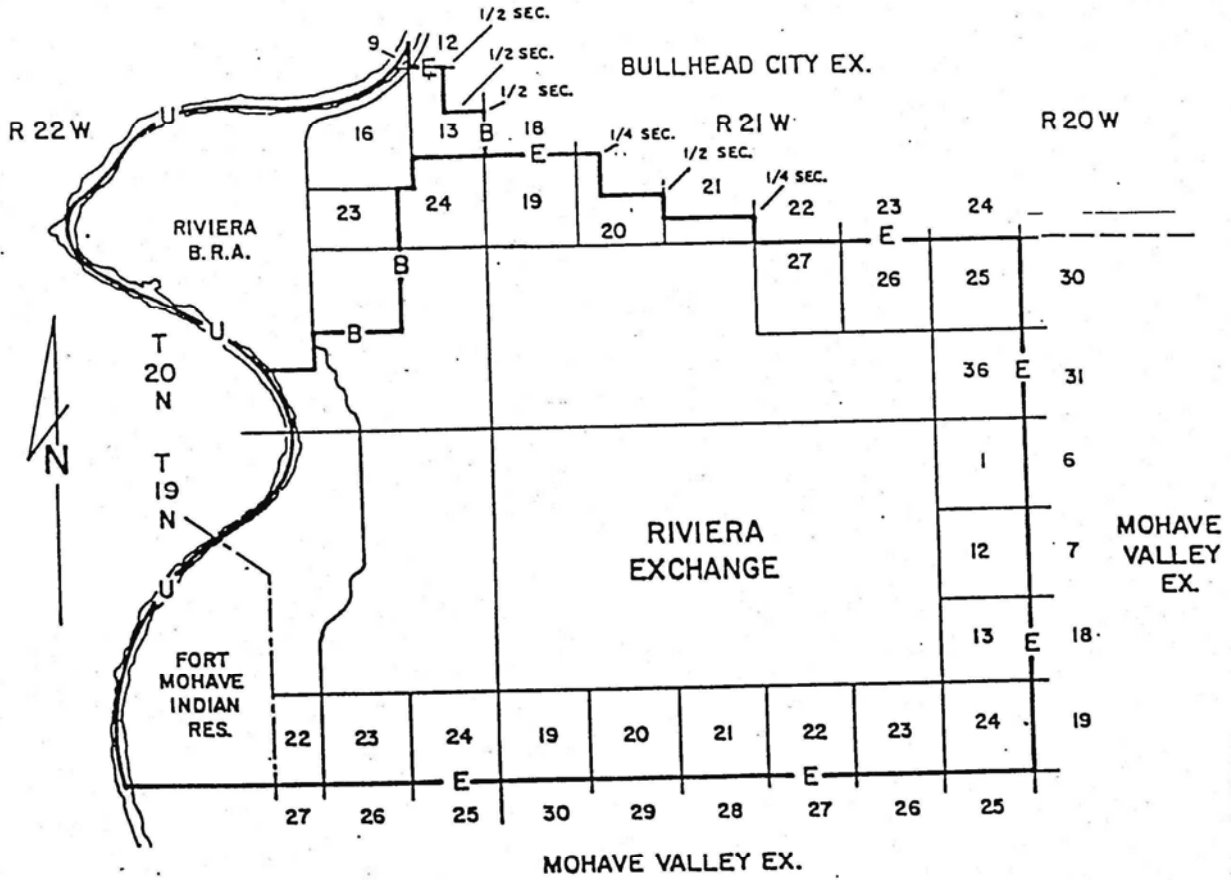
TITLE: Vice - President

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4.12 RIVIERA EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.12.1 RIVIERA EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the Arizona/Nevada border and the westerly extension of the south section line of Section 22, T. 19 N., R. 22 W., G. & S. R. B. & M.;

thence easterly along said extension across the Fort Mohave Indian Reservation and along the southerly section lines of Sections 22, 23 and 24, T. 19 N., R. 22, and Sections 19 thru 24, T. 19 N., R. 21 W., 10.2 miles, more or less, to the southeast corner of Section 24, T. 19 N., R. 21 W.;

thence northerly along the east rangeline of R. 21 W., 6 miles, more or less, to the northeast corner of Section 25, T. 20 N., R. 21 W.;

thence westerly along the north section lines of Sections 25, 26 and 27, 3 miles, more or less, to the northwest corner of Section 27, T. 20 N., R. 21 W.;

thence northerly along the east section line of Section 21, T. 20 N., R. 21 W., ¼ mile, more or less, to the east south 1/16 corner of said Section 21;

thence westerly, 1 mile, more or less, to the east south 1/16 corner of Section 20, T. 20 N., R. 21 W.;

thence northerly along the east Section line of said Section 20, ¼ mile, more or less, to the east ¼ corner of said Section 20;

thence westerly along the midsection line of said Section 20, ¾ mile, more or less, to the west center 1/16 corner of said Section 20;

thence northerly along the west 1/16 section line, ½ mile, more or less, to the northwest 1/16 corner of said Section 20;

thence westerly along the north section line of said Section 20, ¼ mile, more or less, to the northwest ¼ corner of said Section 20;

thence westerly along the north section line of Section 19, T. 20 N., R. 21 W., 1 mile, more or less, to the northwest corner of said Section 19;

thence northerly along the east section line of Section 13, T. 20 N., R. 21½ W., .55 miles, more or less, to the east ¼ corner of said Section 13.;

thence westerly, .40 miles, more or less, along the midsection line to the center ¼ corner of said Section 13;

thence northerly, .55 miles, more or less, along the midsection line of said Section 13 to the north ¼ corner of said Section 13;

thence westerly along the north section line of said section .44 miles, more or less, to the northwest corner of said Section 13;

thence northerly along the east section line of Section 9 and the northerly extension of said line, .2 miles, more or less, to the point of intersection of said line and the Arizona/Nevada border;

thence southerly southwesterly and southeasterly along said border, 12.5 miles, more or less, to the point of beginning.

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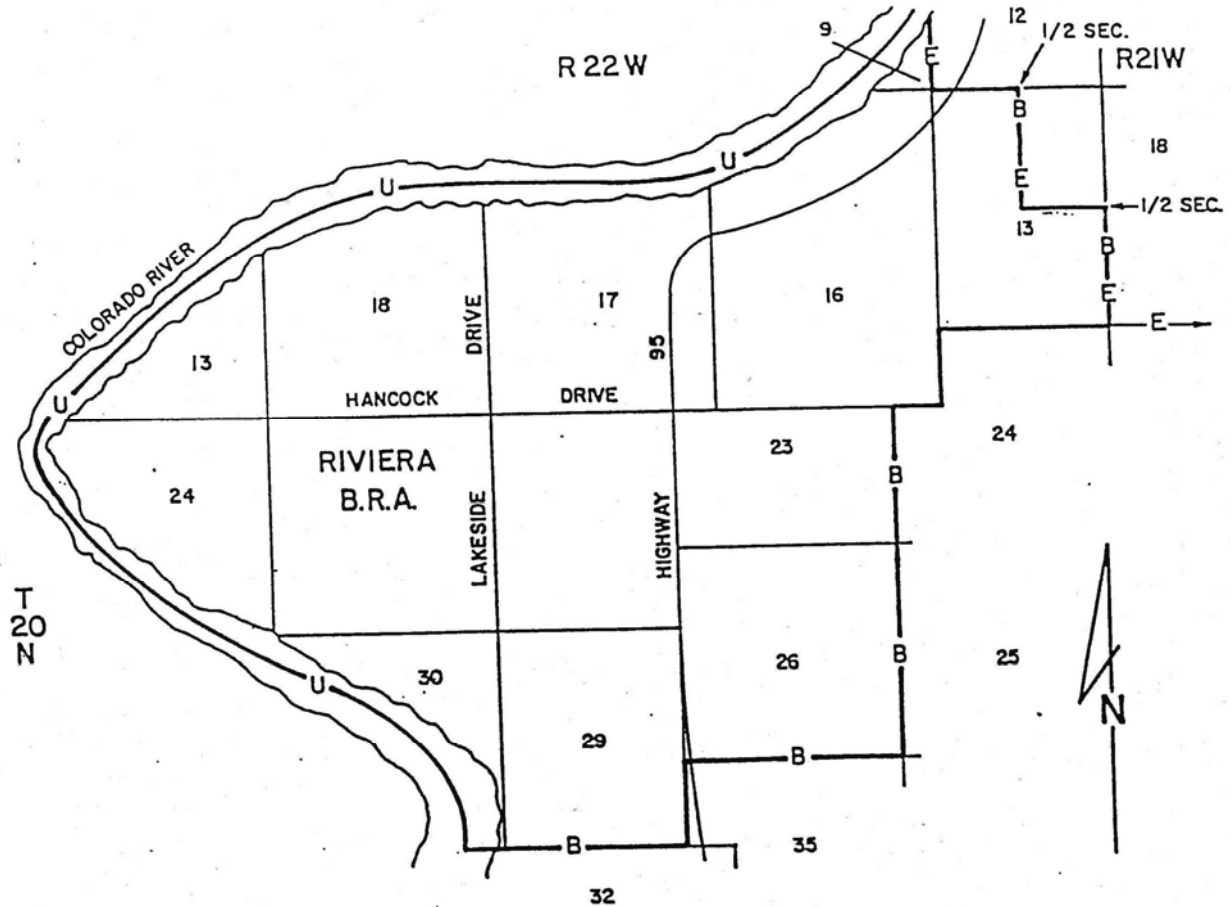
TITLE: Assistant Vice - President

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4.12.2 RIVIERA BASE RATE AREA MAP



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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.12.3 RIVIERA BASE RATE AREA BOUNDARY DESCRIPTION

Beginning at the point of intersection of the Arizona/Nevada border and the westerly extension of the south section line of Section 29, T. 20 N., R. 22 W., G. & S. R. B. & M.;

thence easterly along said section line, and westerly extension thereof, 1.1 mile, more or less, to the southeast corner of said Section 29;

thence northerly along the east section line of said section 3/8 of a mile, more or less, to the southwest corner of Section 26, T. 20 N., R. 22 W.;

thence easterly along the south section line of said Section 26, 1 mile, more or less, to the southeast corner of said Section 26;

thence northerly along the east section line of said Section 26 and 23, 1½ miles, more or less, to the northeast corner of said Section 23;

thence easterly along the south section line of Section 16, ¼ mile, more or less, to the southeast corner of said Section 16;

thence northerly along the east section line of said Section 16, 3/8 mile, more or less, to the southwest corner of Section 13;

thence easterly along the south section line of said Section 13, one mile, more or less, to the southeast corner Section 13 and the east range line of R. 22 W.;

thence north along said range line, ¾ mile, more or less, to the east ¼ corner of Section 13;

thence westerly, .40 miles, more or less, along the midsection line to the center ¼ corner of said Section 13;

thence northerly, .55 miles, more or less, along the midsection line of said Section 13 to the north ¼ corner of said Section 13;

thence westerly along the north section line of said section, .44 miles, more or less, to the northwest corner of said Section 13;

thence northerly along the east section line of Section 9 and the northerly extension of said line, 0.2 miles, more or less, to the point of intersection of said line and the Arizona/Nevada border;

thence southerly and southwesterly along said border, 7½ miles, more or less, to the point of beginning.

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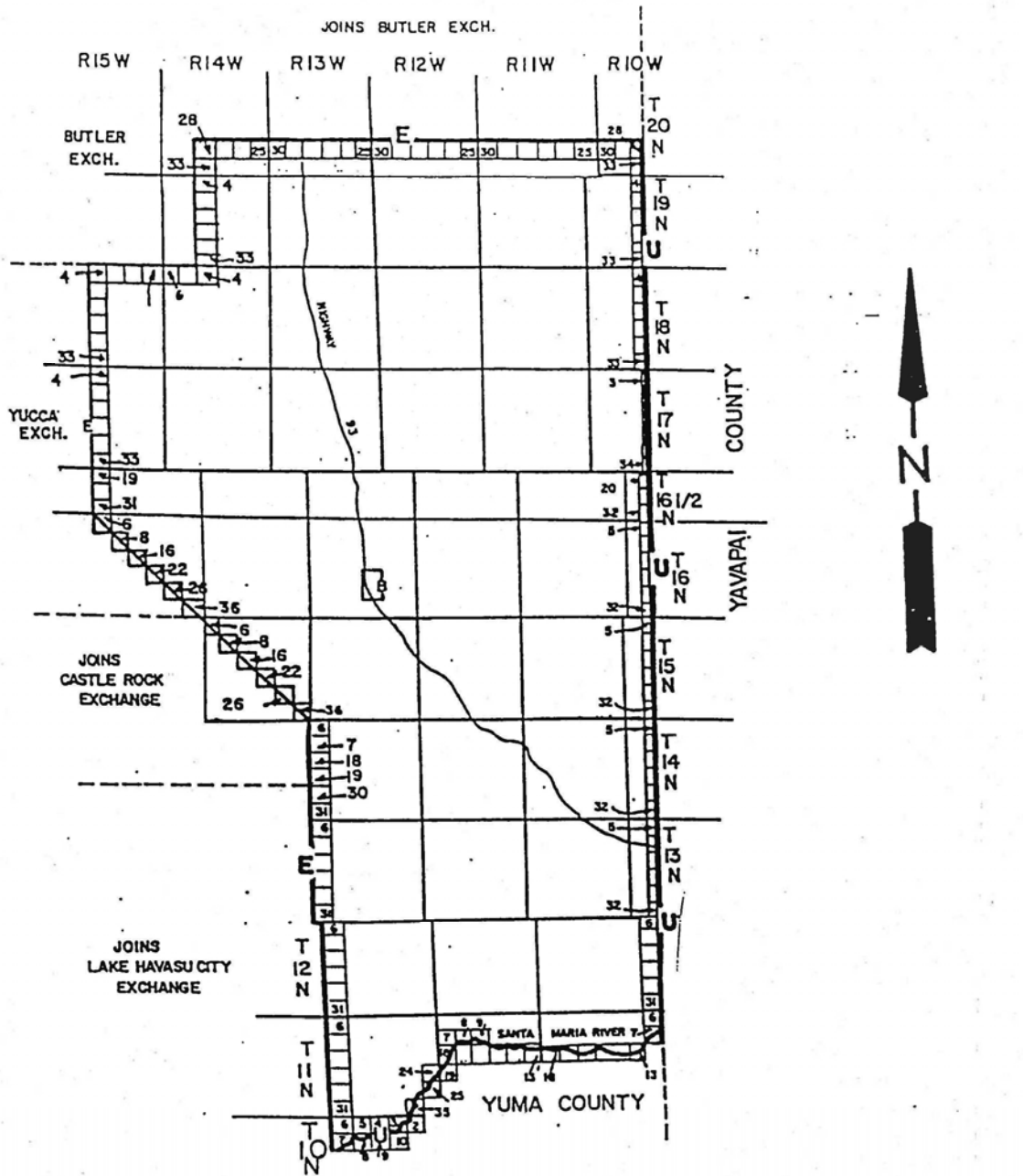
TITLE: Assistant Vice - President

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4.13 WIKIEUP EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.13.1 WIKIEUP EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the northwest corner of Section 28, T. 20 N., R. 14 W. of the G. & S. R. B. & M., Mohave County, Arizona;
thence easterly a distance of 24.5 miles, more or less, across ranges R. 14 W., R. 13 W., R. 12 W., R. 11 W. and R. 10 W. to the Mohave-Yavapai County boundary;
thence southerly along the said County boundary a distance of 54.0 miles, more or less, across T. 20 N., T. 19 N., T. 18 N., T. 17 N., T. 16½ N., T. 16 N., T. 15 N., T. 14 N., T. 13 N., T. 12 N., and T. 11N. to the Mohave-Yuma County boundary, said boundary being the approximate center of the Santa Maria River and the Bill Williams River;
thence southwesterly along said County boundary a distance of 24.0 miles, more or less, to the southwest corner of Section 7, T. 10 N., R. 13 W.;
thence northerly along the west range line of R. 13 W. across T. 10 N., T. 11 N. and T. 12 N. a distance of 14.0 miles, more or less, to the northwest corner of Section 6, T. 12 N., R. 13 W.;
thence westerly along the north township line of T. 12 N. a distance of 0.5 miles, more or less, to the southwest corner of Section 31, T. 13 N., R. 13 W.;
thence northerly along the west range line of R. 13 W. across T. 13 N. and T. 14 N. a distance of 12.0 miles, more or less, to the northwest corner of Section 6, T. 14 N., R. 13 W.;
thence northwesterly, diagonally across T. 15 N., R. 14 W. and T. 16 N. R. 15 W. a distance of 17.0 miles, more or less, to the southwest corner of Section 31, T. 16½ N., R. 15 W.;
thence northerly along the west range of line R. 15 W. across T. 16½ N. a distance of 3.0 miles, more or less, to the northwest corner of Section 19, T. 16½ N., R. 15 W.;
thence westerly along the north township line of T. 16½ N. a distance of 0.1 miles, more or less, to the southwest corner of Section 33, T. 17 N., R. 15 W.;
thence northerly along the west section lines of Sections 33, 28, 21, 16, 9 and 4, T. 17 N., R. 15 W. and Sections 33, 28, 21, 16, 9 and 4, T. 18 N., R. 15 W. a distance of 12.0 miles, more or less, to the northwest corner of said Section 4, T. 18 N., R. 15 W.;
thence easterly along the north township line of T. 18 N., a distance of 6.0 miles, more or less, to the southwest corner of Section 33, T. 19 N., R. 14 W.;
thence northerly along the west section lines of Sections 33, 28, 21, 16, 9 and 4, T. 19 N., R. 14 W. and Sections 33 and 28, T. 20 N., R. 14 W. a distance of 8.0 miles, more or less, to the northwest corner of Section 28, T. 20 N. R. 14 W., the point of beginning.

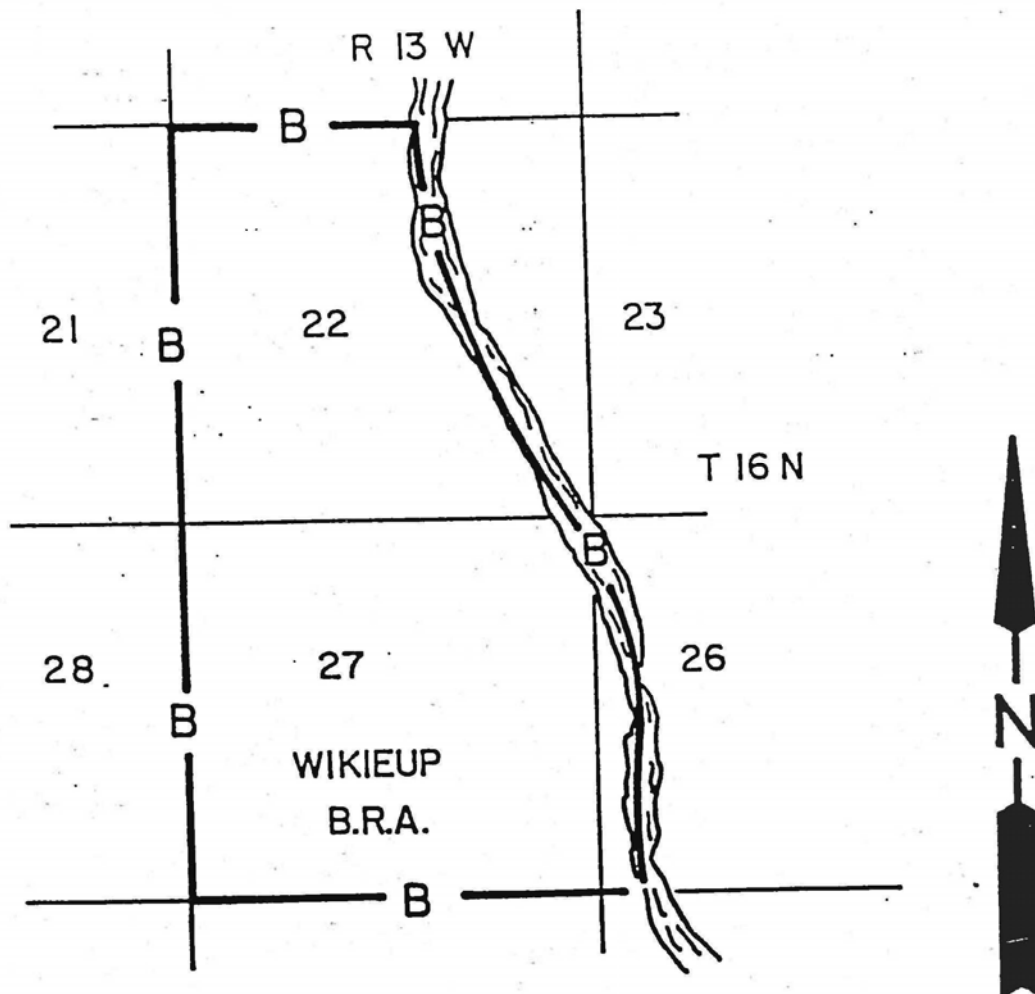
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4.13.2 WIKIEUP BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.13.3 WIKIEUP BASE RATE AREA BOUNDARY DESCRIPTION

All of Sections 22, 26 and 27, T. 16 N., R. 13 W., G. & S. R. B. & M., Mohave County, Arizona, lying west of the centerline of the Big Sandy River as shown on the 1967 United States Department of the Interior Geological Survey map, Wikieup Quadrangle.

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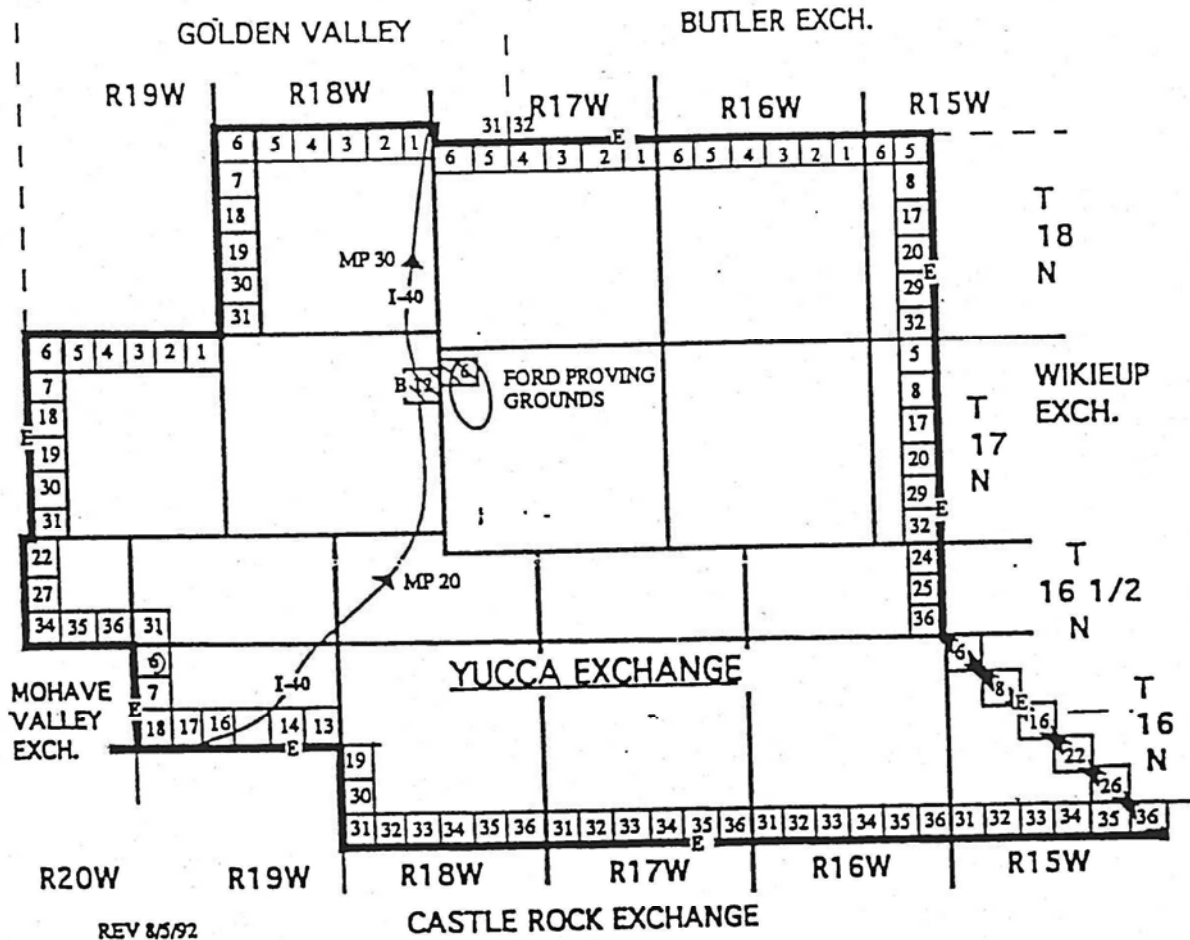
TITLE: Assistant Vice - President

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4.14 YUCCA EXCHANGE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.14.1 YUCCA EXCHANGE AREA BOUNDARY DESCRIPTION

Beginning at the northwest corner of Section 6, T. 18 N., R. 18 W., GSRBM, Mohave County, Arizona;

thence easterly along the north township line of said T. 18 N., a distance of 6.0 miles, more or less, to the northeast corner of Section 1, T. 18 N., R. 18 W.;

thence southerly along the west section line of said Section 1, a distance of 0.2 miles, more or less, to the northwest corner of Section 6, T. 18 N., R. 17 W.;

thence easterly along the north township line of said T. 18 N., a distance of 14.7 miles, more or less, to the northeast corner of Section 5, T. 18 N., R. 15 W.;

thence southerly along the east line of Section 5, 8 17, 20, 29 and 32, T. 18 N., R. 15 W., and Sections 5, 8, 17, 20, 29 and 32, T. 17 N., R. 15 W., a distance of 12.0 miles, more or less, to the southeast corner of Section 32, T. 17 N., R. 15 W.;

thence easterly along the north township line of T. 16½ N., a distance of 0.1 miles, more or less, to the northeast corner of Section 24, T. 16½ N., R. 16 W.;

thence southerly along the east range line of R. 16 W., a distance of 3.0 miles, more or less, to the southeast corner of Section 36, T. 16½ N., R. 16 W.;

thence southeasterly, diagonally across T. 16 N., R. 15 W., a distance of 8.5 miles, more or less, to the southeast corner of Section 36, T. 16 N., R. 15 W.;

thence westerly along the south township line of T. 16 N., a distance of 24.0 miles, more or less, to the southwest corner of Section 31, T. 16 N., R. 18 W.;

thence northerly along the west range line of R. 18 W., a distance of 3.0 miles, more or less, to the northwest corner of Section 19, T. 16 N., R. 18 W.;

thence westerly along the south line of Sections 13, 14, 15 16, 17 and 18, T. 16 N., R. 19 W., a distance of 6.0 miles, more or less, to the west line of said R. 19 W.;

thence northerly along said west range line a distance of 3.0 miles, more or less, to the south line of T. 16½ N.;

thence westerly along said township line a distance of 3.0 miles, more or less, to the southwest corner of Section 34, T. 16½ N., R. 20 W.;

thence northerly along the west line of Sections 34, 27 and 22, a distance of 3.0 miles, more or less, to the northwest corner of

(Continued)

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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.14.1 YUCCA EXCHANGE AREA BOUNDARY DESCRIPTION

Section 22, T. 16½ N., R. 20 W.;

thence easterly along the north township line of T. 16½ N., a distance of 250', more or less, to the southwest corner of Section 31, T. 17 N., R. 19 W.;

thence northerly along the west range line of R. 19 W.; a distance of 6.0 miles, more or less, to the northwest corner of Section 6, T. 17 N., R. 19 W.;

thence easterly along the north township line of T. 17 N., R. 19 W., a distance of 6.0 miles, more or less, to the northeast corner of Section 1, T. 17 N., R. 19 W.;

thence northerly along the west range line of R. 18 W., a distance of 6.0 miles, more or less, to the northwest corner of Section 6, T. 18 N., R. 18 W., the point of beginning.

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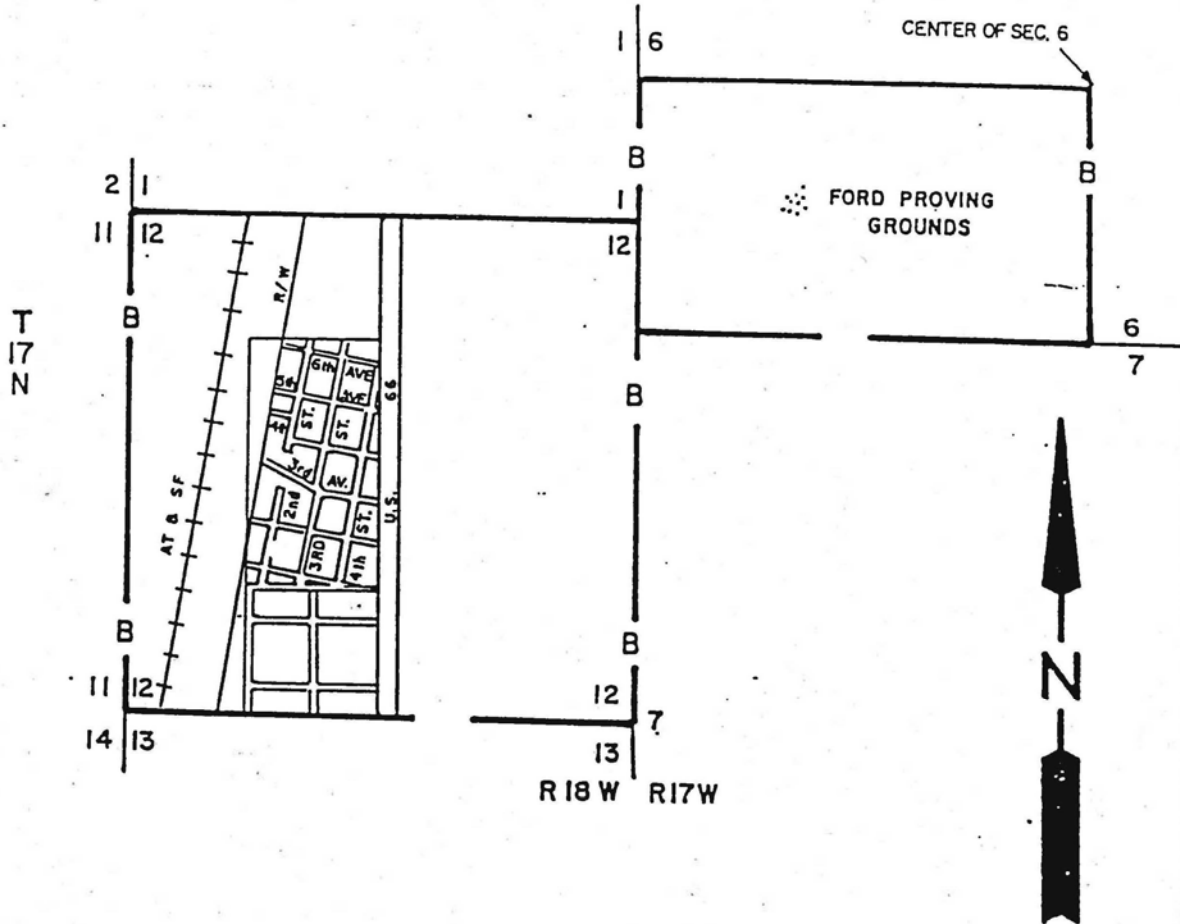
TITLE: Assistant Vice - President

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4.14.2 YUCCA BASE RATE AREA MAP



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TELEPHONE SERVICES TARIFF

MAPS (Continued)

4.14.3 YUCCA BASE RATE AREA BOUNDARY DESCRIPTION

All of Section 12, T. 17 N., R. 18 W., and Government Lots 13, 14, 15, 16, 17, 18, 19, 20, 21 and 22 of Section 6, T. 17 N., R. 17 W., of the G. & S. R. B. & M., Mohave County, Arizona.

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - SERVICE CONNECTION, MOVE AND CHANGE CHARGES

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES

5.1 GENERAL REGULATIONS

- a. Service Connection, Move and Change Charges provided for in this section are payable at the time application for the particular service or facility is made, and are in addition to the regular schedule of rates as set forth elsewhere in this tariff.
- b. A Service Connection, Move and Change Charge may consist of one or more non-recurring charges for work performed due to a customer request. The charges are separately established in order to provide a reasonable basis for recovery of costs incurred in the required operations.
- c. Charges shown in this section are based on work being performed during regularly scheduled work hours of the Company's employees. When overtime work is performed for customer convenience, at his request, the customer will be billed premium costs.
- d. A temporary disconnection or rearrangement of a customer's telephone facilities to permit remodeling or redecorating of the customer's premises will be considered as a move or rearrangement and the applicable multi-element service charges will apply.
- e. The Multi-Element Service Charges for service ordering, line connection and in some cases premises visit, shall be applicable for reconnection of a temporarily disconnected service.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES

5.2.1 Service Ordering

- (a) The Service Ordering Charge is applicable to each customer request for work performed by the Company in connection with the receiving, recording and processing of a customer request to be completed for the same account, at the same premises, at the same time.
- (b) One Service Ordering Charge applies for all items included on a service order. Only one service ordering charge is applicable even though the Company may elect to issue more than one service order to comply with the customer's request for service.
- (c) A records only service ordering charge applies to customers requesting changes in service not requiring application of other service connection elements.

5.2.2 Line Connection

- (a) The Line Connection Charge is applicable for work performed in the Central Office and work performed in providing or rearranging the dropwire or outdoor circuit to the customer's premises. The charge is applied to work including but not limited to:
 - Connection or reconnection of each local exchange line, trunk, and off premises extension line.
 - Customer Requested Number Changes on each local exchange line or trunk.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES (Continued)

5.2.3 Premises Visit

- (a) A Premises Visit Charge is applicable for each visit to the customer's premises to perform work other than to perform repair or disconnect work at the customer's request.
- (b) When the Company requires more than one visit to complete the customer's request, individual premises visit charges will be applied unless the additional visits are caused by the Telephone Company.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES (Continued)

5.2.4 Inside Wiring

- (a) Inside wiring charge is applicable to installing, moving or changing inside wire on the customer's premises to provide service at locations requested. The inside wiring charge is applicable to each location on the customer's premises for immediate or future connection of an item of terminal equipment.
- (b) The inside wiring charge does not apply when suitable inside wiring is in place and requires no work.
- (c) The inside wiring charge is applicable to the following types of wiring arrangements:
 - 1. Prewiring

Prewiring is described as the inside wiring placed during initial construction of a premises or during remodeling of a premises. Prewiring will be placed only if inside wall and ceiling coverings are not yet installed unless suitable conduit or passageways are provided.
 - 2. Postwiring

Postwiring is described as inside wiring placed at a premises during initial or subsequent provision of telephone service at the premises after inside wall and ceiling coverings are installed or if suitable conduit or passageways exist. Postwiring will be exposed wire installations. If a customer insists on hidden wiring, he will be billed at the company's loaded time and material costs.
- (d) Prewiring and Postwiring will conform to City, County and State Ordinances and Building Codes. It shall be the customer's responsibility to provide adequate conduit or raceways when so required.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES (Continued)

5.2.4 Inside Wiring (Continued)

- (e) Jack Charge - a standard modular jack for single line telephone installations is included or provided with each inside wiring charge.
- (f) When the Company and customer agree on an appointed time frame for the installation of inside wiring and on arrival at the customer's premises, after fifteen (15) minutes, the installer has no access due to the absence of the customer, a one-hour labor charge will be applicable. Such charge will be at the Company's loaded labor rate.

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

5.2.5 Order Cancellation

When an order is cancelled prior to its completion, the customer will be responsible for payment of the proportionate completed part of all elements involved in the order prior to cancellation.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES (Continued)

5.2.6 Element Charges

	<u>Non-recurring Charge</u> <u>Business & Residence</u>
(a) Elements for new and additional service, move and changes and in place connections	
1. Service Ordering Charge Per customer request	
i) Other than records only work	\$30.00
ii) Records only work not requiring application of other element charges	10.00
2. Line Connection Charge, per Central Office line	30.00
3. Premises Visit Charge, per required visit	10.00
4. Inside Wiring Charge, per connecting point added, re-located or changed	10.50
(b) Long Distance Carrier Subscription Change Charge for equal access, access line or trunk	5.00

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES (Continued)

5.2.7 Element Charge Exemptions

- a) Moves, rearrangements or changes initiated by the Company.
- b) Change in billings and/or directory listing initiated by the Company.
- c) Customer-provided telephone sets or other terminal equipment connected by the customer when no central office line connection, premises visit or premises work is required by the Company.
- d) To the re-establishment of service at the same premises after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.
- e) When the service is assumed by a receiver or trustee, executor, or administrator of an estate.
- f) "Public Pay Stations" established for the use of the general public.
- g) Changes to a customer's billing address.
- h) Disconnection of a customer's access line or other services.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.2 MULTI-ELEMENT SERVICE CHARGES (Continued)

5.2.8 Long Distance Carrier Subscription Change Charge

The subscription charge for Interexchange Carrier (IC) changes is billed to the requesting customer. In the event the customer is incorrectly subscribed due to misassignment on the part of the IC and the IC is unable to document such assignment, the 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.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.3 SPECIAL PERIOD SERVICE CHARGE

5.3.1 General

- a) Special Period Service Charge is a special multi-element charge for selected periods of time as determined by the Company.
- b) The Special Period Service Charge will apply only to specified local Exchange Services chosen by the Company for introduction, promotion or development during a selected period of time.

5.3.2 Rates

- a) The Special Period Service Charge rate for the selected period will be determined by the Company. This rate will apply only if it is lower than the regular multi-element Service Connection Charges for the service involved. The rate will only be available during the period chosen by the Company in 5.3.1a.
- b) The Special Period Service Charge will be used in lieu of other regular multi-element charges during the selected period.

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TELEPHONE SERVICES TARIFF

SERVICE CONNECTION, MOVE AND CHANGE CHARGES (Continued)

5.4 INSTALLMENT BILLING

5.4.1 General

- a) This is an optional method of payment for element (one-time) charges for residential services. This optional method of payment will be provided at no extra charge to residential customers over three equal monthly payments.
- b) Installment billing provides for billing charges in monthly installments where a customer desires the optional payments. The monthly installments normally begin with the first bill rendered after completion of the work involved.
- c) The optional payment plan will not be applicable to subsequent additions or changes of equipment or services at customer's premises already receiving local exchange service from the utility.
- d) In the event service is discontinued prior to payment of all amounts due under the provisions of the installment payment plan, the outstanding balance will become due and payable in full upon demand of the utility.

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TELEPHONE SERVICES TARIFF

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(D)

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FILED BY: Steve Crosby
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

SUBJECT IDNEX: LOCAL EXCHANGE SERVICES

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Single Party Access Line Intercom Service	40	
Suburban Line Service	7	
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Tribal Link Up	91-92	
Vacation Get Away Service	104	

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES

6.1 NETWORK ACCESS LINE SERVICE

6.1.1 General

- a) Network Access Line Service provides customers direct access to the local and long distance exchange switching system via a circuit provided by the Company between its central office and the customer premises.
- b) The Business and Residence flat rate schedules following apply within all Exchange and Base Rate Areas as defined in Section 4 of these tariffs covering Exchange and Base Rate Area Maps.
- c) The flat rate schedules following apply to basic exchange service and are governed by the Rules and Regulations, Sections 3, of these tariffs.
- d) The rate schedules following do not include terminal equipment.
- e) Appropriate Multi-Element Service Connection Charges specified in Section 5 of this tariff apply to network access line service requests.

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TITLE: Assistant Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.1 NETWORK ACCESS LINE SERVICE (Continued)

6.1.2 Business Rate Schedule

a) <u>Class of Service:</u>	<u>One-Party</u> <u>KTS Trunk</u>	<u>Four-Party</u> <u>Suburban (1)</u>	<u>PBX</u> <u>Trunk</u>	
b) <u>Exchange:</u>				
Bullhead City	\$21.67	\$ N/A	\$31.40	(D) (D)
Butler	21.67	15.13	31.40	
Castle Rock	21.67	N/A	31.40	
Dolan Springs	21.67	15.13	31.40	
Golden Valley	21.67	N/A	31.40	
Kingman	21.67	N/A	31.40	
Lake Havasu City	21.67	N/A	31.40	
Meadview	21.67	N/A	31.40	
Mohave Valley	21.67	N/A	31.40	
Peach Springs - Truxton	21.67	N/A	31.40	
Riviera	21.67	N/A	31.40	
Wikieup	21.67	15.13	31.40	
Yucca	21.67	N/A	31.40	

(1) Two- and Four-Party Classes of Services discontinued to new subscribers as of April 1, 1987. No two-party (2-party) services as of 1/1/90.

Party-line service not available to new subscribers where single-line service can be provided. When an existing party-line ceases to have two or more parties, the party-line will be upgraded to single-line service.

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 FILED BY: Kenneth Mason
 TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.1 NETWORK ACCESS LINE SERVICE (Continued)

6.1.3 Residence Rate Schedule

a) <u>Class of Service:</u>	<u>One</u>	<u>Two</u>	<u>Four/Five</u>	
	<u>Party</u>	<u>Party (1)</u>	<u>Party (2)</u>	
b) <u>Exchange:</u>				
Bullhead City	\$9.40	\$8.42	N/A	(D) (D)
Butler	9.40	8.42	8.15	
Castle Rock	9.40	8.42	8.15	
Dolan Springs	9.40	8.42	8.15	
Golden Valley	9.40	8.42	8.15	
Kingman	9.40	8.42	N/A	
Lake Havasu City	9.40	8.42	N/A	
Meadview	9.40	8.42	N/A	
Mohave Valley	9.40	8.42	N/A	
Peach Springs - Truxton	9.40	8.42	8.15	
Riviera	9.40	8.42	N/A	
Wikieup	9.40	8.42	8.15	
Yucca	9.40	8.42	8.15	

1. Two (2) party service is available upon request.
2. Four (4), five (5), and ten (10) party classes of service are discontinued to new subscribers as of April 1, 1987 except in (b) below. No ten-party (10-party) services as of 1/1/90.
 - (a) When existing four (4), five (5), and ten (10) party classes cease to have 3 or more parties, the party line will be upgraded to one (1) party (or if requested two (2) party) service where facilities are available. Remaining existing customers will be upgraded as facilities become available.
 - (b) In areas where facilities are not available, new subscribers will be allowed on four (4) party line vacancies and upgraded as in (a) above when adequate facilities are constructed.
3. Installation or other non-recurring charges do not apply to mandatory upgrades. See Section 5, Part 5.2.7.a of these tariffs.

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 TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.2 EXTENDED AREA SERVICE

6.2.1 Extended Area Service will be provided without message or toll charges between the following exchanges:

- a) The Company's Butler, Golden Valley and Kingman Exchanges.
- b) The Company's Bullhead City, Riviera, and Mohave Valley Exchanges, and Fort Mojave Telecommunications, Inc.'s (FMTI)'s Mesquite Creek and Arizona Village Exchanges.
- c) The Company's Mohave Valley Exchange and the Needles, California Exchange of California Pacific Utilities Company. (T)
- d) The Company's Lake Havasu City and Castle Rock Exchanges.
- e) The Company's Lake Havasu City Exchange and the Havasu Lake, California Exchange of Frontier Communications of the Southwest Inc. (T)
(T)
- f) The Company's Castle Rock Exchange and Havasu Lake, California Exchange of Frontier Communications of the Southwest Inc. (T)
(T)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.3 EXTENSION STATION LINE SERVICE (ESLS)

6.3.1 Extension Station Lines are lines connecting a main station service point to a service point in another location on the same premises or to an off premises location.

6.3.2 ESLS does not include terminal equipment.

6.3.3 The number of extension bells connected to the same main station service is limited to the ringing capability of the Central Office.

6.3.4 Ringing frequencies at extension stations will be the same as the main station.

6.3.5 Extension station wiring within the same building on the same premises will be provided at rates shown in the multi-element service connection section of these tariffs for inside wiring.

The maximum length allowed for an individual extension line will be 225 feet on the same premises or in the same building.

6.3.6 Extension station lines extending further than the limit specified in 6.3.5 above will be provided in accordance with the off premises extension station mileage charges shown in the Outside Plant Facilities Tariff, Section 14.

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FILED BY: F. Wayne Lafferty

TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.3 EXTENSION STATION LINE SERVICE (ESLS) (Continued)

- 6.3.7 Off premises ESLS is available to both single-line business and residence customers but will only be provided to a secondary business or residence location if there is a primary business or residence access line service maintained at the secondary location. Residence extensions to business locations will require the reclassification of the residence service to a business classification.
- 6.3.8 ESLS will not be provided as a substitute for primary access line service to separate households or business locations. The Company may disconnect ESLS service when the primary access line is disconnected at the secondary business or residence location noted in 6.3.7.
- 6.3.9 Notwithstanding conditions set forth in 6.3.7 and 6.3.8 above ESLS service is available to customers from a primary access service location to off premises PBX extension station locations, answer service bureau locations or to secondary locations for a temporary period not to exceed more than three (3) months.
- 6.3.10 Appropriate Multi-Element service connection charges specified in Section 5 of these tariffs apply to extension station line requests.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.4 SUBURBAN LINE SERVICE

- 6.4.1 Suburban Line Service is a class of multi-party line service furnished outside the base rate area, but within the exchange area, by means of Network Access Lines owned and maintained by the Company.
- 6.4.2 The rates quoted for Suburban Line service are shown in the Network Access Line Service section of this tariff.
- 6.4.3 Applications for Suburban Line Service involving special, unusual or excess costs will be handled in accordance with the provisions of Section 14 (Outside Plant Facilities) of these tariffs covering construction of plant facilities.
- 6.4.4 Appropriate multi-element service connection charges specified in Section 5 of these tariffs apply to Suburban Line Service requests.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.5 SUSPENSION OF SERVICE – Grandfathered as of July 12, 2012 (C)

6.5.1 Upon request from a subscriber having any class of residence local exchange service, the service may be suspended for a minimum period of one month and a maximum period of nine months. Outward service is provided during the period of suspension, providing the customer subscribes to toll restriction during the period of suspension to prevent toll fraud. As an option, the customer may choose no outward or inward service. Only one period of suspension is allowed in any calendar year.

6.5.2 Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.

6.5.3 The rate for the period of suspension is the appropriate discount, as shown below, of the customer's normal monthly charges, including toll restriction, for services provided by the Company.

6.5.4 Bills are rendered at the regular rate at regular billing dates during the period of suspension. Non-Payment shall be considered termination of service under this tariff.

6.5.5 A one-time (each suspension period) Multi-Element Service Connection charge shall apply to Suspension of Service as shown in 6.5.6 following:

6.5.6	Non Recurring Rate	<u>Service Charges</u>
a)	Service Ordering - Records Only	\$10.00
b)	Line Connection, including toll restriction if requested	10.00
6.5.7	Recurring Rate	<u>Monthly Rate</u>
a)	One (1) to three (3) months	50% Discount
b)	Four (4) to nine (9) months	60% Discount

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

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.6 TOUCH CALLING NETWORK ACCESS LINE SERVICE

6.6.1 Touch Calling Service will only be furnished in those exchanges where special central office equipment and other serving arrangements have been provided and are compatible with such service.

6.6.2 Where operating conditions permit, touchcall and rotary dial instruments may be mixed on lines equipped for touch calling service.

6.6.3 Only those customers subscribing to touch calling service will be placed on a multi-party network access line equipped for such service except where limited plant facilities require mixing Touch Call and Non-Touch Call services.

6.6.4 Recurring Monthly Charges, Business and Residence

a) Touch Calling Network Access Line, per line	<u>Monthly Rate</u> \$1.36
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6.6.5 Non-Recurring Service Charges, Business and Residence

a) New Network Access Line with Touch Call Service	<u>Service Charge</u> Appropriate Multi-Element Charges for new access line Section 5
b) Subsequent Touch Call Service on existing line, same location	Multi-Element Service Order (Records Only) Charge, Section 5

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TELEPHONE SERVICES TARIFF
LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES

6.7.1 Custom Calling Services is an optional telephone service arrangement which can provide one or more of the following features:

a) 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.

(L)(T)

(L)(T)

b) Call Forward

(T)

1) 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.

2) 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.

3) 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.

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

(T)

5) 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.

(N)

(N)

(L) 3 Way Calling relocated to Sheet No. 11 and Call Waiting/Cancel Call Waiting relocated from Sheet No. 11.

(N)

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TITLE: Senior Vice President

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DECISION NO.:
DOCKET NO.: T-01954B-15-

TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.1 (Continued)

- c) 3 Way Calling (L)(T)
Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. (L)(T)
The pay per use charge is activated irrespective of whether the call is completed or not. (N)
(N)
- d) Speed Call (T)
Speed Call 8 ⁽¹⁾ - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity. (C)
Speed Call 30 - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty number capacity. (T)
(L)
(L)

(L) 3 Way Calling and Call Waiting/Cancel Call Waiting relocated from Sheet No. 10. (N)

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

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.2 Custom Calling Service is furnished only where the instrumentalities, equipment and associated service arrangements are compatible with the service arrangements for exchange service, the serving central office is suitably equipped, and, for foreign exchange service, both the serving central office and local central office are suitably equipped.

6.7.3 The service will be provided only in connection with individual line main station service. Custom Calling Services are not available in connection with public paystation telephone service.

6.7.4 At the time of a number change for company reasons, existing business and residence lines may be equipped for one or more custom calling features without a service charge.

6.7.5 In the case of the speed calling feature, there will be no charge associated with subscribers' ability to add, change, or delete coded telephone numbers within his assigned capacity.

6.7.6 Except as specifically provided herein, Custom Calling Services is subject to the regulations, rates, and charges applicable to other types of subscriber service. Custom Calling Service rates and charges are in addition to the basic rates and charges for the service with which it is associated.

6.7.7 Services equipped for Call Forwarding are assessed regular long distance message charges for each call transferred on a long distance basis.

6.7.8 The quality of transmission of calls which are forwarded or on 3 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 3 Way Call. (T)
(T)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.9 The following rates apply to recurring monthly charges for Custom Calling Services taken individually or in non-standard groups:

	<u>Monthly Rate</u>		<u>Pay Per Use</u>		(T)(N) (N)
	<u>Business</u>	<u>Residence</u>	<u>Bus</u>	<u>Res</u>	
a) Call Waiting/Cancel Call Waiting	\$4.70	\$3.15			(T)
b) Basic Call Forward	2.20	1.50			
c) Call Forward Busy	.75	.50			
d) Call Forward No Answer	.75	.50			(T)
e) Call Forward Busy/No Answer	.75	.50			(N)
f) 3 Way Calling	4.30	3.60	\$2.00 ⁽²⁾	\$2.00 ⁽²⁾	(T)(N)
f) Speed Call 8 ⁽³⁾	1.90	1.40			(C)
g) Speed Call 30	3.90	3.25			(T)

6.7.10 The following monthly recurring rates apply when Custom Calling Services are taken as a group:

	<u>Monthly Rate</u>		(T)
	<u>Business</u>	<u>Residence</u>	
a) Call Waiting/Cancel Call Waiting and Call Forward	\$3.99	\$2.19	(T)
1. with 3 Way Calling	6.49	4.19	
2. with Speed Call 8 ⁽³⁾	4.99	2.99	(T)

⁽¹⁾ The maximum monthly pay per use charge is \$15.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)

⁽²⁾ The maximum monthly pay per use charge is \$10.00 for residential and business customers, regardless of the number of times the service is activated within a month. (N)

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

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.10 Material moved to Section 30, Discontinued Services and Equipment Offerings.

(D)

(D)

DATE ISSUED: August 4, 2006
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TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.11 Non-recurring service charges:

	<u>Service Charge</u>	
a) For any single Custom Calling Service taken concurrent with new or additional access line requests	See Note (1)	(T) (T)
b) For any single Custom Calling Service taken as an addition to an in-service access line	See Note (2)	(T) (T)

NOTE (1) Applicable Multi-Element Charges for new access line (Section 5)

NOTE (2) Multi-Element Service Order (Records Only) Charge (Section 5)

DATE ISSUED: August 4, 2006

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TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.12 Help Line Service

- a) Help Line Service allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.
- b) The predetermined number associated with Help Line Service cannot be changed except through the issuance of a service order. It shall be the customer's responsibility to obtain approval to terminate or extend Help Line Service calls to another person or entity's telephone line. Such approval must be provided in writing to the Company upon request.
- c) With Help Line Service, the timing delay period before automatic dialing begins is specified by the customer at the time the service is ordered and cannot be changed except through the issuance of a service order. The customer may select a timing delay of five (5) seconds up to and including twenty (20) seconds. On a touch call access line the customer can request immediate dialing to the specified number by pressing the pound (#) button on a touch call phone.
- d) Once automatic dialing begins on lines equipped with Help Line Service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the delay period ends.

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FILED BY: F. Wayne Lafferty
TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.12 Help Line Service (Continued)

- e) Help Line Service will only be provided in Company exchanges with central offices equipped with the technology for the service. The Company shall determine which central offices will be equipped with Help Line Service.

6.7.13 Rates and Charges

- a) Except as specifically provided herein, Help Line Service is subject to the regulations, rates, and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which is it associated.

	Monthly Recurring Rate		Service Charge Installation
	<u>Business</u>	<u>Residence</u>	
b) Help Line Service, per line	\$2.40	\$2.00	(See Section 6 Part 6.7.11, a & b)

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FILED BY: F. Wayne Lafferty

TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 CUSTOM CALLING SERVICES (Continued)

6.7.14 Distinctive Ring

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

(T)
 |
 (T)

6.7.15 Rates and Charges

a) Except as specifically provided herein, Distinctive Ring is subject to the regulations, rates, and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.

(L)(T)
 |
 (T)

	Monthly Recurring Rate		Service Charge Installation
	<u>Business</u>	<u>Residence</u>	
b) Distinctive Ring, per additional Directory Number	\$4.55	\$2.95	(See Section 6 Part 6.7.11, a & b)

(T)
 |
 (L)

(L) Material relocated from Sheet No. 19.

(N)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.7 RESERVED FOR FUTURE USE

(T)

(L)

(L)

(L) Material relocated to Sheet No. 18.

(N)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.8 Electronic Bill Presentment and Payment (EBPP)

6.8.1 Frontier Online Bill Payment program is an optional service that allows residential and business customers to view and/or pay their telephone bill on-line. The electronic bill will include the bill face (front and back), and bill messages. Frontier customers can visit the website Frontieronline.com to register, view invoices and make either one time or recurring payments, via Credit Card or ACH transaction payments. Business customers will only have the option of making payments via the Automated Clearing House method. Once a customer registers for EBPP, they will be provided a paper bill and an electronic bill for a two-month period. After two billing cycles of duplicate billing, the paper bill will be discontinued and the customer will continue to receive the on-line version of their bill. If a customer chooses to continue to receive both a paper copy and an electronic copy of their bill after the initial two-month period, the following monthly recurring charge will apply.

(C)
(T)

(N)
(N)

6.8.2 Special Conditions

- A. The EBPP is an optional Service.
- B. The Utility will send an electronic notification to the customer's designated email address when the bill is available on-line.
- C. EBPP is available where technically feasible.
- D. Service Connection Charges as specified in Tariff Section 5 do not apply to this service.
- E. Bill inserts will be provided separately either electronically or via U.S. Mail service.

(N)
|
(N)

6.8.3 Rates and Charges

	Monthly Rate
Rate for both a paper copy and an electronic bill copy	\$2.00

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TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

(D)

(D)

Joint User Service was formally grandfathered in 1983. In June, 2001, subscription to this service has been terminated, and Citizens no longer has any customers subscribing to the service, therefore, Citizens is removing all Joint User reference from its tariff.

(N)

(N)

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE

6.9.1 General

- a) Customer premises inside wire and standard jacks associated with residence and business individual and party line basic exchange services, furnished by the Company, may be provided and maintained by either the Company or the customer.
- b) This section excludes customer premises wire for complex services having one or more exchange access lines terminating on key telephone service or private branch exchange type service. However, the location of the Standard Network Interface (SNI) device for these services is explained under 6.9.1.i.
- c) Company-provided inside wire maintained by the customer remains the property of the Company.
- d) 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.
- e) Customer premises inside wire provided by the customer must be installed by the customer or his agent in accordance with the technical standards on file with the Arizona Corporation Commission.
- f) 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 Company either at the Standard Network Interface (SNI) or at the Company-provided miniature modular standard jack located elsewhere on the premises.

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE

6.9.1 General (Continued)

- g) Company-provided standard jacks may be connected to customer-provided inside wire and are subject to the appropriate service charges where applicable.
- h) Where additional customer premises inside wire and miniature modular standard jacks are installed by the Company on a customer's premises for the connection of customer-provided inside wire, the applicable non-recurring service charges of this Tariff apply.
- i) The SNI for the connection of customer premises inside wire consists of a miniature modular standard jack or its equivalent, depending on the service requested.
 - 1. For buildings with a single tenant user, the SNI will be installed at the customer's premises in a location determined by the Company, but which is also accessible to the customer. The normal location of the SNI will be in close proximity to the Company protector or equivalent where the telephone Company facilities enter the customer's premises, wherever practicable.
 - 2. For buildings with multi-tenant users, the SNI will be installed in the building at a single location made available to the Company by the building owner or contractor for the common use of all tenants for either telephone equipment installation or inside wiring connection to the SNI. The normal location for this single location shall be in close proximity to the protector or equivalent where the telephone company facilities enter the building or in such other location as agreed to by the Company and the building owner.

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.1 General (Continued)

i) 2. (Continued)

Such location will be dependent on access to the SNI acceptable to the Company for maintenance purposes. In the event such access is not acceptable or, in the future changes to become unacceptable, to the Company, the SNI may be located or relocated outside the building in an area protected from the weather. If the SNI must be relocated, it will be the multi-tenant user's responsibility to rearrange their inside wiring to the new location of the SNI at no cost to the Company.

j) The Company will not pay the customer nor provide a credit to the customer for the use of customer-provided inside wire used in lieu of Company-provided inside wire.

k) The rates and charges for the Exchange Access Line do not include Company maintenance of customer premises inside wire associated with residence and business individual line basic exchange service.

6.9.2 Responsibility of the Customer

a) Where the customer elects to provide the inside wire and standard jacks, the installation must be in accordance with the technical standards on file with the Arizona Corporation Commission.

b) The customer may elect to have the Company maintain the customer-provided inside wire at rates and charges specified herein.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.2 Responsibility of the Customer (Continued)

- c) Coincident with approval of maintenance charge tariff for Customer Premises Inside Wire, customers who elect to provide their own maintenance will have 90 days from their billing date to discontinue the Option I maintenance plan which will otherwise become effective automatically.
- d) Where customer-premises inside wire is maintained by the customer the customer is responsible for correcting any service difficulty upon notice from the Company that such wire is causing the difficulty.
- e) In those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer-provided 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 herein. If the customer elects to have the Company replace such inside wire after determining that the trouble is located therein, the customer will be subject to the appropriate non-recurring service charges specified.
- f) In the event that the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire maintenance activity.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.3 Responsibility of the Company

- a) The Company will, at customer request, maintain customer premises inside wire and standard jacks as provided for in this section.
- b) If concealed permanent wiring needs to be replaced for maintenance purposes under either Option I or Option II, the Company will perform such work with new exposed wiring, unless the customer agrees to pay for all additional costs involved.
- c) The Company warrants repairs that it has made under Option 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 Company will, at its option, either repair or replace the wiring at no charge if the defect or malfunction is reported to the Company during the warranty period.

6.9.4 Violation of Regulation

- a) Where any customer-provided inside wire or associated standard jack has been installed in violation of technical standards the Company 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 Company employees.
- b) The customer shall discontinue such use of the customer-provided inside wire and/or associated jacks or correct the violation and notify the Company in writing within 10 days after receipt of Company notice of violation that the violation has been corrected.
- c) Failure of the customer to discontinue such use or to correct the violation will result in the complete disconnection of the customer's service until such time as the customer complies with the provisions of the technical standards and this Tariff.

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TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.4 Violation of Regulation (Continued)

- d) A credit allowance, as specified in the General Regulations Section of this Tariff, does not apply for out-of-service time due to complete disconnection as a result of Violation of Regulations as stated above.

6.9.5 Frontier Wire Care Service

(T)

a) Regulations

1. The rates and charges for the exchange line of residence and business basic exchange service do not include Company maintenance of inside wire and associated jacks located on the Customer side of the Standard Network Interface or exchange access line termination associated with the exchange service.
2. Eligible customers may:
 - i. provide their own maintenance or
 - ii. subscribe to the Company-provided maintenance of customer premises inside wire.
3. Two options are available to qualified customers subscribing to Company-provided maintenance of inside wire.
 - i. Option I - a monthly recurring charge per exchange access line, per premises.
 - ii. Option II - a non-recurring charge per maintenance visit for maintenance work performed.

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TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.5 Frontier Wire Care Service (Continued)

a) Regulations (Continued)

4. Option I covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Option I covers problem isolation within the home and any damage to the phone line caused by lightning or accidentally caused by customer damage.

(T)

(N)

5. Option 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.

6. New Option I customers who do not use their service within 30 days of the activation date will not incur an activation charge and will not be required to have a one year service commitment.

(N)

7. Customers requesting to change options:

(T)

i. After the initial election, a service order charge for other than connecting new or additional central office line will be assessed for changing options.

ii. The Company may at its option inspect the inside wiring of current customers requesting a change from Option II to Option I or new customers taking over the residence or business of previous customers who were on Option II to insure the integrity of existing wiring to technical standards. Inspection charges will consist of a Service Ordering Charge (Records only), Premises Visit Charge and one half (1/2) the applicable Inside Wiring Charge.

(L) Moved to sheet no. 29.

(L)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.5 Frontier Wire Care Service (Continued)

a) Regulations (Continued)

8. Customers subscribing to Frontier Wire Care Option I will not be assessed a Service Ordering and Premises Visit Charge when requesting a Maintenance Visit.

(T)

(T) (L)

9. Where customer premises inside wire is installed according to technical standards but the customer does not elect to have the Company maintain the customer premises inside wire under Frontier Wire Care Option I, the customer shall be subject to the charges as outlined following in those instances where the telephone company makes a repair visit to the customer's premises and the trouble condition is found to be in the inside wire and/or jack.

(T)

(L)

i. Where a Standard Network Interface is presently installed on the customer's premises and the customer requests the Company to repair the inside wire trouble, the Option II charge will apply for the maintenance visit.

ii. Where a Standard Network Interface is presently installed on the customer's premises and the customer does not want the Company to repair the inside wire trouble, only the Premises Visit Charge will apply for the maintenance visit.

iii. Where a Standard Network Interface is not presently installed on the customer's premises and the customer requests the Company to repair the inside wire trouble, the Company may install a Standard Network Interface, wherever practical. The wire repair will be made at the appropriate maintenance charges specified following.

(L) Formerly located on sheet no. 28.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.5 Frontier Wire Care Service (Continued)

(T)

a) Regulations (Continued)

iv. Where a Standard Network Interface is not presently installed on the customer's premises and the customer does not want the Company to repair the inside wire trouble, no Option II premises work charges will apply for the maintenance visit. A standard Network Interface will be installed by the Company, wherever practical.

(L)

(L)

v. When a Standard Network Interface is installed by the Company the customer shall be responsible for charges based on cost.

(L) Formerly located on sheet no. 29.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.9 CUSTOMER PREMISES INSIDE WIRE (Continued)

6.9.5 Frontier Wire Care Service (Continued)

b) Rates and Charges

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>
<u>Option I, per exchange access line, per premises</u>		
- Residence	None	\$.45
- Business	None	.65
<u>Option II, per maintenance visit</u>		
- Residence	\$55.00	None
- Business	80.00	None

6.9.6 Frontier Wire Care Alternative Offer - Residence and Business Basic Exchange Service (C)
(C)

	<u>Non-Recurring Charge</u>	<u>Monthly Rate</u>	
Initial charge for immediate coverage	\$39.95		
Residence and Business basic exchange service without a bundle subscription, Each Line, with a 12-month commitment		\$6.99	(C)
Charge for cancellation prior to the end of the 12-month period Early termination fee	50.00		

DATE ISSUED: February 6, 2015
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 FILED BY: Jack Phillips
 TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.10 RESALE/SHARING OF COMPANY SERVICES

6.10.1 General

- a) Customers engaged in the Resale/Sharing of Exchange Services furnished by the Company shall be subject to the terms and conditions specified in this tariff.
- b) The Customer-of-Record must notify the Company in writing of his/her intent to resell/share Company services. In addition, the Customer-of-Record must provide the Company with a legal description and any other documents, such as a map, to delineate the Resale/Sharing Service Area. When the Resale/Sharing Service Area is a building, all of the building must be included.
- c) The Company will provide service to the Customer-of-Record under the following conditions:
 1. The Company retains the right to directly service individual customers inside the Resale/Sharing Service Area upon request from such customers.
 2. The Company will be provided access or rights-of-way to directly serve individual customers in the Resale/Sharing Service area.
 3. Customers-of-Record must commit to providing, at no cost to the Company, conduit, cabling, trench and support structures to enable the Company, initially and subsequently, to directly serve individual customers who request service from the Company in the Resale/Sharing Service Area. All such facilities must comply with Part 68 of the Federal Communications Commission (47 C. F.R., Part 68) and the National Electrical Code, as may be amended from time to time.

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LOCAL EXCHANGE SERVICES (Continued)

6.10 RESALE/SHARING OF COMPANY SERVICES (Continued)

6.10.1 General (Continued)

- d) In a high-rise building, or buildings in a campus arrangement, the Customer-of-Record is required to provide conduit and/or supporting structures from the cable entrance to the building to the network interface on each floor.
- e) The customer is responsible for the placement of all wiring (facilities) on the customer's side of the network interface. Such wiring facilities which are connected to the Company's facilities must be installed in accordance with Part 68 of the Federal Communications Commission (47 C.F.R., Part 68) and the National Electrical Code, as may be amended from time to time.
- f) The Company will not be responsible for transmission quality beyond the point of interconnection with the Customer-of-Record or customer provided facilities.
- g) The Customer-of-Record and/or an individual customer may arrange for Company installation and/or maintenance of their facilities.
- h) The Company is not responsible for the allocation of usage or charges for resale/shared services. The Customer-of-Record is responsible for allocating the charges for resale/shared services.
- i) Applications for service as well as requests for additions, rearrangement or discontinuances of service will be accepted only from the Customer-of-Record or from the Customer-of-Record's legally authorized and designated agent where that authorization has been confirmed in writing.

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LOCAL EXCHANGE SERVICES (Continued)

6.10 RESALE/SHARING OF COMPANY SERVICES (Continued)

6.10.1 General (Continued)

- j) Whenever customer notification is required, the Company will not be responsible to have notice other than to the Customer-of-Record or his/her authorized agent.
- k) All charges will be billed to the Customer-of-Record only. In addition, the Customer-of-Record must provide a deposit or other acceptable security prior to the provision of service.
- l) Customers-of-Record may provide their services only to those located within their Resale/Sharing Service Area. If the Resale/Sharing Service Area encompasses public rights-of-way and/or public thoroughfares, use of Company facilities shall be at rates which will cover the Company's cost. If the parties are unable to reach an agreement on a contract for such use, the Customer-of-Record may obtain its own authority to use the public rights-of-way and/or thoroughfares. This tariff does not provide the basis of such authority.
- m) In the event provisions shown elsewhere in these tariffs are in conflict with the terms of this tariff, 6.10, the terms of 6.10 shall control. When a Customer-of-Record does not exist in the Resale/Sharing Service Area, this tariff will not apply.

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LOCAL EXCHANGE SERVICES (Continued)

6.10 RESALE/SHARING OF COMPANY SERVICES (Continued)

6.10.2 Definitions

a) Customer-of-Record

The Customer-of-Record shall be a person or entity who is responsible for the administration, use and occupancy of the Resale/Shared Service Area by virtue of ownership, lease, management agreement or the like.

The Customer-of-Record is the person or legal representative responsible for:

- placing application for service
- requesting additions, rearrangements, maintenance or discontinuances of service
- payment in full of charges incurred such as toll, directory assistance, etc.

b) Individual Customer

As used in this tariff, refers to a customer located within a Resale/Shared Service Area served directly by the Company at the customer's request.

c) Resale of Service

Reselling of Company exchange telecommunications service to others within a Resale/Shared Service Area.

d) Resale/Shared Service Area

A building or geographic area within which local exchange telecommunications service is resold or shared between a Customer-of-Record and other telephone user.

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LOCAL EXCHANGE SERVICES (Continued)

6.10 RESALE/SHARING OF COMPANY SERVICES (Continued)

6.10.2 Definitions (Continued)

e) Shared Service

The shared use with others of Company exchange telecommunications service.

6.10.3 Rates and Charges

- a) The Flat Rate Resale Access Line is available for use in Resale/Shared Service Areas on PBXs, key systems, multifunction systems, individual line instruments and customer owned coin operated telephones.
- b) The Flat Rate Resale Access Line is subject to Applicable Multi-Element Service Connection Charges specified elsewhere in these tariffs.

<u>Flat Rate Resale/ Sharing Access Line, each</u>	<u>Monthly Rate</u>
- 2-way	\$93.70
- in-only	93.70
- out-only	93.70

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LOCAL EXCHANGE SERVICES (Continued)

6.11 DIRECT INWARD DIALING (DID)

6.11.1 General

- a) DID Service is available to business customers who have compatible customer premises switching equipment.
- b) DID Service, a one-way terminating service, provides for the completion of local and long distances calls to the associated customer premises equipment without intermediate handling by an attendant.
- c) DID Service will only be provided from Central Office wire centers equipped to provide such service within an Exchange Area. Central Offices will be equipped for DID Service at the discretion of the Company.
- d) DID Service will only be provided where facilities are available and the customer premises equipment switching capabilities permit.
- e) DID numbers are directly associated with the primary customer and the Company will not assign individual numbers to another customer as a primary number.
- f) The provision of this feature requires that the customer subscribe to a sufficient number of access line facilities to adequately handle the volume of incoming calls terminating in the customer premises equipment.
- g) Listing in the directory for DID numbers will be provided in accordance with Section 7 of these tariffs at the additional listing rate.
- h) DID Service is provided as an addition to the applicable access line rate.

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LOCAL EXCHANGE SERVICES (Continued)

6.11 DIRECT INWARD DIALING (DID) (Continued)

6.11.2 Rates and Charges

		<u>Monthly Rate</u>	<u>Line Connection Charge</u>
a)	DID Service, per line or trunk	\$35.00	\$86.00 (1)
b)	DID Local Exchange access line or trunk, one way, each	26.00 (1) (2)	30.00 (1) (2)
c)	Each block of 20 DID numbers or fraction thereof, assigned or reserved	2.00	Multi-Element Charges - Section 5

(1) In addition to other applicable Multi-Element Charges - Section 5.

(2) When DID Service is provided to an interexchange customer under an access service tariff and the local facility is part of the access service tariff charges, the DID Local Exchange access line charge shall not apply.

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOM CENTRAL OFFICE SERVICES

6.12.1 General

- a) Custom Central Office Services are only available in those central offices equipped to provide the listed services.
- b) The Company shall equip central offices to provide custom services listed below at its discretion.

6.12.2 Single Address Dialing

- a) Provides automatic dialing on an access line to a given telephone number as programmed in the central office.
- b) Rates and Charges:

	<u>Monthly Rate</u>	<u>Non-Recurring Connection Charge Each New or Changed Access Line (1)</u>
Each Access Line Equipped	\$4.70	\$30.00

6.12.3 Ringdown Intercommunicating Service (RIS)

- a) Provides ringing and transmission capability on private local exchange intercommunicating service lines through C.O. programming or C.O. add-on equipment.
- b) Equipment to provide RIS may either be internal and external to central office switching equipment.
- c) Rates and Charges:

	<u>Monthly Rate</u>	<u>Non-Recurring Connection Charge (1)</u>
Each RIS Line	\$18.75	\$38.00

(1) Plus applicable Multi Element charges - Section 5.

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOMER CENTRAL OFFICE SERVICES (Continued)

6.12.3 Ringdown Intercommunicating Service (Continued)

- d) Local channel mileage charges, Section 14, are applicable to outside plant facilities for RIS Service.

6.12.4 Central Office Toll Restriction

- a) Restricts access to toll facilities through central office programming features.

- b) Rates and Charges:

Each Access Line Equipped	<u>Monthly Charge</u> \$5.30
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Non-Recurring Each New or Re-Programmed Access Line	<u>Connection Charge (1)</u> \$30.00
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6.12.5 Single Party Access Line Intercom Service

- a) Provides signalling and transmission capability between two or more stations on a single party access line.

- b) Rates and Charges:

Each Access Line Equipped	<u>Monthly Charge</u> 50% of Access Line Rate
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Non-Recurring Each Access Line	<u>Connection Charge (1)</u> \$10.00
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- (1) Plus applicable Multi Element Charges - Section 5
Plus Mileage Charges - Section 14

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOM CENTRAL OFFICE SERVICES (Continued)

6.12.6 Message Delivery Service

a) Description

1. Message Delivery Service transmits call information pertaining to all incoming calls to a Message Delivery Service provider's Multi-Line Hunt (MLH) - Uniform Call Distribution (UCD) Group. This information includes the following:
 - a. The called directory number
 - b. The calling directory number (if the calling number is in the same central office switch as the provider).
 - c. The reason for forwarding on forwarded calls such as busy or don't answer.
2. This information is transmitted to the provider via a data line (private line) between the central office switch and the provider's equipment at the provider premises.
3. This service enables the provider to identify the called client on forwarded calls which enables the provider to provide personalized answering responses to those clients calls. Additionally the identity of the calling directory number (if the calling number is served from the same central office switch) will allow the provider to provide more personalized answering to the caller.

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOM CENTRAL OFFICE SERVICES (Continued)

6.12.6 Message Delivery Service (Continued)

b) Regulations

1. The provider must have an MLH-UCD Group in the same central office switch where the data link (private line) terminates that is used to transmit call information and the provider client telephone number.
2. The provider must have a data link (private line) to each central office switch where client lines are resident.
3. Signalling on the data link (private line) is ASCII asynchronous.
4. More than one provider MLH-UCD Group may be served by the same data link (private line) as long as the provider's equipment can interpret the data transmitted.
5. If a call is tandem forwarded (forwarded from a forwarded to number) only the telephone number of the last forwarded from line (calling number) can be delivered.
6. When used in conjunction with Message Waiting Indication, the provider must have compatible message desk CPE equipment.
7. A data channel suitable for data transmission, approximate bandwidth 300-3000 Hertz is required in addition to the common equipment to provide signalling between the central office and the provider premises to provide call information and/or message waiting indication.

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOM CENTRAL OFFICE SERVICES (Continued)

6.12.6 Message Delivery Service (Continued)

b) Regulations (Continued)

8. Message Delivery Service will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.
9. Providers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party. Providers will only use the information to complete processing of that call.

c) Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. The Service Connection Charge to change the service is the same as the charge to install it.
3. The rates and charges are as follows:

	<u>Monthly Rate</u>	<u>Service Connection Charge (1)</u>
Common equipment per data link channel per central office equipped.	\$401.35	\$1,500.00

(1) Plus Service Ordering charge.

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOM CENTRAL OFFICE SERVICES (Continued)

6.12.7 Message Waiting Indication

a) Description

1. Message Waiting Indication Audible (MWIA): is a feature whereby subscribing clients will hear an audible stutter tone, when lifting the receiver, giving an indication of a message waiting for the client at the client's chosen Message Delivery Service provider (provider). The tone will be initiated by the provider over the provider client's telephone line. The client may call the provider for their message or ignore the tone and place a call. The tone will continue until the message has been retrieved.
2. Message Waiting Indication Visible (MWIV): is a feature whereby subscribing clients will see a visual indication such as a lamp or special telephone set feature, giving a visual indication of a message waiting for the client at the client's chosen Message Delivery Service provider (provider). The visual indicator will be initiated at the provider over the provider client's telephone line. The client may call the provider for their message or ignore the indicator and place a call. The visual indication will continue until the message has been retrieved.

b) Regulations

1. Each provider client subscribing to Message Waiting Indication must have their line programmed to accept Message Waiting Indication audible or visible.
2. The provider must subscribe to Message Delivery Service in order to provide this feature.
3. Each provider client for visible indication must provide suitable customer premises equipment for this feature compatible to the Company provided signal.

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LOCAL EXCHANGE SERVICES (Continued)

6.12 CUSTOM CENTRAL OFFICE SERVICES (Continued)

6.12.7 Message Waiting Indication (Continued)

c) Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. The Service Connection Charge to change the service is the same as the charge to install it. A Service Ordering charge is applicable if service is taken separate from other exchange service.
3. The rates and charges are as follows:

	Monthly Rate		Service Connection Charge
	<u>Business</u>	<u>Residence</u>	
Each client line arranged for MWIA billed to provider	N/C	N/C	N/C
Each client line arranged for MWIV billed to provider	\$2.70	\$2.70	\$10.00

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LOCAL EXCHANGE SERVICES (Continued)

6.13 REMOTE CALL FORWARD SERVICE (RCF) (T)

6.13.1 General

- a) Remote Call Forward Service (RCF) is a service whereby a call placed from a station (the originating station) to an RCF subscriber's telephone number in an exchange (the call forwarding location) is automatically forwarded by Company facilities to another station (the terminating station) designated by the RCF subscriber, which is located in a different exchange or to a station in another wire center in the same exchange. (T)
- b) The feature of RCF will only be available in those Central Offices equipped to provide such services, and is offered to both business and residence customers. Central Offices will be equipped for RCF at the discretion of the company. (T)
- c) RCF is not offered where the terminating station is a coin telephone or where Call Forwarding is a feature at the RCT terminating location. (T)
- d) RCF is subject to transmission limitations, so that the quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call and normal transmission is not guaranteed on any forwarded call. This service is not represented as being suitable for the transmission of data or for connection to other services beyond the premises of the terminating primary station.
- e) This service is provided on the condition that the RCF customer subscribe to sufficient access lines at the terminating location to adequately handle calls from the RCF location without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional RCF lines at the call forwarding location or access lines at the terminating location are needed, the customer shall be notified and requested to correct the facility deficiency. Should the facility requirement not be corrected within 10 days the RCF service shall be subject to disconnection.

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LOCAL EXCHANGE SERVICES (Continued)

6.13 REMOTE CALL FORWARD SERVICE (RCF) (T)

6.13.1 General (Continued)

- f) RCF subscribers are entitled to one listing in each of the alphabetical and yellow page sections of the Company's telephone directory at no additional charge. (T)
- g) The Telephone Company will not provide identification of the originating telephone number to the RCF subscribers.
- h) A local telephone number is assigned to the RCF service. When that number is dialed, the call will be forwarded to the distant location. Multiple calls may be forwarded through multiple RCF (LENS) numbers; however, these would be limited to the number of access lines to which the calls are being forwarded.

6.13.2 Rates

- a) The rates for RCF features are in addition to all other charges for service and equipment with which it is used.
- b) Rates for RCF do not include an instrument in the exchange in which the service is provided.

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LOCAL EXCHANGE SERVICES (Continued)

6.13 REMOTE CALL FORWARD SERVICE (RCF) (T)

6.13.2 Rates (Continued)

c) Multi-Element Service Charges are applicable, per location, to the RCF feature. These charges will also apply to changes of an RCF number. (T)

d) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (a) a charge if applicable, for that portion of the call from the originating station to the Call Forwarding location, and (b) a charge for that portion of the call from the Call Forwarding location to the terminating station. The respective charge for each portion shall be as follows:

1. Between the originating station and Call Forwarding location.
2. Between the Call Forwarding location and the terminating station.

The RCF customer is responsible for the applicable customer-dialed station-to-station toll charges as specified in the appropriate tariffs. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

e) Per telephone number arranged for Remote Call Forward: (T)

<u>Monthly Rate</u>	<u>Service Charge</u>
\$20.00	Service Ordering and Line Connection Multi- Element Charges

<u>Monthly Rate</u>		(N)
<u>Business</u>	<u>Residence</u>	

f) Remote Activated Call Forward \$6.99 \$6.50 (N)

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LOCAL EXCHANGE SERVICES (Continued)

6.14 AMPLIFIED SIGNALLING/CONDITIONING SERVICE

6.14.1 General

- a) When a customer requests that an access line or private line be extended from a customer's primary location to a secondary intra-exchange location requiring use of the Company's outside plant facilities extending beyond their designed transmission limits and additional signalling/conditioning equipment is required to increase the signalling range to amplify signals which may become too weak due to the distance involved, the Company will install and maintain such equipment at the rates set forth below.
- b) A Basic Termination Agreement may be required to protect the Company's investment for such equipment. If the equipment is not retained in service for a period of at least three (3) years, a cancellation charge, determined by the Company to cover all non-recoverable costs incurred by the Company as a result of acquiring this equipment, shall be payable to the Company by the customer.
- c) Signalling or conditioning equipment provided by the Company in conjunction with two (2) wire or four (4) wire service at rates set forth below includes apparatus provided at either the central office location or the customer's premise location or both as applicable.

6.14.2 Rates	<u>Monthly Rate</u>	<u>Installation Charge</u>
a) Two wire amplifying/ conditioning equipment: Per Circuit	\$20.00	\$36.00 (1)
b) Four wire amplifying/ conditioning equipment: Per Circuit	\$30.00	\$41.00 (1)

(1) Plus Multi - Element Service Order Charge.

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LOCAL EXCHANGE SERVICES (Continued)

6.15 ACCESS LINE HUNTING SERVICE (ALH)

6.15.1 Description

- a) Access Line Hunting Service is an optional service available to customers with more than one access line. Where Central Office facilities permit access lines will be arranged to have incoming calls to a busy line automatically switched to one of the customer's non-busy lines.
- b) The rate for each access line arranged for ALH is in addition to the regular access line rate. In electronic Central Offices, ALH charges are applicable to Multi-Line Hunting, Directory Number Hunting or other hunting arrangements.
- c) ALH is available to both Business and Residence customers at rates shown below. The non-recurring Service Charge applies to establishment, change to or from, or to rearrange ALH service.

6.15.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>
Each Access Line Arranged	\$2.00	\$5.00 (1)

(1) In addition to applicable Multi - Element Charges - Section 5.

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LOCAL EXCHANGE SERVICES (Continued)

6.16 TELEPHONE NUMBER REFERRAL SERVICE (TNR)

6.16.1 General

- a) When a telephone number is changed or disconnected the Company will provide, at no charge, intercept service advising calling parties only that the number has been changed or disconnected.
- b) Telephone Number Referral Service (TNR) provides those customers who have changed telephone numbers the option of advising parties calling their old number at which new telephone number they can be called.
- c) TNR will be provided at the Company's option either by special recording or by a special service operator.
- d) TNR will only be provided from Central Offices where suitable facilities and/or equipment are in place. The Company will provide facilities and equipment in Central Offices at its discretion.
- e) The Company will provide TNR for up to three (3) months, at no charge, to customers requesting such service when a number change results from Company action and is no fault of the customer.
- f) The minimum contract period for TNR is one month, payable in advance.
- g) TNR will be discontinued after one month unless the customer subscribes to a longer period of time, in monthly increments, also payable in advance.

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LOCAL EXCHANGE SERVICES (Continued)

6.16 TELEPHONE NUMBER REFERRAL SERVICE (TNR) (Continued)

6.16.2 Rates and Charges

	Monthly Rate		Service Charge
	<u>Business</u>	<u>Residence</u>	
TNR Service, per number	\$10.00	\$5.00	\$5.00 (1)

(1) Plus Multi - Element Records Only Service Ordering Charge.

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LOCAL EXCHANGE SERVICES (Continued)

6.17 CONFERENCE SERVICE - OPERATOR HANDLED

6.17.1 Conference Service provides for communications between a calling station and two or more called stations. A Company Operator connects all stations. The Operator will attempt to arrange a Conference Call at a time specified by the customer.

6.17.2 Rates and Charges

a) All charges will be billed to the customer requesting the conference call.

- | | | |
|----|--|----------------------------|
| 1. | Each conference set up, whether all conferees are available or not | \$6.00 |
| 2. | Each party added to conference call | \$1.50 |
| 3. | Toll charges (if applicable) | Per Applicable Toll Tariff |

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LOCAL EXCHANGE SERVICES (Continued)

6.18 LOCAL EXCHANGE OPERATOR SERVICES

6.18.1 General

Local Calling Area (non toll) Operator Services are provided for the convenience of the customer when requesting operator assistance on direct dialable calls. A Local Calling Area includes extended area service dialable exchanges. Services are only available in those exchanges with central offices equipped to provide them.

(L)

(L)

(L) Material relocated to Section 17.

(N)

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LOCAL EXCHANGE SERVICES (Continued)

6.19 RADIO COMMON CARRIER (RCC) ACCESS LINE SERVICE

6.19.1 General

a) Service is available to and from Radio Common Carriers (RCC), through connecting arrangements provided by the Company in accordance with the provisions set forth herein.

1. A Radio Common Carrier (RCC) is defined as a common carrier engaged in the provision of Public Mobile Service, which is not also in the business of providing landline local exchange telephone service.

b) Subject to the availability of facilities and the reasonable requirements of the Company for its telecommunications services, the Company will, at the RCC's request, extend and physically connect its facilities with those of the RCC for the purpose of interchanging traffic in connection with the RCC's Public Mobile Service (as defined in the Code of Federal Regulations). Such connection and interchange of traffic shall be on a manual or automatic, single reliable service area or multi-cell basis as follows:

1. Two-Way Mobile Traffic

The Company will extend and connect its facilities between any telephone exchange whose rate center is located in the RCC's Reliable Service Area or Geographical Service Area (as defined in the Code of Federal Regulations) and the RCC's control point or points in or serving that Reliable Service Area or Geographical Service Area.

2. One-Way Signalling Traffic

The Company will extend and connects its facilities between any telephone exchange within which a signalling receiver is served by the RCC's system and the RCC's control point(s) in or serving that system.

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LOCAL EXCHANGE SERVICES (Continued)

6.19 RADIO COMMON CARRIER (RCC) ACCESS LINE SERVICE (Continued)

6.19.1 General (Continued)

- c) Specific administrative procedures, connection and operating arrangements and charges for the facilities provided by the Company to the RCCs for the purpose of connection and interchanging traffic, i.e. liability, use of service, payments of charges and deposits, allowance for interruptions, maintenance of service charge, and interference or impairment, are as set forth in various applicable sections of the Company's Tariffs. Where the state franchise area or state authorization of the RCC is different from the reliable service area (as defined by the Code of Federal Regulations), the terms and conditions of connection and interchange of traffic may be modified to recognize the extent of such state franchise or authorization.
- d) Direct Inward Dialing (DID) is available to RCC's under terms, conditions and rates specified for DID in Section 6 of this tariff.
- e) The connection and interchange of traffic as set forth in a) through d) preceding does not constitute a joint undertaking with the RCC for the furnishing of any service. The Company shall be responsible only for the installation, operation, and maintenance of its facilities. Company facilities are not represented as adapted to the use of other than Company provided equipment or services. The responsibility of the Company shall be limited to the provision of facilities under this Tariff and to the maintenance and operation of such facilities in a proper manner.

6.19.2 RCC Responsibility

- a) The RCC shall be responsible for providing any necessary equipment to receive and hand off signals from the Company to his customers and conversely from his customers to the Company's central office switching facilities in such a manner as not to cause harm or in any other way adversely effect the Company's facilities.
- b) The RCC will bear total responsibility for all charges attributable to the RCC Access Line.

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LOCAL EXCHANGE SERVICES (Continued)

6.19 RADIO COMMON CARRIER (RCC) ACCESS LINE SERVICE (Continued)

6.19.3 Rates and Charges

<u>RCC Access Line</u>	<u>Monthly Rate</u>	<u>Line Connection</u>
- two-way (each)	\$50.00	Applicable Multi- Element Charges - Section 5 or 6
- in only (each)	50.00	
- out only (each)	50.00	
- manual paging access (each)	50.00	
- DID access (each)	See DID rates under Section 6 of these Tariffs	

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE

6.20.1 General

- a) Citizen's Digital Centrex Service (CDC) is offered as a form of exchange service designed to serve business customers.
- b) CDC services are provided over a Primary CDC Access Line using single-party business access lines with CDC feature capabilities and if needed CDC Access Lines for additional stations in the CDC group. The number of CDC primary access lines in a group determines the maximum number of connections at a given time to the exchange network. If all CDC primary access lines in a CDC group are busy, the remaining lines may be used for calling station to station or to activate enhanced features within the group.
- c) The rates set forth in this tariff are for equipment and services located in the Company's central office and access lines terminated on the customer's premises. All terminal equipment on the customer's premises shall be owned and maintained by the customer.

Terminal equipment provided by the customer must be compatible with the services and equipment provided by the Company. Such equipment must have Touch Call capability.

- d) CDC is offered only in central offices equipped to provide such service. Additional optional features will be provided in such offices as determined by the Company.
- e) The minimum charge for services and equipment provided under this tariff shall be one month.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.1 General (Continued)

- f) A Basic Termination Agreement may be required to protect the Company's investment in central office CDC equipment and outside plant facilities.
- g) Optional Electronic Telephone Set (ETS) station features provided by the central office are in addition to the access line rates when ETS sets are connected to the line. ETS features shall include:
 - 1. Automatic Answer Back
 - 2. End-to-End Signalling
 - 3. Feature Access
 - 4. Held Calls
 - 5. Listen on Hold
- h) The monthly charge for a CDC Standard Feature access line shall include, but not be limited to, the following:
 - 1. Ring Again
 - 2. Call Forward/All Calls (T)
 - 3. 3 Way Calling/Transfer (T)
 - 4. Call Pickup
 - 5. Call Waiting/Cancel Call Waiting (T)
 - 6. Speed Calling/10 Number
 - 7. Touch Call
 - 8. Call Hold
 - 9. DID/DOD
 - 10. Station-to-Station Dialing

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.1 General (Continued)

- i) The monthly charge for the optional CDC Plus Features is in addition to the CDC Standard Feature access line and shall include:
 - 1. Directed Call Pick Up
 - 2. Distinctive Ringing
 - 3. Hunting
 - 4. Flexible Intercept

- j) The monthly charge for Attendant Console Common Features shall include:
 - 1. Attendant Autodial
 - 2. Attendant Camp-On
 - 3. Attendant Transfer
 - 4. Busy Verification of Station Lines
 - 5. Busy Verification of Trunks
 - 6. Call Hold
 - 7. Call Park
 - 8. Call Park Recall Timer
 - 9. Call Selection
 - 10. Console Release
 - 11. Console Test
 - 12. Control of Trunk Group Access
 - 13. Delayed Operation
 - 14. Flexible Console Alerting
 - 15. Locked Loop Operation
 - 16. Lockout
 - 17. Multiple Console Operation
 - 18. Multiple Listed Directory Numbers
 - 19. Secrecy
 - 20. Serial Call

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.1 General (Continued)

j) (Continued)

- 21. Through Dialing
- 22. Trunk Group Busy Indication
- 23. Two-Way Splitting

k) Installation and move or change charges shall be applicable as set forth in Section 5 of this tariff. Non-recurring charges applicable to CDC access lines are the same as those for regular access lines except where otherwise stated.

l) Mileage charges under Section 14 of this tariff shall apply to each CDC station line that extends from a primary customer location to a secondary location.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZENS' DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges

		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
a)	Primary CDC Access Lines with Standard Features, each		
	1. 1-5 access lines	\$3.65 (2)	(1)
	2. 6-10 access lines	3.05 (2)	(1)
	3. 11-50 access lines	2.45 (2)	(1)
	4. 51 & Over access lines	1.95 (2)	(1)
b)	CDC Access Line with Standard Features, each		
	1. 1-5 access lines	\$17.40	(1)
	2. 6-10 access lines	17.05	(1)
	3. 11-50 access lines	16.70	(1)
	4. 51 & Over access lines	16.40	(1)

(1) Plus applicable multi-element charges in Section 5 of this Tariff.

(2) Plus One-Party Business Line Rate.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
c)	Optional Features or Equipment		
1.	CDC Plus Feature Package	\$2.65	15.00 (1)
2.	Access Line Related Features, per line:		
-	Automatic Line	1.40	15.00 (1)
-	Call Park	1.40	15.00 (1)
-	Executive Busy Override	1.00	15.00 (1)
-	Last Number Redial	1.00	15.00 (1)
-	Speed Calling, Individual List, per line:		
-	30 Number	.40	15.00 (1)
-	50 Number	.70	15.00 (1)
-	70 Number	1.00	15.00 (1)

(1) No charges with original install; programming charges applicable to subsequent additions, moves or changes.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
c) Optional Features or Equipment (Continued)		
2. Access Line Related Features, per line: (Continued)		
Group:		
- 70 Number List:		
- Per User Line	.40	15.00 (1)
- Per Control Line	1.40	15.00 (1)
- Restrictions, per line, each	1.40	15.00 (1)
3. Attendant Console with Common Features*, each	76.75	240.00

* In addition, rates and charges for 3 voice grade central office channels apply, per console.

(1) No charges with original install; programming charges applicable to subsequent additions, moves or changes.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

c) Optional Features or Equipment
 (Continued)

4. Attendant Console Related
 Features

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
- Attendant Access to Paging (1)	17.40	15.00
- Attendant Conference	1.40	15.00
- Attendant Speed Calling		
- Per Customer	1.40	15.00
- Per Number List		
- 30 Number	.40	15.00
- 50 Number	.70	15.00
- 70 Number	1.00	15.00
- Interpositional Calling and Transfer	1.40	15.00

(1) In addition, one local central office loop to the customer's premises is required per local paging zone.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
c)	Optional Features or Equipment (Continued)		
	4. Attendant Console Related Features (Continued)		
	- Night Service		
	- Fixed	1.40	15.00
	- Flexible	1.40	15.00
	- TAFAS (1)	1.40	15.00
	- Position Busy	1.40	15.00
	- Universal Call Distribution from Queue	1.40	15.00
	- Wild Card Key	1.40	15.00
	5. ETS Feature Package	3.75	30.00

(1) In addition, one local central office loop to the customer's premises and a local alerting device, i.e., extension bell, etc., is required.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

c) Optional Features or Equipment
 (Continued)

6. ETS Related Features

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
- Add On Modules, per Set	.45	15.00 (1)
- Automatic, Line	.75	15.00 (1)
- Call Arrangement, per Set		
- Multiple Appearance of CDC Lines	1.45	15.00 (1)
- Privacy Release	1.45	15.00 (1)
- Display Features, per Set (2)	1.15	15.00 (1)
- Group Intercom (GIC)		
- GIC, per Group	1.45	15.00 (1)
- GIC, per Set	.75	15.00 (1)

(1) No Charges with original install; programming charges applicable to subsequent additions, moves or changes.

(2) Reference Section 6.20.3, Item 31 for limitations.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
c) Optional Features or Equipment (Continued)		
6. ETS Related Features (Continued)		
- Intercom Page, per ETS Station (2)	1.45	15.00 (1)

- (1) No Charges with original install; programming charges applicable to subsequent additions, moves or changes.
 (2) The intercom page charge is applicable for both the terminating and originating ETS station locations.

7. System Related Features

- Automated Attendant Service, per Loop		
- Primary Level	35.70	90.00
- Sub Levels		45.00
- Call Back Queuing	19.05	120.00
- Automatic Route Selection	27.65	120.00
- ETN Access, per Customer	36.95	960.00
- EPSCS Access, per Customer	36.95	960.00
- Digital Announcements, per Announcement Port	38.10	30.00

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
c) Optional Features or Equipment (Continued)		
7. System Related Features (Continued)		
- Loudspeaker Paging Access, per Zone (1)	17.40	15.00
- Meet-me Conference, per Customer	12.20	15.00
- Six-Way Conference, per Customer	12.20	15.00
- Station Message Detail Recording, per Customer (2)	45.20	120.00
- Customer System Administration, per Customer (2)	45.20	120.00

(1) In addition, one local central office loop to the customer's premises is required per local paging zone.

(2) In addition, one local central office data loop to the customer's premises to local DTE device.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.2 Rates and Charges (Continued)

	<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
c) Optional Features or Equipment (Continued)		
7. System Related Features (Continued)		
- Uniform Call Distribution, per Station	1.40	30.00
- Uniform Numbering Plan, per Customer	17.75	240.00
- Music-on-Hold, per Group	3.45	15.00
- Virtual Facility Group, per Group	32.10	240.00
d) CDC Service Discount		

Customers who contract under a BTC for CDC services for specified periods shown below will receive a CDC service discount. Such discount will only apply to CDC related service under this tariff. It shall not apply to the Business Line rate portion of CDC service, other Local Exchange, Message Toll, Private Line, Intrastate or Interstate services.

3-year Contract	=	5% Discount
5-year Contract	=	10% Discount
7-year Contract	=	18% Discount

To be eligible for the seven-year discount rate, the Customer must subscribe to 200 Centrex lines or greater.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features

1. Access to Paging (Attendant)

Access to Paging allows an attendant to gain access to customer-provided loudspeaker paging equipment.

2. Attendant Conference, Large

This feature extends the maximum number of Attendant Conference conferees from six to 30.

3. Auto Answer Back (Business Set)

Auto Answer Back, when implemented on a Business Set, allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after four seconds. Conversation takes place through a hands-free unit.

4. Autodial (Attendant)

Autodial permits an attendant to dial frequently called numbers by pressing the Autodial feature key, which is programmed with a particular number.

5. Automated Attendant (System)

Automated Attendant package will simultaneously route multiple incoming calls to the Centrex customer group to their proper extensions.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

6. Automatic Line (Station)

This feature provides an automatic connection between a calling station that goes off-hook and a predetermined location.

7. Automatic Line (Business Set)

Automatic Line (AUL) is a directory-number feature that can be assigned to individual DN appearances on a Business Set, including the primary DN. When an off-hook is reported from a DN appearance to which AUL has been assigned, a connection is automatically established to a predetermined location.

8. Automatic Route Selection, ARS (System)

With this feature, trunk-route lists are automatically searched in order to locate an idle outgoing trunk.

9. Busy Verification, Stations (Attendant)

This feature allows an attendant to determine whether stations are busy or idle.

10. Busy Verification, Trunks (Attendant)

This feature allows an attendant to determine whether trunks are busy or idle.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

11. Call-Back Queuing (System)

With this feature, a station user encountering an all-trunks-busy condition has the option of being notified when a trunk becomes idle and then being automatically connected to the called number using the CBQ feature.

12. Call Forward, All Calls (Station)

Call Forward, All Calls can be assigned to a station. One of the following can then be applied:

a. The base station can forward calls to customer-defined remote stations within the customer group.

b. The base station can forward calls to user-defined remote stations inside and outside the customer group, including the attendant station.

13. Call Hold (Attendant)

This feature allows an attendant to hold a call manually on the loop by pressing the hold/release key, or to hold a call automatically on the loop by pressing another loop key.

14. Call Hold (Station)

Call Hold is an optional feature available to a Digital Centrex user with a 500/2500 set. It allows the user to hold one call for any length of time, until either party goes on-hook.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

15. Call Park (Attendant)

This feature allows the attendant to park calls against any directory number in the attendant customer group.

16. Call Park (Business Set)

The Call Park feature enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked.

17. Call-Park Recall Timer (Attendant)

This feature provides a separate timer for each call parked by the attendant. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

18. Call Pickup (Station)

Call Pickup allows a station to answer incoming calls to another station within a defined call pickup group.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

19. Call Selection (Attendant)

This feature enables an attendant to answer incoming calls using either of the following methods:

- a. Calls are answered as they are received, regardless of the incoming call type.
- b. Calls are answered by manually selecting a specific incoming call type.

20. Call Waiting (Station)

With this feature, an incoming call encountering a busy station receives audible ringing, while the called, busy station receives a call waiting tone.

21. Camp-On (Attendant)

This feature allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

22. Console Test (Attendant)

This feature allows an attendant or maintenance person to test the functional operations of a console.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

23. Control of Trunk Group Access (Attendant)

This feature allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys.

24. Customer Data Change (CDC)

The Customer Data Change (CDC) allows the end user to change line option, feature, and DN assignments on all Business and 500-/2500-type sets within his/her customer group.

25. Delayed Operation (Attendant)

With this feature, the attendant can place a call for a calling station while the calling station waits on hook.

26. Digital Announcements

Digital Announcements provides each customer a custom message recording for various uses within his/her Centrex customer group (i.e., Attendant Overflow Announcement and Night Recorded Messages).

27. Direct-Inward Dialing, DID (System)

This service allows for incoming calls from the exchange network to reach a specific customer-group station without attendant assistance.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

28. Direct-Outward Dialing, DOD (System)

With this service, a station user can place external calls to the exchange network without attendant assistance by dialing the DOD access code.

29. Directed Call Pick-Up (Station)

The Directed Call Pick-Up permits a Digital Centrex station to answer a call that is ringing any other line within the same customer group.

30. Display Called Number (Display)

On a Business Set equipped with the optional 32-character alphanumeric LCD, the Display Called Number feature provides the user with visual feedback concerning the called number during the origination, termination, programming, and feature-activation operations.

31. Display Calling Number (Display)

When an incoming call is received, this feature provides the Business Set user with visual feedback concerning the calling number. This feature is limited to calls originating and terminating within an individual customer group.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

32. Distinctive Ringing (Station)

A Digital Centrex customer may want to identify certain call types by applying a distinctive ringing cadence to calls terminating on Digital Centrex stations in the customer group. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls.

33. Electronic Tandem Network (System)

This feature provides the capability to access the ETN. The feature is supported for dual-tone multifrequency (DTMF) sets only.

34. End-to-End Signalling (Business Set)

End-to-End Signalling provides the ability to outpulse dual-tone multifrequency (DTMF) digits while active on a call. Because End-to-End Signalling is a basic capability on 2500 sets, it is also provided as a basic feature on Business sets.

35. Enhanced Private Switched Communication Service System (System)

This feature enables station users in the customer group to gain access to the AT&T EPSCS by using special access codes or dialing patterns.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

36. Executive Busy Override (Station)

This feature allows a station user to gain access to a busy station by flashing the switchhook during busy tone and dialing a feature code.

37. Feature Code Access (Business Set)

Feature Access provides an alternative method of accessing Business Set features other than through the use of feature keys. This situation would arise when a customer whose Business Set has all of its keys assigned wants one more feature, but does not want the added expense of an add-on unit.

38. Feature Display (Display)

For the user of a Business Set equipped with the 32-character LCD, this feature provides visual feedback on user-entered data and incoming-call information during the use of other Digital Centrex features.

39. Flexible Console Alerting (Attendant)

With this feature, an attendant can be alerted to a call requiring attention by an alert tone that is sent through the headset, rather than the console speaker.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

40. Flexible Intercept (System)

Flexible Intercept service allows for the automatic re-routing of calls that cannot be completed because of equipment, imposed restrictions, or dialing irregularities. Calls are routed to the attendant, to a tone, or to an announcement.

41. Group Intercom (Business Set)

Group Intercom (GIC) is a Digital Centrex feature that enables a customer to terminate on a member of a predesignated group by using abbreviated dialing.

42. Held Calls (Business Set)

This feature allows a Business Set user to hold an established call on any DN on the Business Set.

43. Hunting (System)

Hunting is a call-completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines.

44. Intercom (Business Set)

The Intercom (ICM) feature allows a customer to directly terminate on a predesignated set by pressing the intercom key on the Business Set.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

45. Interposition Calls and Transfers (Attendant)

This feature allows an attendant to call, speak to, and transfer a call to another attendant.

46. Last Number Redial (Station)

The Last Number Redial feature enables a subscriber to redial his/her last called number by pressing a single key rather than dialing the entire number.

47. Listen on Hold (Business Set)

This feature allows a Business Set user to place a called party on hold and listen through the speaker.

48. Locked-Loop Operation (Attendant)

The Lock-Loop Operation feature allows an attendant to hold a call on a loop. It consists of two hold types, manual and automatic. Both types are Attendant Console features. When either type of hold is activated, the call does not remain physically connected to the loop, but the loop is not available for new call arrivals.

49. Lockout (Attendant)

With the Lockout feature, an attendant can only re-enter a call on a held loop if recalled by a station user or by Automatic Recall.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

50. Loudspeaker Paging Access (System)

This service allows all stations to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer's premises.

51. Meet-Me Conference (Station)

This feature allows conferees to hold a conference on a six-party conference bridge by dialing a directory number at a specified time.

52. Multiple Console Operation (Attendant)

A DMS-100 allows for the assignment of a maximum of 255 consoles. These consoles can be assigned to one large customer group or to several customer groups.

53. Multiple Listed Directory Numbers (Attendant)

A customer may have many listed directory numbers (DNs). To handle this efficiently, each number is assigned to a unique ICI lamp so that the attendant can answer appropriately.

54. Music on Hold (System)

This feature provides a continuous broadcast of music and, optionally, a recorded announcement to callers who are waiting for connection to called party.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

55. Name Display (Display)

For the user of a Business Set with Display, this feature enables the name of the calling or called party to be displayed on incoming and outgoing calls within the customer group.

56. Night Service, Fixed (Attendant)

With this feature, calls that are normally routed to the attendant during the day are routed to predesignated locations at night. The predesignated route to be used can be an individual directory number or a hunt group.

57. Night Service, Flexible (Attendant)

Flexible Night Service allows the attendant to program the night service routes for each Incoming Call Identification (ICI) classification assigned to the customer group.

58. Night Service, Trunk Answer From Any Station (Attendant)

This service allows any station in the customer group to answer an incoming call by dialing a code. The code is dialed when the trunk-answer-from-any-station alerting device sounds.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

59. Position Busy (Attendant)

This feature allows the attendant to make the console unavailable to additional queued calls. The attendant can still originate calls and use or program the features available while the console is in the position-busy state.

60. Privacy Release (Station)

Privacy Release enhances the Multiple-Appearance Directory Number (MADN) feature by providing more flexibility for conferencing capabilities.

61. Release Upon Completion of Dialing (Attendant)

The Attendant Release feature allows an attendant to extend a call to either a Digital Centrex trunk or a Plain Old Telephone Service (POTS) trunk, and then release the call after the dialing is completed and before outpulsing to the trunk is completed.

62. Restriction (Station)

This service provides the capability to allow or deny individual stations access to local and toll networks. The four levels of restrictions which will be provided for are:

- a. Fully-Restricted Service
- b. Semi-Restricted Service
- c. Toll-Restricted Service
- d. Unrestricted Service

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

63. Ring Again (Station)

This feature allows a station user encountering a busy station to be notified when the station becomes idle and to be placed automatically in ring-again mode.

64. Secrecy (Attendant)

This feature allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

65. Serial Call (Attendant)

This feature allows an attendant to extend a call to more than one station. When a caller wants to be extended to another extension following a call to a called extension, the attendant requests the caller to stay off hook when the first call is finished.

66. Six-Port Conference (Business Set)

This feature allows an Electronic Set to establish a conference call of up to six parties. Any of the other parties can be external to the switch.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

67. Speed Calling

This feature allows a user to place calls to a previously designated list of frequently dialed numbers by dialing a speed-calling code consisting of an asterisk (*) plus one or two digits, instead of dialing all digits of the desired number.

A long list consists of 30, 50 or 70 stored numbers (maximum 70).

A short list consists of a maximum of ten stored numbers.

68. Speed Calling (Attendant)

This feature allows an attendant to dial frequently called numbers by pressing a speed-call key and dialing one or two digits instead of all digits in the number.

69. Speed Calling, Group, Long List (Station)

This list has one line designated as the controller. Only the controller can add to, change, or delete numbers from the list. Other lines with access to this list are restricted.

70. Station Message Detail Recording, (SMDR)

This feature provides an SMDR formatted-type record of chargeable and nonchargeable calls for each customer group. Call types and other message detail information can be specified for recording, at the customer-group level.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

71. Station-to-Station Calling (System)

This service allows Digital Centrex customer-group stations to complete calls to other stations, without the assistance of an attendant, by dialing a two through seven digit number.

72. 3 Way Calling/Transfer (Station)

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This feature is a combination of the 3 Way Calling feature and the Call Transfer feature. Call Transfer is assigned to a customer group and 3 Way Conference is assigned to a line.

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(T)

73. Through Dialing (Attendant)

This feature allows the attendant to select the trunk facility for a station in the same customer group and send dial tone to the station user. The station user then dials the called number.

74. Transfer (Attendant)

With this feature, a call that is transferred by a station to the attendant by either flashing or by flashing and dialing zero is queued on a first-in, first-out basis.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

75. Trunk Group Busy Indication (Attendant)

This feature allows trunk group status to be displayed on the console. The lamp state associated with a trunk group shows the following:

- a. Off -- one or more trunks in the group is idle.
- b. On -- all trunks in the group are busy.

76. Two-Way Splitting (Attendant)

This feature allows the attendant to talk privately to either the calling party or the called party. The attendant can alternate between the source and the destination as required.

77. Uniform Call Distribution (Station)

This service allows for an even distribution of incoming calls to a Listed Directory Number (LDN) over a group of 500-/2500-type sets. This group of stations is called a Uniform Call Distribution (UCD) group. Each station in the UCD group has its own directory number.

78. Uniform Call Distribution from Queue (Attendant)

This feature provides for a uniform distribution of calls from the attendant queue to a group of consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

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LOCAL EXCHANGE SERVICES (Continued)

6.20 CITIZEN'S DIGITAL CENTREX SERVICE (Continued)

6.20.3 Optional Features (Continued)

79. Virtual Facility Group (VFG)

This feature package makes it possible to emulate trunk groups in software without requiring physical resources. These emulated trunk groups are called Virtual Facility Groups (VFGs). They can be datafilled as one-way (incoming or outgoing) or two-way facilities.

80. Wildcard Key (Attendant)

An attendant may use the Wildcard key to invoke special features not directly available through a feature key on the console.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX AUTOMATIC CALL DISTRIBUTION SERVICE

6.20.4.1 **GENERAL**

Citizens Digital Centrex (CDC) Automatic Call Distribution (ACD) is a central office based service which allows customers' incoming calls to be equally distributed to available agents. Distribution of the calls are determined by call parameters defined by the customer. ACD also allows the customer to manage fluctuations in call patterns, trunk loading and answering time frames.

ACD associates directory numbers (DN) with groups of answering positions rather than lines. ACD then provides equitable allocation of the workload by distributing calls to customer agents who have been available for the longest period of time.

Queuing capability of ACD allows specific call types to be directed to designated workgroups. In addition, the fluctuation of incoming calls is averaged out by holding callers in queue until the traffic load lightens. The queue reduces the total number of customer operators needed to handle peak traffic loads by holding calls until they can be equally distributed.

ACD is used with customer provided electronic or nonelectronic telephone sets. An electronic telephone set is a multibutton telephone set that allows for feature activation or for directory numbers. A nonelectronic telephone set requires an agent to dial codes to activate features.

The Management Information System (MIS) is a computer based system that provides detailed call management information by providing a global view of ACD call activities within the customer's call center. The information assists in evaluating traffic patterns, trunk utilization, agent efficiency and lost calls. At the supervisor level, ACD/MIS provides reports of the real-time status of agents and queues by providing reports for continual analysis of transaction activities. These reports enable the supervisor to immediately modify staffing and/or queuing to accommodate increases and/or decreases in call volumes.

CDC ACD Service is available to only to CDC customers and subject to the availability of facilities from central offices equipped with DMS-100 switches.

The customer must subscribe to and maintain a minimum of five agent positions and at least one ACD group.

The customer must provide compatible premises equipment for MIS functionality. Some features may require a particular software release level in a customer-provided MIS to function to its fullest extent.

Agent Positions may be equipped with customer-provided electronic and/or nonelectronic telephone sets within the same system and group.

CDC ACD/MIS Service is subject to all general regulations applicable to the provision of service by the Telephone Company as specified in other sections of this Tariff.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE

6.20.4.1 **GENERAL** (Cont'd)

A private line intraexchange data circuit is required between the customer's Management Information System and the Telephone Company serving central office.

The customer must subscribe to the Basic Agent Feature Package before subscribing to the Advanced Agent Feature Package or Optional Features.

Customers subscribing to Secondary Directory Numbers must subscribe to a CDC Feature Package for functionality.

6.20.4.2 **DEFINITIONS**

Abandoned Call Clearing - Provides for the removal of a call when a caller abandons either while in an incoming call queue or after the call was presented to the agent position.

ACD Group - A group of agents receiving calls directed to the same incoming call queue. These agents can be in one or more supervisor subgroups.

ACD Overflow of Enqueued Calls - Provides for calls that have been in queue, for a customer determined amount of time, to queue against another group as well as the original queue.

ACD Multiple Line of Business Codes - Allows handling and tracking of multiple activities for the same call in a customer environment with more than one line of business (LOB).

ACD Node - Individual customer ACD group(s) served from the same Telephone Company central office.

ACD Secondary Directory Number - Provides for the assignment of a feature access position of one or more secondary directory numbers that are separate from the incoming ACD Directory Numbers. This feature allows agents to receive direct non-ACD incoming calls and to make outgoing calls by depressing a designated key. No additional loop wiring is required for this feature.

ACD Walkaway/Closed - Allows agents to enter a three digit code, to identify the reason for unavailability to calls, when activating the Not Ready key; the code is then recorded by the Management Information System (MIS). Various customer assigned codes for entry provide data to evaluate productivity, schedule work shifts and determine staffing requirements.

Additional Queue Slots - Dedicated time slots used to hold incoming calls in a delayed state until an agent becomes available. One queue slot is required for each call to be held in queue.

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LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

6.20.4.2 **DEFINITIONS** (Cont'd)

Agent Login/Logout - Ensures only assigned agents are able to login to an ACD group. Two options are available to control improper login: 1) partitioning agent login identification numbers into various groups, or 2) requiring an agent login password.

Agent Queue - Places available answering agent positions in a queue determined by a first-in, first-out basis. The position waiting for a call the longest will receive the first incoming call.

Answer Agent - Permits a key to be reserved, at the supervisory position, to be used only for answering calls from agents.

Attendant Console to ACD - Allows operator consoles to be used to answer and to route incoming calls to ACD directory numbers.

Automatic Overflow - Reroutes incoming calls when the maximum number of incoming calls are in queue or the first call in queue has reached the maximum waiting time. The parameters for the maximum number of calls per queue and the maximum waiting time are set by the customer.

Call Agent - Permits a supervisor to directly call an agent without having to dial the agents secondary directory number.

Call Forcing - Increases the speed of ACD call handling by automatically presenting incoming calls to the ACD agents; a short burst of tone alerts the agent of the incoming call. Ordinarily the agent presses a release key upon conclusion of a call and then presses an "in-calls" key to receive another call.

Call Transfer with Time - Allows a call that has been answered by an ACD agent and then transferred to another ACD agent group to be queued to the new group's highest priority queue based on the total time of the call (time in queue prior to being answered by the first agent plus the length of "talk time" with first agent.)

Called Name/Number Display - Shows the terminating group name and terminating directory number for calls arriving on the agent's set. This information allows the ACD agent to identify the called ACD group for appropriate call answering and call handling.

Call Source ID - Provides for the display, at the agent's position, of the incoming call facility, e.g. calls from within the same customer's group, the agent's extension number is displayed; calls from other customer groups served by the same ACD node, the calling agent's directory number is displayed.

Call Supervisor - Provides a key for quick access to the supervisor.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

6.20.4.2 **DEFINITIONS** (Cont'd)

Controlled Interflow - Provides the supervisor position the capability to temporarily divert a group's new incoming calls. The calls are diverted to a route defined by the customer.

Directory Number - Incoming local access numbers assigned to the customer Automatic Call Distribution groups.

Distinctive Ringing - Enables agents to distinguish ACD calls from non-ACD calls.

Display Agents Summary - Key activated function enables the supervisor position to display a status summary of all ACD agent positions within a particular ACD group. The summary shows the number of agents:

- busy on ACD and non-ACD calls,
- waiting for calls (idle),
- not ready to receive calls, and
- not available (agent not logged in or Make Set Busy activated).

Display Queue Status - Allows the supervisor position to monitor the efficiency in which incoming calls are being handled. Activation of Display Queue Status shows the following current information for the corresponding ACD directory number:

- number of staffed agent positions,
- number of calls waiting in the incoming call queue,
- number of calls logically queued against group,
- waiting time (in seconds) of the oldest call in queue.

Emergency Alerting - Enables the agent to confer immediately with the supervisor or to automatically connect a customer provided tape recorder to a call.

Emergency Alerting Enhanced - Enhances the Emergency Alerting feature by providing the ACD agent with a single key to simultaneously add a supervisor and a recording device to a call.

Emergency Answer - Permits an answer emergency key lamp, at the supervisory position, to flash when an agent activates an emergency key

Emergency Answer Backup - Provides a method for redirecting emergency key calls to another customer designated position when the supervisor position is unavailable.

Forced Agent Availability - Allows the ACD supervisor to deactivate a Not Ready condition on a specific line. This feature is key activated on an individual agent basis.

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LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

6.20.4.2 **DEFINITIONS** (Cont'd)

Incoming Call Queue - Allows a customer to prioritized calls based on the number dialed Calls of a higher priority get answered before calls of a lower priority.

Make Set Busy - Blocks non-ACD calls to the position.

MIS Data Stream Interface - Enables a downstream processor to use a data stream to collect ACD group information, from the ACD node, to produce real-time statistics and historical reports. The ACD/MIS Interface allows the user to perform the following functions:

- login or logoff the ACD/MIS,
- collect information from a pool of ACD groups,
- change the information for a pool of ACD groups,
- request information on the configuration of the data stream,
- request the current time and date,
- start and stop the transfer of call-event information.

This feature also includes the following:

- Remote ACD Load Management - Provides the capability of the supervisory position to reconfigure the structure and operational parameters of an ACD group to maximize the number of calls served or to alleviate overload on a remote supervisory terminal.
- Variable Wrap-Up Time - Allows the ACD supervisory position to vary the interval between call completion and the presentation of a new incoming call on an individual agent position basis or on a group basis.

Multistage-Queue Status Display - Allows the ACD agent to display the length of time calls have been held in the incoming call queue before being answered.

Music on Delay - Connects callers in queue to a customer provided music source while waiting for an available agent.

Night Treatment - Allows calls arriving after all agents have logged out to be handled by: 1) answering with a recorded announcement advising the caller that the ACD location is closed and then the call is disconnected, or 2) automatically forwarding the call to another ACD location or to a night service number for answering. Not Ready - When activated, the agent position cannot receive any ACD calls allowing the agent to complete follow up transactions or originate out going calls on a secondary directory number.

Observe Agent - Allows the supervisor position to monitor agents' calls. Monitoring capability is restricted to agents within a supervisor's group.

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LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE
(Continued)

6.20.4.2 **DEFINITIONS** (Cont'd)

Observe Agent Extended - Allows the supervisor position to monitor agents' calls. Extends monitoring capability to entire ACD group.

Overflow Enhancement - Increases the customer's options for answering ACD calls during periods of heavy traffic. Customers may specify up to four ACD groups, within an ACD node, as potential overflow routes. When an incoming call queue for a group is full, this feature sequentially scans each of the other groups and routes the call to the first group able to accept it.

Ring Threshold - Provides for the rerouting of a call when an agent does not answer within a preprogrammed length of time. The call is then rerouted either to the longest idle agent or to the front of the incoming call queue if no agent is available.

Set Not Ready - When activated, this feature blocks the agent's position from incoming ACD calls; non-ACD incoming calls continue to be presented.

Standard Announcements - Recorded announcements to callers in queue to advise them of answering delays. The announcements are provided from the Telephone Company central office.

Supergroups - Enables multiple ACD groups, located in single or multiple locations but served by the same ACD node, to distribute calls dynamically among the separate groups based on the current available resources.

Supervisor Control of Night Service - Provides the supervisor position the capability to activate Night Treatment service for one or more agent groups within the same ACD system.

3 Way Calling/Call Transfer to ACD - Allows an agent to transfer calls to another ACD directory number within the same customer group. This feature allows the originator to transfer a call with or without consultation with the called agent or to establish the call to involve all three parties.

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Transfer to In-Calls Key - Enables the agent to transfer an incoming ACD call directly to another agent's In-Calls key within the same customer group.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.20.4 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

6.20.4.2 **DEFINITIONS** (Cont'd)

FEATURE PACKAGES

CDC ACD is available in the following packages:

Basic Agent Feature Package

- Abandoned Call Clearing
- Agent Login/Logout
- Agent Queue
- Attendant Console to ACD
- Automatic Overflow
- Call Forcing
- Incoming Call Queue (equal to number of agents)
- Music on Delay
- Night Treatment
- Not Ready
- Overflow Enhancement
- Ring Threshold
- Standard Announcements
- Three-Way Calling/Call Transfer to ACD

Advanced Agent Feature Package

- ACD Overflow of Enqueued Calls
- ACD Multiple Line of Business Codes
- Call Transfer with Time
- Emergency Alerting
- Emergency Alerting Enhanced
- Transfer to In-Calls Key
- Available with Display Sets
 - ACD Walkaway/Closed
 - Called Name/Number Display
 - Call Source ID
 - Call Supervisor
 - Multistage-Queue Status Display

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EFFECTIVE DATE: April 28, 1999

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice President

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DECISION NO.:

DOCKET NO.: T-01954A-99-0178

TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CITIZENS DIGITAL CENTREX (CDC) AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

6.20.4.2 DEFINITIONS (Cont'd)

FEATURE PACKAGES (Cont'd)

ACD on Single-Line Telephone Sets

- Abandoned Call Clearing
- Automatic Overflow
- Distinctive Ringing
- Incoming Call Queue (equal to number of agents)
- Login/Logout
- Make Set Busy
- Music on Delay
- Night Treatment
- Observe Agent from 2500 Set
- Overflow Enhancement
- Ring Threshold
- Set Not Ready
- Standard Announcements
- 3 Way Calling/Call Transfer to ACD

Supervisor Feature Package

- Answer Agent
- Call Agent
- Controlled Interflow
- Emergency Answer
- Emergency Answer Backup
- Forced Agent Availability
- Observe Agent
- Supervisor Control of Night Service
- 3 Way Calling/Call Transfer to ACD
- Available with Display Sets
- Called Name/Number Display
- Call Source ID
- Display Agents Summary
- Display Queue Status

Optional Features

- ACD Secondary Directory Number(s)
- MIS Data Stream Interface, which includes:
 - Remote ACD Load Management
 - Variable Wrap-Up Time
- Additional Queue Slots (for queue slots greater than the number of access positions)
- Supergroups

(T)

(T)

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TITLE: Senior Vice President

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CITIZENS DIGITAL CENTREX (CDC)
 AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

6.20.4.3 RATES AND CHARGES

	<u>S & E CODE</u>	<u>Non-Recurring Charge(1)</u>	<u>S & E CODE</u>	<u>Monthly Rate</u>
Basic Agent Feature Package per ACD group	BACDP	\$ 55.00		
per ACD line			ACDBA	\$ 24.00
Advanced Agent Feature Package per ACD group	AACDP	25.00		
per ACD line			ACDAD	5.00
ACD on Single-Line Sets per ACD line	SLACD	10.00		
			ACDSL	22.50
Supervisor Feature Package per ACD line	SPACD	50.00		
			ACDSP	26.00
OPTIONAL FEATURES				
Secondary Directory Number		-0-	ACDSD	2.00
MIS Data Stream Interface per interface	DSACD	100.00	ACDDS	100.00
Additional Queue Slots per system	QSACD	25.00		
per slot			ACDQS	2.50
Supergroups	SGACD	50.00	ACDSG	25.00

(1) Does not include appropriate service charges from this Tariff.

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 TITLE: Assistant Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.21 SENIOR TELEPHONE DISCOUNT PROGRAM (STDP)*

6.21.1 The STDP (otherwise known as Arizona Low Income Telephone Assistance Plan (ALITAP)) provides for a credit against the recurring monthly rate for the provision of local residence service for certain low-income customers. (T)

6.21.2 The STDP/ALITAP credit is only available to low-income customers who meet eligibility requirements established by A.R.S. 46-701, 702, 703, 704. Applicants must be a head of household, be sixty-five (65) years of age or older, and have a household income at or below poverty level. (T)

A tax credit for the telecommunications service provider was established under ARS 42-1322.02 for STDP/ALITAP.

6.21.3 The monthly credit will be based on the sum of a 17% discount on the following local exchange residence service offerings:

- a. Flat rate local exchange access line services.
- b. Measured local exchange access service.
- c. Inside wiring maintenance.

6.21.4 The STDP/ALITAP credit will begin with the date when new service is established for a qualifying customer. Qualification is to be determined by the STDP/ALITAP administrator in Arizona, the Department of Economic Security (DES). The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application. (T)

6.21.5 The regular service connection charges and regulations applicable to these service offerings will apply. The service connection charges to change existing customers, at the same address, to or from this program due to eligibility status will be waived. (T)

6.21.6 Customers of this service will receive a seventeen (17) percent reduction on service connection charges once during a calendar year. The credit is applicable only to the customer's principal residence access line.

*See Section 13, Lifeline Telephone Service, Special Condition 13.5.14

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.22 TRIBAL LINK UP

This is the Federal Communication Commission's Tribal Link Up of Lifeline Connection Assistance. A 100% reduction, up to \$100.00 will be applied for residents of Tribal Lands access line non-recurring service connection charges to connect service originally. This discount only applies to a single line serving the principal place of residence for the applicant.

(C)
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(C)

6.22.1 An applicant must meet the following criteria in order to be eligible for residence Tribal Link Up Connection Assistance:

(C)

a) The Tribal Land residence premises at which the service is requested is the applicant's principal place of residence.

(C)

b) There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

c) The applicant must be eligible for one or more of the public assistance programs shown in the Lifeline Telephone Service, Section 13 or in the Enhanced Lifeline Service for Tribal Lands, Section 13.

(C)
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(C)

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FILED BY: Kenneth Mason
TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

- 6.22 TRIBAL LINK UP (Continued) (C)
- 6.22.2 Lifeline Connection Assistance will not be furnished on a Foreign Exchange (FX) basis.
- 6.22.3 A Tribal Link Up qualifying subscriber may also be qualified to receive an additional discount on original service connection charges under the STDP program (see Section 6.21). (C)
- 6.22.4 Tribal Link Up may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit to the number of Tribal Link Up requests for any given customer. (C)
- 6.22.5 Service Connection charges, after Tribal Link Up discounts are applied, may be paid in up to twelve equal monthly installments. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year. (C)

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.23 INFORMATION SERVICES CALL BLOCKING

6.23.1 General

Information Services Call Blocking (ISCB) is a central office call blocking service that allows the Utility's residential and single party business customers to block directly dialed calls placed from their telephones to all 900 Information Access Services programs.

- a) The customer can order ISCB by calling the Utility's respective business office.
- b) ISCB will be disconnected only if the customer makes a written request to the business office to cancel the service or if the customer disconnects their telephone service. The customer will be charged the applicable rate(s) as shown below.
- c) If a customer with ISCB dials a 900 number, they will receive a recorded announcement that advises the customer that their call cannot be completed as dialed. The customer will be able to dial all other numbers.
- d) The Utility shall make a two-time adjustment for 900 charges per customer account if it is claimed that: 1) the calls were made by the customer's minor children without parental consent, 2) the calls were not authorized by the customer or 3) the customer was not aware that associated service charges applied.
- e) The Utility shall adjust the customer's bill for disputed 900 charges if the disputed charges could have been made through unauthorized access of Company equipment.
- f) A customer must request an adjustment within 60 days of the bill date on the bill in question. Forgiveness of unauthorized billing charges shall span a maximum of two billing periods. The customer will be informed of the availability of ISCB at the time of the adjustment. If the customer elects to have ISCB installed, contested 900 charges will be adjusted to the date blocking is placed on the customer's line.

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

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.23 INFORMATION SERVICES CALL BLOCKING

6.23.1 General (Continued)

- g) The Utility may block access to 900 services for customers who fail or refuse to pay for associated charges, except charges for which an adjustment has been granted under 6.23.1.(d).
- h) The Utility will not disconnect local exchange service for non-payment of 900 charges. The Utility will inform the customer, by mail, of the financial responsibility for Information Charges and that if they are not paid the Utility will equip the customer's line(s) with Information Services Call Blocking (ISCB).
- i) In areas where selective blocking is not available, access to 900 service shall not be made available.

6.23.2 Rates and Charges

		<u>Monthly Rate</u>	<u>Non-Recurring Charge</u>
a)	Residence		
	1. New Connect, each line	-0-	-0-
	2. Transfer of service, each line	-0-	-0-
	3. Company initiated call blocking, each line	-0-	-0-
	4. Remove call blocking, each line	-0-	\$5.00
b)	Business		
	1. New Connect, each line	-0-	-0-
	2. Transfer of service, each line	-0-	-0-
	3. Company initiated call blocking, each line	-0-	-0-
	4. Remove call blocking, each line	-0-	\$15.00

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TITLE: Vice - President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS)

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

- a) **Anonymous Call Rejection (ACR)** customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name 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.

- b) ***66 Busy Number Redial** when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *66. The user can press *86 to deactivate.

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.

(L) Material relocated to Sheet No. 96.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

6.24.1 (Continued)

- c) ***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. (L)(T)

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (L)(T)

- d) **Caller ID** permits a customer to receive the calling 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, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code. (T)

(L) Material relocated from Sheet No. 95.

(N)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

6.24.1 (Continued)

- e) **Caller ID with Name** permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.
- f) **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 prior to placing a call. The feature is automatically deactivated when the customer hangs up.
- g) **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 prior to placing a call. The feature is automatically deactivated when the customer hangs up.
- h) **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.

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(T)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

6.24.1 (Continued)

- i) **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.
- j) **Selective Call Rejection** allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.
- k) **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.
- l) **Selective Call Acceptance** allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "*64" or "1164" on a rotary telephone.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

6.24.1 (Continued)

- m) **Multiple Simultaneous Call Forward** 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.
- n) **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. (T)
- o) **Distinctive Ring** provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. (N)

(L) 6.24.2 through 6.24.5 relocated to Sheet No. 98.2.

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

- 6.24.2 Customized Local Area Signaling Service (CLASS) is a group of advanced services offered to residential and business customers.
- 6.24.3 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.
- 6.24.4 Operator assisted calls are designed to override the feature calls for emergency purposes.
- 6.24.5 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.

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(L)

(L) 6.24.2 through 6.24.5 relocated from Sheet No. 98.1.

(N)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

6.24.6 The following charges are for the features only and are in addition to applicable charges for service.

	Monthly - Per Line		Usage - Per Call		
	Residence	Business	Residence	Business	
Anonymous Call Rejection	\$3.50	\$4.00			
*66 Busy Number Redial	\$2.50	\$3.50	\$0.75 ⁽¹⁾	\$0.75 ⁽²⁾	(T)
*69 Call Return	\$2.95	\$3.95	\$0.75 ⁽¹⁾	\$0.75 ⁽²⁾	(T)
Caller ID	\$5.50	\$7.50			
Caller ID with Name	\$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	(T)
Call Waiting/Caller ID (CWID)	\$0.50	\$0.50			(T)
Selective Call Rejection	\$2.50	\$3.50			
Selective Call Forward	\$5.00	\$5.00			(T)
Selective Call Acceptance	\$3.50	\$4.50			
Multiple Simultaneous Call Forward		\$11.00			
Priority Call	\$3.50	\$4.00			(T)
Distinctive Ring	\$2.95	\$4.55			(N)
Material moved to Section 30, Discontinued Services and Equipment Offerings					
Material moved to Section 30, Discontinued Services and Equipment Offerings					

(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.

6.24.7 Non-recurring service charges:

- a) For any single or group of CLASS Services taken concurrent with new or additional access line requests see Multi-Element Charges for new access line (Section 5).
- b) For any single or group of CLASS Services taken as an addition to an in-service access line see Multi-Element Service Order (Records Only) Charge (Section 5).

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.24 CUSTOMIZED LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

6.24.7 Non-recurring service charges: (Continued)

- 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. (L)

6.24.8 Special Conditions (N)

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 Call Return services and other similar services identified in this tariff. Some calls may not display name and/or number information and/or Call 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 Call Return or other similar services identified in this tariff. (N)

(L) Material relocated from Sheet No. 100.

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TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.25 CITIZENS LOCAL CALLING PLANS (LCPs)

6.25.1 General

This tariff applies to local exchange telephone service customers. Selected exchanges served by Citizens, as listed below, have two optional Local Calling Plans (LCPs) available in which a customer in one Citizens exchange may complete calls to other selected exchanges on a local calling basis. Customers may choose from one of the following optional plans:

- 1) Flat Rate Service.
- 2) Long Distance Toll Service.

6.25.2 Regulations

Citizens LCPs are available to Residence One-Party, Residence Key line, Residence Multi-Line, Business One-Party, Business Key Lines and PBX Trunks, Business Multi-Line, Centrex, and Public Access Line customers.

Flat Rate Service provides unlimited toll-free calling to specified exchanges for a fixed monthly rate. All calls made to any of the specified exchanges are dialed on a seven-digit, local calling basis.

Customers who refrain from selecting the Flat Rate Service will, by default, have their calls on these routes billed at long distance toll rates.

A customer may subscribe to a Citizens LCP or change Citizens LCPs without paying a service charge, provided the subscription or change in plans occurs within six months (180 days) of the date a Citizens LCP is initially offered to the customer or when the customer is making an initial request for service from Citizens. Appropriate non-recurring service charges will apply thereafter as specified in Section 5 of this tariff.

(L) Material relocated to Sheet No. 99.1.

(L)
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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.25 CITIZENS LOCAL CALLING PLANS (LCPs) (Continued)

6.25.2 (Continued)

Flat Rate Citizens LCP calls made to specified exchanges should be dialed by the customer on a direct dialed, seven-digit basis without the assistance of a Telephone Company operator. Any calls placed to such exchanges through a Telephone Company operator will be subject to all specialized operator assistance charges specified in the Telephone Company's applicable tariffs.

Flat Rate Service will not be offered in connection with WATS, Foreign Exchange Service, Feature Group A, or Party-Line Services.

Hotel/motel customers may subscribe to a Citizens LCP. All charges for the service, including charges for any messages, shall be billed to the hotel/motel which shall be responsible for any prorating and billing of the charges to the guests.

Exchanges in which Local Calling Plans are available include the following Citizens exchanges. The LCP calling area for each exchange is noted under Terminating Exchange(s).

<u>Originating Exchange</u>		<u>Terminating Exchange(s)</u>	
Dolan Springs	(D)	Kingman	(D)
Meadview		Butler	
Peach Springs		Golden Valley	(D)
Wickieup			
Yucca	(D)		

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FILED BY: Kenneth Mason
TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.25 CITIZENS LOCAL CALLING PLANS (LCPs) (Continued)

6.25.3 Rates and Charges

Application of Rates

The rates shown herein, in addition to applicable local Network Access Line Service charges in Section 6.1 of this tariff, entitle the customer to discounted, seven-digit dialed calling on an optional basis.

Rate Schedule

FLAT RATE SERVICE

<i>CLASS OF SERVICE</i>	<u>Monthly Rate</u>	<u>Billing Code</u>
Residence One Party	\$6.00	RLCP
Residence Key Line (per line)	6.00	RLCP
Residence Multi-Line (per line)	6.00	RLCP
Business One Party/Centrex	8.00	BLCP
Business Key Line/Centrex (per line)	8.00	BLCP
Business PBX Trunk (per trunk)	8.00	BLCP
Business Multi-Line (per line)	8.00	BLCP
Business Public Access Line (per line)	8.00	BLCP

Long Distance Toll Service rates are defined in Section 20, Message Toll Telephone Service.

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

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.26 BUSINESS TRAFFIC STUDY SERVICE

6.26.1 Applicability

Applicable to business customers requesting Business Traffic Study Service.

6.26.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Business Traffic Study Service as said exchanges are defined on the maps contained in this tariff.

6.26.3 General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

6.26.4 Rates and Charges

Set up Charge and first week per access line or trunk group \$60.00

Each additional week per access line or trunk group \$25.00

6.26.5 Special Conditions

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

(N)

(N)

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FILED BY: Aloa J. Stevens

TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.27 VACATION GET AWAY SERVICE

6.27.1 General

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

6.27.2 Conditions

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

(C)

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FILED BY: Alliston Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

6.27 VACATION GET AWAY SERVICE (Continued)

(N)

6.27.2 Conditions (Continued)

7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charge to be billed in advance of the vacation service.

6.27.3 RATES:

NONRECURRING CHARGE:

\$39.99

(N)

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF
LOCAL EXCHANGE SERVICES (Continued)

(L)

(L) Material relocated to Section 15.

(L)

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TITLE: Director

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TELEPHONE SERVICES TARIFF
LOCAL EXCHANGE SERVICES (Continued)

(L)

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(L)

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

(L)

(L) Moved to Section 15, Bundled Services.

(L)

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TITLE: Director

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TELEPHONE SERVICES TARIFF

LOCAL EXCHANGE SERVICES (Continued)

(L)

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(L)

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TELEPHONE SERVICES TARIFF
SUBJECT INDEX - DIRECTORY SERVICES

<u>SUBJECT</u>	<u>SHEET NUMBER</u>
General	1 - 2
Additional Listings and Lines of Information - Rates	3
Customized Telephone Number Service - Rates	9 - 10
Directory Assistance Service	6 - 7
Non Listed Service	8
Non-Published Telephone Number Service	4
Primary Service Listing - Rates	3
Telephone Number Reservations	5

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES

7.1 GENERAL

- 7.1.1 Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying the customers' telephone numbers as an aid to the use of telephone service.
- 7.1.2 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. When an additional listing involves the name of a member of a firm or an officer of a corporation, or a trade name, the listing shall include a reference to the name of firm, company or corporation subscribing to the telephone service and may include the same business designation as the primary service listing of a designation descriptive of connection with the firm. 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.
- 7.1.3 Residence listings consist of a name, an abbreviation indicating "residence", the address of the premises at which service is furnished, and the telephone number.
- 7.1.4 Residence listings may be those of the customer or members of the customer's domestic establishment residing in the premises in which the customer's service is provided.
- 7.1.5 Residence listings of professional customers may indicate the same designation or title or profession as their business service listings. When professional customers are not customers to business service, the listing may include designation of title. Residence listings of clergymen, professors, military or naval officers may, for purpose of identification, include designation of title.

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.1 GENERAL (Continued)

- 7.1.6 The charges for additional listings begin with the day they are entered in the information records, and when such listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes for service of the same class as furnished the customer or unless the customer's service is discontinued, or in the case of guest listing, the listed party becomes a customer to residence service in his own name in the same exchange.
- 7.1.7 All applications for reference listings to the service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents. The charges for listings referring to the service of another customer begin with the day they are entered in the information records and when such listings are included in the directory, they may not be discontinued until the end of the directory period upon the written order of either the customers concerned or his authorized agent.
- 7.1.8 All applications for additional listings and lines of information shall be made by the customer or authorized agent.
- 7.1.9 Telephone numbers of public telephones will not be listed in the telephone directory.
- 7.1.10 Residence listings, at the rate shown, will allow for a choice of one possible form, in accordance with Company Commercial Practice, for spouses with the same last name and address.

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.2 RATES

7.2.1	Primary Service Listings	<u>Monthly Rates</u>
a)	Each network access line service	No Charge
7.2.2	Additional listings and lines of information	
a)	Each business listing	\$1.00
b)	Each residence listing	1.00
c)	Each listing of guests or residents at hotel or motel	1.00
d)	Each reference to another service of the same customer	1.00
e)	Each reference to service of different customer	1.00
f)	Each line of information in addition to a listing	1.00
7.2.3	Foreign Listing	
a)	Each business or residence listing	1.00

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.3 NON PUBLISHED TELEPHONE NUMBER SERVICE

7.3.1 A Customer may request that the telephone number of his service not be published in the Company's directories. The Company may require such a request to be in writing. If the customer makes such a request, the Company will take the following reasonable precautions.

- a) Not to publish the number in any of its publicly distributed directories.
- b) Except when required by law, not to disclose the number to any person other than representatives of law enforcement agencies, 911, its own employees for use in compiling service records and billing information, or other telephone companies, or other telephone customers who are billed for calls placed from the nonpublished number.

7.3.2 The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other person caused or claimed to have caused directly or indirectly by the publication of such number or the disclosure of said number to any person.

7.3.3 Non Published Service rates and charges are not applicable to telephone numbers associated with a primary telephone number in an Access Line Hunting group.

7.3.4	Rates	<u>Monthly Rate</u>	<u>Service Charge</u>
a)	Each non published telephone number	\$1.50	Service Ordering Charge, Section 5

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.4 TELEPHONE NUMBER RESERVATIONS

- 7.4.1 Exchange telephone numbers will be reserved by the Company for existing customers or for potential future customers at their request providing the numbers requested are available.
- 7.4.2 Customer requests for number reservation service shall be in writing and specify the period of time the number(s) should be reserved.
- 7.4.3 Cancellation by the customer of number reservation service shall also be in writing.
- 7.4.4 During the period of reservation the Company will mark its records to preserve the number for the specified period of time or until it is cancelled or used by the customer for service establishment.
- 7.4.5 Reserved numbers will not be published in the Company's Directory until exchange service is established or by advance notice of service establishment.

7.4.6 Rates and Charges	<u>Monthly Rate (1)</u>	<u>Service Charge</u>
a) Customers with current established service. Each number reserved	\$1.50	Service Order Charge
b) Potential customers with no current service. Payable in advance for period requested. Each number reserved	\$2.00	Service Order Charge

(1) Each calendar month or portion thereof.

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TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.5 DIRECTORY ASSISTANCE SERVICE

7.5.1 Description of Service

A. Local Directory Assistance

- a) Directory Assistance (DA) Service provides customers assistance in determining telephone numbers located within the caller's same area code and LATA. (T)
- b) The charges set forth below apply when customers of the Company request assistance in determining telephone numbers of customers (1) who are located in the same local service area, or (2) who are not located in the same local service area but who are located within the same area code and LATA for which the Company furnishes centralized Directory Assistance Service. (T)
- c) Use of directory assistance is intended only as an aid in the use of telephone service by a customer who may occasionally have need for a directory listing. Any use for other purposes or of a commercial nature shall be subject to charges between the Company and the customer.

B. Directory Assistance Call Completion

- a) This service will allow incoming directory assistance callers to be automatically connected to the requested number. The caller will be notified that if they elect to accept this service by depressing the number "1" on their touchtone keypad they will be automatically connected. The caller will also be notified there is an additional charge for this service.
- b) This service is available to customers on a per use basis and where technically feasible.

Material on this page has been moved to Section 7, Sheet No. 6.1.

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DIRECTORY SERVICES (Continued)

7.5 DIRECTORY ASSISTANCE SERVICE (Continued)

7.5.1 Description of Service (Continued)

C. National Directory Assistance

- a) National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local area code or LATA. (T)
- b) Call allowances or exemptions do not apply to National Directory Assistance calls.
- c) Customers who dial directory assistance for the purpose of obtaining a Local Directory Assistance listing and a National Directory listing will be charged for a National Directory Assistance call.
- d) A maximum of two requested telephone numbers are allowed per call.

7.5.2 Regulations

- a) The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain Directory Assistance Service, by the 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. In addition to any other action authorized by this Tariff, the Company may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the customer's regular telephone account.

Material on this page previously appeared in Section 7, Sheet No. 6.

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.5 DIRECTORY ASSISTANCE SERVICE (Continued)

7.5.2 Regulations (Continued)

- b) Except as in (c) following, a customer is allowed three (3) direct dialed Local Directory Assistance Service calls per main billed account per month at no charge. (T)
- c) Public Access Line Service will be charged on a per call basis. (1)
- d) Call allowances are not transferable between separate accounts of the same customer.
- e) Charges for Directory Assistance Service are not applicable to customers who are unable to use a directory because of a visual or physical handicap.
- f) Call Allowances do not apply to National Directory Assistance or Directory Assistance Call Completion calls. (T)

7.5.3 Charges

- a) There is a maximum of two requested telephone numbers per local or national directory assistance call. (T)
- b) Local Directory Assistance

	<u>Charge</u>
Customer direct dials, per call	\$.25
Customer places call through Operator per call (1)	.40
Public Access Line, each call (1)	.30
- c) National Directory Assistance, per call .85 (N)
- d) Directory Assistance Call Completion (1) .45 (T)

(1) No Call Allowance

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.6 NONLISTED SERVICE

7.6.1 Description

At the request of the customer, any one or all of the customer's Primary Listings, Additional Listings or other listings associated with the same or different CO line or trunk normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

7.6.2 Regulations

- a) The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the customer has requested be omitted from the Company's telephone directory or the disclosing of such a listing to any person or entity. Where such a listing is published in the Company's telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Non-listed Service.
- b) Non Listed Service rates and charges are not applicable to telephone numbers associated with a primary telephone number in an Access Line Hunting group.

7.6.3 Rates

Monthly Rate Service Charge

Each Non Listed Telephone Number	\$1.00	Service Ordering (Records Only) if requested separately from other service activity
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DATE ISSUED: _____

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TITLE: Vice - President

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DECISION NO.:

DOCKET NO.:

TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.7 CUSTOMIZED TELEPHONE NUMBER SERVICE

7.7.1 General

- a) Customized Telephone Number (CTN) service allows the customer to specify a telephone number of choice rather than one normally assigned by the Company. The Company will offer up to three (3) numbers for customers to choose from at no charge. If the customer requests further or more specific number choices, CTN charges will apply.
- b) CTN service is subject to Rules and Regulations Section 3, Part 3.7.4 of these tariffs which states, "The customer has no property right in the telephone number or any right to continuance of service through any particular central office. The Company may change the telephone number, or the central office designation, or both, of a customer whenever it deems it desirable in the conduct of its business."
- c) All customer specified telephone numbers are subject to availability and provided at the discretion of the Company.
- d) CTN will not be offered to (800) service.
- e) The CTN will appear as numeric in the directory.
- f) Requests for a custom telephone number will be granted providing the requested telephone number is available, e.g., not assigned to a current customer, ready to be assigned and no equipment limitations exist. Requests for a custom telephone number will be honored on a first-come, first-served basis.

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TELEPHONE SERVICES TARIFF

DIRECTORY SERVICES (Continued)

7.7 CUSTOMIZED TELEPHONE NUMBER SERVICE (Continued)

7.7.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Service Charge</u>
a) CTN Selected, Each		
- Business	\$4.00	See Note (1)
- Residence	\$2.00	

(1) No charge if taken with a new access line service. A Records Only charge will apply to change the customer's current telephone number to a CTN number.

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TELEPHONE TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 8
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - DIGITAL CHANNEL SERVICE

<u>SUBJECT</u>	<u>SHEET NUMBER</u>
General	1
Rates and Charges	4
Terms and Conditions	2 - 3
Types of Digital Channel Service	1 - 2

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TELEPHONE SERVICES TARIFF

DIGITAL CHANNEL SERVICE

8.1 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.

8.2 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 the Local Exchange Tariff.

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.

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TELEPHONE SERVICES TARIFF

DIGITAL CHANNEL SERVICE (Continued)

8.2 TYPES OF DIGITAL CHANNEL SERVICE (Continued)

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 the Local Exchange Tariff.

8.3 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.

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.

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TELEPHONE SERVICES TARIFF

DIGITAL CHANNEL SERVICE (Continued)

8.3 TERMS AND CONDITIONS (Continued)

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.

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TELEPHONE SERVICES TARIFF

DIGITAL CHANNEL SERVICE (Continued)

8.4 RATES AND CHARGES

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

<u>Digital Channel Service</u>	<u>Non-recurring Charge*</u>	<u>Monthly Charge</u>	<u>Discounted Monthly Charge With 3 Year Plan</u>
Port	\$180.00	\$470.00	\$430.00
Digital Transport Facility	\$750.00	\$180.00	\$170.00
Interoffice Mileage (1.5 Megabit/Sec) Fixed Per Mile or Fraction Thereof	See Citizens Utilities Rural Co., Inc. Access Service Tariff Section 15.8	See Citizens Utilities Rural Co., Inc. Access Service Tariff Section 15.8	
Direct Inward Dialing Numbers	See Section 6.11	See Section 6.11	See Section 6.11
Subscriber Line Charge per DS0	Not Applicable	See Tariff FCC No. 1	See Tariff FCC No. 1

*Service Charges outlined in Section 5 also apply.

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 TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

SUBJECT INDEX - PAYSTATION SERVICES

SUBJECT

SHEET NUMBER

Public Access Line Service

2 - 6

(D)
(D)

(D) Public Telephone Service has been deregulated.

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TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 9
1st Revised Sheet No. 1
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TELEPHONE SERVICES TARIFF

(D)

(D)

(D) Public Telephone Service has been deregulated.

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EFFECTIVE DATE: October 7, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

PAYSTATION SERVICES (Continued)

9.2 PUBLIC ACCESS LINE (PAL) SERVICE

9.2.1 General

- a) PAL service is provided for use with Customer-Owned Customer Operated (coin or coinless) Telephones (COCOT) at locations accessible to the public, subject to the availability of existing CO facilities. PAL service does not include a telephone set.
- b) The use of "coinless" telephone in this Tariff refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for third number billed and collect calls. (T)
- c) Coin collection and/or return of coins for Public Access Lines is controlled by the COCOT.
- d) PAL service is available subject to the regulations specified in 9.2.2 below.
- e) PAL service is a service for which a monthly rate is billed to the customer. This service provides:
 - access to the local and toll network;
 - unlimited number of calls within the local calling area;
 - access to directory assistance;
 - free calls to the 911 emergency code;
 - Inter/IntraLATA and Interstate direct dialed toll calling.

9.2.2 Regulations

- a) PAL 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.

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TITLE: Vice President - Regulatory

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TELEPHONE SERVICES TARIFF

PAYSTATION SERVICES (Continued)

9.2 PUBLIC ACCESS LINE (PAL) SERVICE (Continued)

9.2.2 Regulations (Continued)

- b) PAL service will be considered the same as business service for directory listing purposes. As such, the rates and charges include one listing, unless the customer chooses other options provided in Section 7 of these tariffs. Additional listings will be furnished at rates and charges specified in Section 7 of these Tariffs.
- c) The minimum service period is one month.
- d) PAL service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
- e) 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 Company reserves the right to disconnect that customer's service. However, should the customer so request, the Company will install a Public Access Line at the rates and charges specified herein. The Company reserves the right to bill the customer for periods of use prior to disconnection or conversion under this tariff.
- f) PAL service will be disconnected when used with equipment other than coin/coinless telephones as defined herein.
- g) The COCOT owner shall be responsible for the provision and replacement of telephone directories for use at each COCOT. The COCOT owner will be provided with one Company directory free of charge at initial installation and each time the directory is reissued by the Company. The Company will charge for any additional directories.
- h) Regulations, rates, and charges as described elsewhere in this Tariff apply as appropriate.

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TELEPHONE SERVICES TARIFF

PAYSTATION SERVICES (Continued)

9.2 PUBLIC ACCESS LINE (PAL) SERVICE (Continued)

9.2.3 Responsibility of the Customer

- a) The PAL customer will be responsible for:
1. The installation, operation, and maintenance of any COCOT used in connection with this service.
 2. Local and toll rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
 3. The refund of coins lost or collected in error by the COCOT.
 4. The payment of Premises Visit Charges for visits made by a Company employee to the customer's premises when a service difficulty or trouble report results from the COCOT.
- b) The COCOT must allow access for the 911 emergency code or to the "0" operator in non-911 service areas at no charge to the public. Access to Directory Assistance must also be allowed from the PAL location.
- c) The COCOT must comply with all applicable Federal, State and Local laws, rules and regulations concerning use by disabled persons and the hearing impaired.
- d) The customer will be responsible for installing on or adjacent to each COCOT a prominent display indicating the following in a well-lighted area and in clearly legible form in both English and Spanish:
1. dialing instructions on how to make a call
 2. direct dial rates set by COCOT owner

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TELEPHONE SERVICES TARIFF

PAYSTATION SERVICES (Continued)

9.2 PUBLIC ACCESS LINE (PAL) SERVICE (Continued)

9.2.3 Responsibility of the Customer (Continued)

d) (Continued)

3. owner name, address, and telephone number
4. clearly stated procedures for registering complaints with COCOT owner and claiming refunds from COCOT owner
5. rate for local call and any time limit imposed on local call duration plus any additional charges for additional time
6. the phone is not owned by the local exchange carrier
7. any usage charge rate for non-sent paid intraLATA or interLATA calls if in addition to the Company's comparable charges
8. any rates for nonlocal intraLATA calling which exceed the Company's authorized rates for calls of the same distance from the Company's public coin/coinless telephones at the same time of day or day of the week
9. if the telephone is pre-pay or post-pay
10. which credit cards the COCOT set will accept
11. the charge for directory assistance ("DA") calls
12. whether coins are returned for uncompleted calls
13. whether toll, operator-assisted, and credit card calls can be made
14. whether the phone makes change

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TELEPHONE SERVICES TARIFF

PAYSTATION SERVICES (Continued)

9.2 PUBLIC ACCESS LINE (PAL) SERVICE (Continued)

9.2.4 Rates and Charges

- a) Touch Calling is available for all PAL services at rates and charges specified in Section 6 of these Tariffs.
- b) Each call to Directory Assistance is charged for and will not be subject to an allowance.
- c) Public Access Lines will be provided at the following rates and charges:

	<u>Monthly Rate</u>	<u>Line Connection</u>	
Public Access Line (each)	\$21.67	Applicable Multi-Element Charges, Section 5.	(R)

- d) Public Access Line (PAL) Service-Optional Coin Supervision/Transmission

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 capability within the telephone. This signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.

<u>Monthly Rate</u>	<u>Billing Code</u>
\$2.15	PTCST

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TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 10
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF

SUBJECT INDEX

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (C.O.M.E.) SERVICE CHARGES

SUBJECT

SHEET NUMBER

General
Rates and Charges

1
1 - 3

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

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TELEPHONE SERVICES TARIFF

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (C.O.M.E.) SERVICE CHARGES

10.1 GENERAL

- 10.1.1 C.O.M.E. Service Charges are applicable to customer owned and maintained equipment connecting to Company provided network access lines, terminal equipment or other facilities.
- 10.1.2 When the Company becomes aware of trouble on their facilities connected with C.O.M.E. they will endeavor to work with the customer to isolate the trouble without a premises visit.
- 10.1.3 If the trouble source cannot be determined as set forth in 10.1.2 a Company repairperson will be dispatched to the customer's premises. If the trouble is then determined to be in C.O.M.E., applicable service charges will apply.
- 10.1.4 If in 10.1.2 the trouble is determined to be in C.O.M.E. and the customer asks the Company to defer its visit and does not disconnect his equipment, repair or cause to be repaired his equipment or consent to a visit by the Company within a reasonable time, the Company has the right to take such action necessary for the protection of its facilities and shall inform the customer of such action.
- 10.1.5 Service charges described herein are in addition to all other charges billed to the customer by the Company as provided for in the tariff schedules of the Company and are not for the repair of customer provided equipment.

10.2 SERVICE CHARGE RATES

- 10.2.1 When a premises visit is required during normal working hours as a result of trouble caused by C.O.M.E., the charge billed will be at the Company's regular loaded hourly maintenance rate as determined by time of dispatch to and departure from the customer's premises. A one-hour minimum charge will apply with time over the minimum being computed to the next one-half hour increment.

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TELEPHONE SERVICES TARIFF

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (C.O.M.E.) SERVICE CHARGES
(Continued)

10.2 SERVICE CHARGE RATES (Continued)

- 10.2.2 When a premises visit is required during other than regular working hours, such as nights, Sundays or holidays, as a result of trouble caused by C.O.M.E., the charge billed will be at the Company's loaded hourly maintenance overtime rate.
- a) Charges will begin and terminate portal to portal for the repairperson from the time of dispatch to time of his return.
 - b) A two-hour minimum will apply with time over the minimum being computed to the next one-half hour increment thereof.
- 10.2.3 When a Testman is called in during other than regular working hours as a result of a trouble complaint and the trouble is determined to be caused by C.O.M.E. without a premises visit, the charges in 10.2.2 apply.
- 10.2.4 If conditions exist as described in 10.2.3 above during other than normal working hours, both the charges noted in 10.2.2 and 10.2.3 may be applicable.

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TELEPHONE SERVICES TARIFF

CUSTOMER OWNED AND MAINTAINED EQUIPMENT (C.O.M.E.) SERVICE CHARGES
(Continued)

10.3 PARTY LINE SERVICE CONDITIONS

- 10.3.1 Multi-party line customers who provide their own C.O.M.E. are responsible for providing equipment compatible to their ringing frequency position and toll identification code on the party line as assigned by the Company. In addition, they will be responsible for changes in their equipment due to regrades in service or changes in service required by the Company in the normal course of conducting its business.
- 10.3.2 Multi-party line customers who contact the Company prior to purchasing premises equipment will be advised what their ringer frequency on the line is and also whether special wiring of the telephone set is required for toll identification.
- 10.3.3 Customers who provide premises equipment that interferes with the service of others on the party line will be required, upon verification and notification by the Company, to take immediate corrective action or have their service disconnected. If a Company repairman is dispatched and determines C.O.M.E. to be causing trouble, appropriate C.O.M.E. service charges will be applicable.

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TELEPHONE SERVICES TARIFF
SUBJECT INDEX - EMPLOYEES' SERVICE

<u>SUBJECT</u>	<u>SHEET NUMBER</u>	
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Territory	1	
Rates	1	
Conditions	1	(N)

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TELEPHONE SERVICES TARIFF

EMPLOYEES' SERVICES

11.1 APPLICABILITY

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

11.2 TERRITORY

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariffs schedules.

11.3 RATES

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

11.4 CONDITIONS

11.4.1 Provisions of this schedule will be administered within the guidelines established by the utility.

11.4.2 Eligible employees are regular full-time and regular part-time¹ employees who have completed their probationary period and whose residence is located within the utility's exchange territory.

11.4.3 The directory listing must be published in the name of the employee, or in the name of the employee's spouse. If special circumstances exist in which employee privacy is required, this condition may be waived at the discretion of the utility. (N)
|
(N)

11.4.4 Any retired employee of the utility who is receiving an employee telephone concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the utility's exchange and does not disconnect the service.

11.4.5 The telephone concession program is not available to any employee who retires on or after July 1, 2001.

¹ 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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TITLE: Director

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TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 12
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - 911 EMERGENCY SERVICE

<u>SUBJECT</u>	<u>SHEET NUMBER</u>
General	1 - 2
Definitions	2 - 4
Conditions	4 - 10
Description of Service/Rates and Charges	10 - 11

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE

12.1 GENERAL

- a) 911 Emergency Service, also referred to as 911 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by an authorized Emergency Service Agency (ESA) may receive telephone calls dialed to the telephone number 911.
- b) 911 Emergency Service under this tariff specifically covers only the Enhanced version of 911 Service. This tariff does not cover other forms of 911 service such as Basic 911 or C911. Enhanced 911 service includes Selective Routing, Automatic Number Identification, and Automatic Location Identification.
- c) The ESA must be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency law enforcement, fire, or other emergency services within the Company exchange areas arranged for 911 calling.
- d) This offering is limited to the use of central office number 911 as the emergency number, and only one 911 Service will be provided within any geographical area

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.1 GENERAL (Continued)

- f) 911 Emergency Service is provided by the Company only where facility and operating conditions permit.
- g) The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.
- h) Application for 911 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any 911 offering. The ESA is the customer to the Company.

12.2 DEFINITIONS

- a) ALI Database

The result of processing the Company's Telephone Number (TN) database into a location address database for use by the ESA.

- b) Automatic Location Identification (ALI)

A feature by which information associated with the calling party's telephone number (identified by the ANI feature as defined following) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off-premises, etc.) will be identified with the address of the telephone number at the main premises.

- c) Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units.

- d) Called Party Hold

Once the PSAP has answered the calls, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.2 DEFINITIONS (Continued)

e) Calling Party

The person dialing the number 911 for emergency assistance. The calling party may also be referred to as the end user.

f) Calling Party Switch Hook Status

This allows the PSAP to tell if the calling party has hung up or is on the line and unable to speak.

g) Data Management System (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALLI features.

h) Emergency Ringback

This feature allows the PSAP to attract the attention of the calling party by ringing that party's telephone.

i) Emergency Service Agency (ESA)

An entity legally authorized to provide 911 Services in a geographical area. The ESA shall be considered the Company's customer in the provision of 911 Service.

j) Emergency Service Number (ESN)

A number that defines the type of emergency services (e.g., police, fire, or hospital) within the 911 Service area. An ESN is associated with a primary PSAP and possibly one or more secondary PSAPs.

k) Enhanced 911 Emergency Service

An emergency service which includes automatic number identification, automatic location identification, forced disconnect and selective routing.

l) Forced Disconnect

This feature allows the PSAP to terminate completed calls and release the 911 system for reuse even if the calling party remains on the line.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.2 DEFINITIONS (Continued)

m) Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answer location for a particular type of emergency call.

n) Selective Routing (SR)

A feature that routes a 911 call from a central office to the designated primary PSAP based upon the identified number of the calling party.

12.3 CONDITIONS

- a) The Company provides 911 Service solely for the benefit of the ESA operating the PSAP as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies. The provision of 911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or impliedly, as being for the benefit of or creating any relationship with, or Company obligation to any person, corporation, or legal entity other than the ESA contracting for 911 Service.
- b) The Company does not undertake to answer and forward 911 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
- c) Temporary suspension of service is not provided for any part of the 911 Service.
- d) This service is furnished to ESA's only for the purpose of voice reporting of emergencies by the public.
- e) 911 information consisting of the names, location addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential, except as indicated in "f" following.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.3 CONDITIONS (Continued)

- f) The 911 calling party forfeits the privacy afforded by private (nonpublished) and semiprivate (nonlisted) telephone number service to the extent that the telephone number, location address, and name associated with the originating station location are furnished to the PSAP. Information will be provided only for the purpose of responding to emergency calls.
- g) The Company's entire liability to any person for interruption or failure of 911 service shall be limited to the terms set forth in this schedule and other schedules of this tariff.
- h) The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Company in the event the system is not functioning properly.
- i) The Company's liability for any loss or damage arising from errors, interruptions, defects failure or malfunctions of 911 Service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
- j) The ESA also agrees to release, indemnify, and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the calling party, ESA, or any other party, person or entity for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the calling party, ESA, or others, based upon, arising out of or alleged to arise out of, or in any way related to 911 Service.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.3 CONDITIONS (Continued)

- k) The ESA agrees to release, indemnify, and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the ESA, its user, agencies, or municipalities, or the employees or agents of any one of them.
- l) Because the Company serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 911 calls that originate from telephones served by the central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.
- m) Any terminal equipment used in connection with 911 Service shall be configured so that it is unable to extract any information from the ALI database other than information relating to a number (identified through the Automatic Number Identification (ANI) feature as the source) of an in-progress 911 call. PSAP equipment must be compatible with the Company's facilities.
- n) The ESA must furnish the Company, in writing, with its agreement to the following terms and conditions:
 - 1. That at least one PSAP per ESA area will be provided and staffed on a 24-hour, seven-day per week basis.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.3 CONDITIONS (Continued)

- n) (Continued)
2. That the ESA accepts responsibility for dispatching, or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.
 3. That the ESA will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the 911 PSAP by calling parties.
 4. That the ESA will provide customer premises telephone equipment with adequate capacity to handle the number of incoming 911 lines recommended by the Company.
 5. The ESA has read, understands, and agrees to all the terms and conditions in this tariff.
- o) It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.
- p) When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the ESA or the failure of the facilities provided by the ESA, a pro rata adjustment of the fixed monthly charges for service features of 911 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.3 CONDITIONS (Continued)

- q) With selective routing, the ESA is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of law enforcement, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the ESA. The ESA will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 911 serving area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the 911 serving area. The following terms define the ESA's responsibility in providing this information:
1. Initial and subsequent ESN assignments by street names, address ranges, and areas or other mutually agreed upon routing criteria to specific ESNs shall be furnished by the ESA.
 2. After establishment of service, it is the ESA's responsibility to continue to verify the accuracy of the routing information contained in the ALI data base and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
 3. The ESA has an obligation to verify law enforcement, fire, and ambulance PSAP routing destinations once they have been established by the Company at the request of the ESA.
 4. The Company's sole responsibility in respect to the ALI data base is to reformat it and provide a printout of it on request to the ESA.

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TITLE: Assistant Vice - President

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DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.3 CONDITIONS (Continued)

- r) The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Company in the event the system is not functioning properly.
- s) 911 Emergency Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two 911 access lines are required from respective prefixed central office(s) in an exchange to the associate PSAP.
- t) Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot be responsible for the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 Service.
- u) The Company, its employees, agents, or representative, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 911 call in an emergency situation where no name, address, or location of the 911 caller is available.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.3 CONDITIONS (Continued)

- v) The ESA agrees to provide trained personnel for 24-hour coverage and receive all 911 calls routed to the PSAP. The ESA recognizes that the location addresses provided in the ALI data base are the same addresses that the Company maintains for its normal business records and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the ESA recognizes that addresses must first be verified from a calling party. The Company will provide an updated location address ALI data base each month. The ESA agrees that no copies will be made of such data base material. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.
- w) Under normal circumstances, work will be not performed on 911 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.
- x) No charge will be made to a calling party for calls to the 911 service.
- y) Location Address Data Base Service is only available to an ESA authorized to provide 911 emergency service.
- z) A Basic Termination Agreement may be required of the ESA in order to protect the Company's investment in central office equipment and/or outside plant facilities.

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.4 DESCRIPTION OF SERVICE/RATES AND CHARGES

12.4.1

- a) Company will provide the ESA with 911 translation software and equipment to accommodate 911 enhanced emergency calling from exchanges listed in this tariff to each designated ESA Public Safety Answering Point (PSAP) through a Selective Routing System. Company will also provide the central office equipment necessary to store and forward to the PSAP, the directory number (ANI) of the party dialing the 911 emergency code. In addition, the Company will provide initial ALI database set up against its physical location address listings and update such database at least once per month for additions and deletions after implementation.
- b) Company will provide the ESA with up to five (5) additional lines of information in the database other than name and physical location address. Such information can include, but is not limited to medical data relative to a given location or locations of off premises extensions to a customer's primary service location.

c) Rates and Charges

	<u>Monthly Rates</u>	<u>Non-Recurring Charges</u>
1. Enhanced 911 Emergency Service, per 1000 access lines or any part thereof:	\$149.50	\$750.00
2. Additional five (5) lines of user information per 1000 access lines or any part thereof:	18.00	-

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TELEPHONE SERVICES TARIFF

911 EMERGENCY SERVICE (Continued)

12.4 DESCRIPTION OF SERVICE/RATES AND CHARGES (Continued)

12.4.2 Dedicated Emergency 911 Facilities

- a) Company will provide ESA dedicated 911 emergency facilities between exchanges and the PSAPs as designated by the ESA.
- b) Rates and Charges

Facilities will be provided under the Company's Local Exchange Telephone Services Tariff, Intrastate Access Service Tariff and/or Private Line Services and Channels (Section 22), as determined by the facility ordered.

Recurring and Non-Recurring rates and charges will apply under the appropriate tariff.

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TELEPHONE SERVICES TARIFF

SUBJECT INDEX - LIFELINE TELEPHONE SERVICE

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE

13.1 APPLICABILITY

Applicable to eligible residence customers for Universal Lifeline Telephone Service (ULTS).

13.2 TERRITORY

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

13.3 GENERAL

13.3.1. The utility shall provide Lifeline Telephone Service to any applicant that meets the qualifications in 47 CFR 54.409.

(C)
—
(C)
(D)

13.3.2. Subscriber certification will comply with 47 CFR 54.410(a)-(e) and (g).

(D)

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SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.3 GENERAL (Continued)

13.3.3. Universal Lifeline Telephone Service is available to eligible residence customers subscribing to flat rate individual line service.

13.3.4. Universal Lifeline Telephone Service includes the following:

- a) Flat Rate Service with unlimited local calls per month.
- b) A federal Lifeline credit equal to the current Federal Subscriber Line Charge applied to Local Service Charges.
- c) Optional Toll Restriction at no charge as shown in Section 6.12.4, Customer Central Office Services.

13.4 RATES

13.4.1. Lifeline customers are charged the Residence One-Party network access line rate, plus the applicable Federal Subscriber Line Charge. The federal Lifeline credits per month are then applied to the customer's Local Service charges (see Special Condition 13.5.14).

	<u>Monthly Rate</u>	
13.4.2. Federal Lifeline Credits for a One-Party Line:		
a. Federal Lifeline Support Credit – Broadband * (includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service)	\$9.25	
b. Federal Lifeline Support Credit – Voice Only *	\$5.25	(R) (D) (D)

* Broadband: Service that includes qualifying broadband service.
Voice Only: Voice with no qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2).

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.5 SPECIAL CONDITIONS

13.5.1. Universal Lifeline Telephone Service is restricted to residence local exchange service including all applicable extended area service. Foreign exchange services are excluded from this offering.

13.5.2. The reduced Service Connection Charges are limited to eligible recipients. Reduced Service Connection Charges will apply to requests from eligible recipients for changes in class, type, or grade of service, including requests to change from Foreign Exchange Service. Service connection discounts may be offered more than one time per customer, provided the requester has moved to a different address. There is no limit on the number of requests per customer for this service. Other than stated above, any change to the service will be at normal service connection charges as set forth in Section 5.

13.5.3. Eligible recipients of this service may have up to 12 months to pay the Utility for the reduced service connection charges. The customer is not required to pay interest on the first \$200 of service connection charges that are deferred up to one year.

13.5.4. Deposits for establishment of service, as outlined in Section 3, will not be required of eligible recipients of Universal Lifeline Telephone Service providing the applicant does not have any outstanding bill to any telephone utility within Arizona. No deposit is required from any Lifeline customer who opts for Toll Restriction Service at no charge. Other than previously stated, establishment and re-establishment of credit shall be in accordance with Section 3.

13.5.5. No Lifeline customer can be disconnected for non-payment of Toll charges. If a Lifeline customer makes a partial payment, the dollars must first be applied to Local Service charges, then applied to Toll Service charges.

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TITLE: Assistant Vice -President

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.5 SPECIAL CONDITIONS (Continued)

13.5.6. Service under this schedule will apply upon receipt of a completed self-certification notice of eligibility from an applicant/customer.

13.5.7. New applicants for telephone service will be advised of the availability of Universal Lifeline Telephone Service and if eligible will be furnished with the necessary self-certification forms.

13.5.8. Recipients of Universal Lifeline Telephone Service must notify the Utility of a change in any condition, which occurs that would cause the household to no longer qualify for the service under Section 13.3.1, 13.6 or 13.7. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection Charges will not apply to the change in service.

(N)
(N)

If the Utility discovers that conditions exist which cause the recipient not to qualify for Universal Lifeline Telephone Service, the customer will be notified that the service will be converted to regular tariffed rates.

13.5.9. The Utility will have the right to verify that applicants meet the eligibility requirements directly with the state agency administering the qualifying programs, via statistically valid sample or other means performed by the Utility on an annual basis.

(N)
(N)

13.5.10. In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.

13.5.11. Optional services are not included in Universal Lifeline Telephone Service rates, but will be provided to Universal Lifeline Telephone Service customers at applicable tariffed rates and charges.

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FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.: 67941
DOCKET NO.: T-00000A-05-0380

TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.5 SPECIAL CONDITIONS (Continued)

13.5.12. Universal Lifeline Telephone Service credits shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.

13.5.13. The income limitation claimed by a Lifeline customer in their application for service is subject to verification at any time by the serving telephone utilities and/or by the Commission and its staff.

13.5.14. Applicants that qualify under the 135% ¹ Federal Poverty Guideline criteria must sign a document under penalty of perjury certifying their household income is at or below 135% ¹ of the Federal Poverty Guidelines and provide supporting documentation at the time of enrollment. The supporting documentation can include one of the following: (R)(T) (R)(N)

- a. Prior year's state, federal or tribal tax return;
- b. Current income statements from an employer or paycheck stub;
- c. Social Security statement of benefits;
- d. Veterans Administration state of benefits;
- e. Retirement / pension statement of benefits;
- f. Unemployment/Workers Compensation statement of benefits;
- g. Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance;
- h. Divorce Decree or Child Support Document

If the applicant chooses to submit anything other than the prior year's income tax return, applicant must present three consecutive months worth of the alternative supporting documentation that is within the most recent twelve consecutive months.

¹ To be implemented effective 12/01/16.

(T)

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.5 SPECIAL CONDITIONS (Continued)

13.5.15. Limitation of Liability for Administering Link-Up America and Lifeline Assistance Programs¹⁾ (N)

The Utility shall use reasonable efforts to (1) safeguard personal information provided by a customer in a connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; and (2) properly determine a customer's eligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. The Utility shall not be liable to a customer for any damages (actual, consequential or punitive) arising as a result of (a) the Utility's unintentional or accidental disclosure to a third party of a customer's personal information provided in connection with an application for the Utility's Link-Up America and/or Lifeline Assistance programs; or (b) the Utility's erroneous determination regarding a customer's eligibility or ineligibility to participate in the Utility's Link-Up America and/or Lifeline Assistance programs. In the event the Utility erroneously denies a customer's application to participate in the Utility's Lifeline Assistance program, the customer shall be entitled to a bill credit equal to the amount of the monthly discount applied from the date of the customer's application through the date of actual enrollment in the Lifeline Assistance program.

13.5.16 The Utility will maintain records of compliance in accordance with paragraphs 38 and 39 of the FCC's Lifeline Order and Decision No. 67941 issued by the Arizona Corporation Commission governing the Lifeline / Link-Up programs, to the extent the Utility rather than the Arizona Department of Economic Security administers these programs.

13.5.17 A customer is not eligible for Lifeline and / or Link-Up credits from the Utility if the customer is currently receiving Lifeline and / or Link-Up credits for service provided by another Eligible Telecommunications Carrier. (N)

¹⁾ To be implemented effective 12/16/05.

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.6 RESERVED FOR FUTURE USE

(T)

(D)

(D)

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.7 ENHANCED LIFELINE SERVICE FOR TRIBAL LANDS

13.7.1 Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Section 13, Sheet 1, or in one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (RDPIR)

13.7.2 The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchange(s):

<u>Tribe/Reservation</u>	<u>Exchange</u>
Fort Mojave Indian Tribe	Riviera
Hualapai	Peach Springs

(N)

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FILED BY: Kenneth Mason
TITLE: Vice President

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TELEPHONE SERVICES TARIFF

LIFELINE TELEPHONE SERVICE (Continued)

13.8 RESERVED FOR FUTURE USE

(T)

(D)

(D)

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS

14.1.1 General

- a) Charges under this tariff are for facility extensions to prevent the unreasonable burdening of the general body of existing customers.
- b) Charges in this tariff are applicable to aerial and underground facilities whether Company 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 Company. The applicant or subdivider/developer, however, by mutual agreement with the Company, 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 Company's construction specifications. The Company in these cases may furnish and install the fixtures and wire or cable at its expense. Ownership of facilities, structures, etc. so provided by applicant shall be vested in the Company.
- d) Non-recurring charges under this tariff are payable in advance, are non-interest bearing and are not refundable except as specified in 14.1.7.b.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.2 Allowance For Extensions To Plant Facilities

a) Facilities Provided Without Construction Charge

Under normal conditions, the Company, without charge, will extend its lines to reach applicants provided that the cost of constructing the required line extension will not exceed seven times the estimated annual exchange revenue from such applicant or applicants.

b) Construction Charges for Facilities in Excess of the Above Allowance

1. If the line extension requirements of an applicant or group of applicants exceed the above, a construction charge will be made for the facilities in excess of the allowances specified above. The construction charges for line extensions will be apportioned equally among all applicants of a group.
2. The construction charge assessed an applicant or applicants for facilities in excess of the allowance shall be paid in advance.
3. Payments for line construction are not refundable and no credit will be allowed for future installation or line extensions constructed under the above regulations.
4. Plant extensions to provide service on a basis other than as covered above require the payment of construction charges as determined from the conditions.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.3 Actual Cost Determination

- a) In those circumstances where extensions to outside plant facilities exceed the allowance in 14.1.2.a) above, the customer, in addition to any material or labor to be furnished by him, will pay in advance the estimated total cost of the Company's construction as prescribed in a contract executed between the Company and the customer.
- b) Should the amount advanced by the customer exceed the actual cost, a refund will be made within 120 days after completion of the Company's construction.
- c) In no instance will the Company 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 Company 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.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.4 Exceptional Circumstances

- a) 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 by the Company.
- b) In those instances where the customer requested type of construction differs from that normally provided by the Company, the customer will bear any additional cost or savings associated with the construction. Company concurrence with the customer request will only be provided in accordance with standard utility construction specifications.
- c) When the application of this schedule appears impracticable or unjust, the Company or the customer may refer the matter to the Arizona Corporation Commission for a special ruling on or for approval of mutually agreed upon special conditions prior to commencing construction.

14.1.5 Collective Application and Grouping of Applicants

- a) When construction is required to serve a new applicant, a survey shall be 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.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.5 Collective Application and Grouping of Applicants (Continued)

- 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 a plant facility extension allowance for the same number of main line services ordered at that premises.

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

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.7 Outside Plant Extensions Serving Real Estate Subdivisions when Subdivider or Developer is Required to Pay All Applicable Costs

- a) For the purpose of this schedule, a subdivision or real estate development is defined as improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next five years for four or more customers for non-temporary main telephones and/or PBX trunk line services.
- b) After completion of construction the Company will review annually, over a period of five (5) years, the permanently established service connections within the development and refund a prorated portion of the advance based on 100% occupancy. Each succeeding year's refund will only include additional connections exceeding the previous year. Any customer disconnects prior to the review period will not be included in the refund count. Any portion of the advance remaining after five (5) years will be non-refundable. No interest will be paid on such advances.
- c) There will be no additional line extension charges for customers who establish service for any portion of the facilities advance/refund to the developer or subdivider.
- d) Should the developer or subdivider fail to provide for the distribution facilities as provided for in this condition, customers residing in the subdivision or development will be treated as either individual or collectively group applicants, as applicable.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.8 Charges to Subsequent Applicants

- a) When a subsequent applicant is secured who can be served from an existing project within five (5) years of the initial date of same project, the new applicant will pay to the Company a prorated 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, 14.1.3 applies.

14.1.9 Reuse of Facilities

- a) When a customer discontinues service and service is re-established 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.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.10 Reinforcements to Existing Facilities

- a) When services are ordered but facilities are not available due to utilization of existing plant facilities, non-recurring facility charges may apply under any of the following circumstances:
1. If the Company has a planned reinforcement for the route within a reasonable period of time, but the customers require service in advance of planned completion date.
 2. If the quantity of services ordered exceeds the "normal" use of such services at the premises, such as Telephone Answering Service.
 3. 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.
 4. When a customer requests a grade of service higher than the outside base rate area (BRA) suburban flat rate service offered in that exchange.

14.1.11 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.

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

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.: 59810
DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.11 Service Provided to Movable Premises (Continued)

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

14.1.12 Disconnects

When one or more customers on a project disconnect within the five (5) year term, no refund is made on the non-recurring facility charge to the disconnected customers. Charges to remaining customers are not affected by disconnects.

14.1.13 Non-recurring Facility Charges Do Not Apply To:

- a) REA-financed construction

The Company 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.

14.1.14 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 Company will charge the customer the actual cost incurred by such a move or change. The Company reserves the right to approve or deny any such requests.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.15 Construction/Facilities Related Income Taxes

a) Definitions

1. "Company" or "utility" refers to the entity authorized to provide public utility service in the geographic area involved.
2. "Rate Basing" - COMPANY pays Federal Income Tax (FIT) and State Income Tax (SIT), if any, due on the receipt of an Advance in Aid of Construction (AIAC) or a Contribution in Aid of Construction (CIAC) in accordance with the Tax Reform Act of 1986 (TRA-86). Tax paid is included in the Deferred Income Tax Account and used in the calculation of rate base. This amount is reduced by the effect of tax depreciation received for AIAC/CIAC plant and tax deductions resulting from refunds or AIAC.
3. "Full Gross Up" - Utility requires contributor/advancer to pay entire FIT/SIT plus a gross-up to reflect the tax on tax resulting from treating all AIAC/CIAC payments as taxable income.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.15 Construction/Facilities Related Income Taxes (Continued)

- b) For construction or proposed construction which, in the judgment of the COMPANY, will be utilized by ultimate customers of the COMPANY in the near future, the COMPANY shall account for the advances and/or contributions required by this Rule by "Rate Basing" them as defined in Paragraph 14.1.15.a) 2. No additional tax related amount shall be required with the AIAC or CIAC.
- c) For construction or proposed construction costs collected pursuant to tariff provisions, Commission Rule and Regulation, or Order, and which are subject to Paragraph 14.1.15.d), the COMPANY shall require contributor/advancer to provide funds necessary for COMPANY to pay the state and federal income tax obligations associated with the subject construction or proposed construction.
- d) In the event the COMPANY determines that the required construction, proposed construction or development fall within certain criteria, some of which are set forth below, COMPANY may petition the Commission to authorize it to collect from the contributor/advancer funds sufficient to pay the "Full Gross Up" of state and federal income taxes as defined in Paragraph 14.1.15.a) 3. Without intending to limit, examples of events which shall cause COMPANY to require contributor/advancer to advance the taxes as contemplated herein, are as follows:

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.15 Construction/Facilities Related Income Taxes (Continued)

d) (Continued)

1. The development or build-out of the project is remote or speculative; or
2. The size of the development, as compared to the size of the Company's customer base, represents undue risk for the COMPANY; or
3. The size of the advance/contribution or its related cost is extraordinarily large relative to the Company's rate base or revenues; or
4. The public interest is better served by treating the advance/contribution as other than the "Rate Basing" methodology.

The COMPANY must present sufficient evidence that its request to require "Full Gross Up" of taxes under this paragraph is in the public interest. The Commission may deny, alter, or amend the company's petition for authorization to require "Full Gross Up".

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DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.1 NON-RECURRING CONSTRUCTION CHARGES AND CONDITIONS (Continued)

14.1.15 Construction/Facilities Related Income Taxes (Continued)

- e) In the event contributor/advancer is required by other tariff, agreement, rule, or order to advance Facilities for the subject development, those AIAC/CIACs shall be subject to the provisions of this Section 14.1.15.
- f) If, in the judgment of the Company based upon the specific development, tax or regulatory considerations, it is deemed inappropriate to utilize either the "Rate Basing" methodology, or the "Full Gross Up" methodology, the COMPANY shall obtain specific Commission approval authorizing alternative treatment.
- g) Paragraphs a) - g) of this Section of the Extension Rule shall apply to all refundable AIAC and CIAC agreements entered into on or after September 1, 1988; as well as to all prior AIAC and CIAC agreements which are performed in any manner after September 1, 1988.

14.1.16 Relocation of Company Facilities

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Company for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation.

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FILED BY: Kenneth Mason
TITLE: Vice President

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.2 RECURRING CHARGES FOR OUTSIDE PLANT FACILITIES OR CHANNELS

- 14.2.1 Recurring mileage charges are applicable to customer intraexchange circuit or channel requirements for, but not limited to: Private Line (Voice or Data) loops, alarm, telemetering or radio loops and off premises lines from a primary service location for network access.
- 14.2.2 Recurring mileage charges are in addition to other applicable rates and charges for a customer service. Charges, either recurring, non-recurring or special construction, may be applicable to circuits on channels requiring line construction, line conditioning, line treatment or central office equipment.
- 14.2.3 In the event a shortage of facilities exists the establishment of main service network access lines or toll services shall have precedence over circuits or channels covered in this tariff.
- 14.2.4 In determining mileage charges for intraexchange circuits or channels, circuit route airline miles will be used. Measurement will be made either a) from the customers primary location to secondary location(s) or (b) from the customer's bridgepoint location [See Note (1)] to secondary location(s) as determined by the circuit route of plant facilities required to serve the customer's request. The Company shall determine whether to use a) or b) based on the most efficient use of its facilities.

- (1) For purposes of this tariff, the bridgepoint is defined as being that point at which the Company provides a hub to serve other points of a customer's service. A bridgepoint may be at a location other than a central office or wire center.

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TELEPHONE SERVICES TARIFF

OUTSIDE PLANT FACILITIES (Continued)

14.2 RECURRING CHARGES FOR OUTSIDE PLANT FACILITIES OR CHANNELS (Continued)

14.2.5 Monthly Recurring Mileage Charges

- a) Intraexchange private line circuits, channels or loops
 - 1. Each ¼ mile or fraction thereof (1) \$2.15
- b) Intraexchange off premises extensions to a main service network access line.
 - 1. Each ¼ mile or fraction thereof (1) \$2.15
- c) Interexchange private line circuits, channels, loops and off-premises extensions to a main service network access line.
 - 1. Refer to Intrastate Access Service Tariff

14.2.6 Non-Recurring Charges

- a) Intraexchange circuits or channels
 - 1. Refer to Section 5, Service Connection Charges, for charges applicable to work performed.
- b) Interexchange circuits or channels.
 - 1. Refer to Intrastate Access Service Tariff, for charges applicable to work performed.

(1) See 14.2.4

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES

15.1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 *

(C)

15.1.1 General

a) Frontier Choices bundle offerings provide residential customers a combination of local services and features. The bundles include either one or two Flat Rate Residential Access Lines, a combination of enhanced calling features plus ten free local directory assistance calls. Customer's subscribing to these plans may select any or all of the following services/features for a monthly flat rate charge.

b) Frontier Choices - Enhanced Line

- One – Single Party Residential Access line
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Busy Number Redial
- 10 Local Directory Assistance Calls

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

(N)
(N)

⁽¹⁾ May select only one Caller ID Feature.

⁽²⁾ May select only one Speed Call feature.

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

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 * (Continued)

(C)

15.1.1 General (Continued)

c) Frontier Choices - Enhanced Line with Second Line

- Two – Single Party Residential Access Lines
- Federal non-primary End User Common Line (“EULC”) charge
- Anonymous Call Rejection
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Caller ID with Number ⁽¹⁾
- Caller ID with Name ⁽¹⁾
- Distinctive Ring
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call 8 ⁽²⁾⁽³⁾
- Speed Call 30 ⁽²⁾
- 3 Way Calling
- Toll Restriction
- Priority Call
- *69 Call Return
- *66 Repeat Dialing
- 10 local Directory Assistance Calls

⁽¹⁾ May select only one Caller ID Feature.

⁽²⁾ May select only one Speed Call feature.

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

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

(N)
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 * (Continued)

(C)

15.1.2 Rates and Charges

- a) The non-primary EUCL charge is included in the Frontier Choices - Enhanced Line with Second Line offering. All other applicable surcharges, and taxes will be billed separately.
- b) The primary EUCL charge and all other applicable surcharges and taxes will be billed separately from the Frontier Choices bundle offerings.
- c) Extended Area Service (EAS) rate additives that are separately billed and are in addition to the basic local service rates, will be billed as an EAS additive in addition to the package rate.
- d) Service Connection Charges as specified in Section 5 of this tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Frontier Choices bundle.
- e) Touch Calling Service is included in the Frontier Choices bundles.
- f) 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.
- g) Frontier Choices bundles are provided at the following rates:

	<u>Monthly Rate</u>
Frontier Choices - Enhanced Line	\$30.00
Frontier Choices - Enhanced Line with Second Line	\$65.00

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.1 FRONTIER CHOICES – Grandfathered as of July 12, 2020 * (Continued)

(C)

15.1.3 Special Conditions

- a) The bundles are available only where facilities are available and technically feasible.
- b) The calling features are provided subject to their individual service regulations as specified in the applicable sections of the utility’s tariff.
- c) Frontier Choices bundles includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charges within the bundle may result in disconnection of your basic local service. Refer to the Utility’s Rules and Regulations pertaining to non-payment or partial payment.
- d) Customers may add or delete any features offered within the Frontier Choices bundles without a Service Order Charge.
- e) Customers may change the Frontier Choices bundles without incurring a Service Order Charge.
- f) The Frontier Choices bundles include an allowance for ten free Frontier local directory assistance calls (411 calls) per package offering, per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package – not per line. Unused free directory assistance calls may not be carried over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.2 FRONTIER FEATURE5 PACK PACKAGE – Grandfathered as of July 12, 2020 * (C)

15.2.1 General

- a). Frontier Feature5 Pack Package includes Caller ID Name and Number and, Call Forward ⁽¹⁾ features plus three additional features as listed below. Business customers subscribing to the package are entitled to unlimited use of the selected features.
- b). In addition to Caller ID Name and Number, and Call Forward, customers' subscribing to this package will also be able to select three (3) features from the following list:
- Call Waiting/Cancel Call Waiting
 - *66 Busy Redial
 - *69 Call Return
 - 3 Way Calling
 - Hunting
 - Speed Call 8 ⁽²⁾
- c). Optional Frontier Feature5 Pack Basic Voice Mail (where technically available in the serving wire center):
- Frontier Feature5 Pack Basic Voice Mail Package includes Caller ID Name and Number, and Call Forward, three additional features as listed above and Basic Voice Mail.
- d). All rules, regulations and limitations as specified elsewhere in this Tariff for the respective service/features requested in the Frontier Feature5 Pack Package shall apply.
- e). A description of services and special conditions pertaining to the features as specified in 15.2.1 a). b). and c)., preceding are listed in Section 15 of this Tariff.

⁽¹⁾ Customers may select their Call Forward features from the following: Call Forward Variable, Call Forward Busy Fixed, Call Forward No Answer Fixed and Call Forward Fixed.

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

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

(N)
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.2 FRONTIER FEATURE5 PACK PACKAGE – Grandfathered as of July 12, 2020 * (C)
(Continued)

15.2.2 Rates and Charges

- a). The Frontier Feature5 Pack Package and the Frontier Feature5 Pack Basic Voice Mail Packages are provided in conjunction with single- party business access line service. The applicable single party business access line charges apply.
- b). Service Charges as specified in Schedule A2 of this tariff do not apply for customer requests involving only additions, deletions or changes to the service/features of an existing Frontier Feature5 Pack Package.
- c). Existing Frontier Feature5 Pack Package customers cannot take advantage of promotions for any of the service/features specified in 15.2.1 A., B. and C., preceding unless specifically allowed by the terms and conditions of the promotion.
- d). Frontier Feature5 Pack Package is provided at the following rates:

	Monthly Rate
1. Frontier Feature5 Pack Package and three additional features	
• Per individual business line - Includes two constants and 3 additional features as specified in 15.2.1 a). and b)., preceding.	\$11.95
2. Optional Frontier Feature5 Pack Basic Voice Mail	
• Per individual business line - Includes Frontier Feature5 Pack Package as specified in 15.2.1 a)., b). and c)., preceding.	\$14.95

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS

15.3.1 Applicability

Applicable to business customers requesting FrontierWorkssm Small Business Solutions.

15.3.2 Territory

Within the exchange areas of all exchanges as said areas are defined where service is furnished from the central office on the maps filed as part of the tariffs schedules.

15.3.3 General

FrontierWorkssm Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy Line, Call Forward No Answer, and certain designated non-regulated and federally tariffed or price-listed services.

A. Bundle 1 – FrontierWorks – Enhanced Line with Voice Mail

1. One Business Access Line⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.
2. Voice Mail
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Please see Frontier Communications of America, Inc., AZ C.C. Tariff No. 1)

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Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

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FILED BY: Aloa J. Stevens
TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.3 General (Continued)

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B. Bundle 2 – Frontier Works – Enhanced Line with Second Line

1. Two Business Access Lines⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.

2. Voice Mail

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3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Please see Frontier Communications of America, Inc., AZ C.C. Tariff No. 1)

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Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tarified with different rates from the regular Business One-Party access line.

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EFFECTIVE DATE: November 6, 2003

FILED BY: Aloa J. Stevens

TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.3 General (Continued)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.3 General (Continued)

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- C. Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail
 - 1. One Business Access Line⁽¹⁾, including Call Forward Busy Line and Call Forward No Answer.

Note 1: The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.3 General (Continued)

D. Optional Services

The following services may be added to any of the bundles above:

1. FrontierWorkssm Select5

Choice of five of the following:

- Caller ID Name and Number
- Basic Call Forward or Call Forward Variable ⁽¹⁾
- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽³⁾ or Speed Call 30
- 3 Way Calling
- *66 Busy Number Redial
- *69 Call Return
- Hunting ⁽²⁾

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⁽¹⁾ In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting.

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.3 General (Continued)

D. Optional Services (Continued)

The following services may be added to any of the bundles above:

2. FrontierWorkssm Select5 with Voice Mail

Voice Mail Service, plus choice of five of the following:

- Caller ID Name and Number
- Basic Call Forward or Call Forward Variable⁽¹⁾
- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽³⁾ or Speed Call 30
- 3 Way Calling
- *66 Busy Number Redial
- *69 Call Return
- Hunting⁽²⁾

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⁽¹⁾ In the FrontierWorks Select5 package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer. "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.

⁽²⁾ In the FrontierWorks Select5 package, "Hunting" can be either Regular Hunt, which ends with the last number in the hunt group, or Circular Hunt, which searches all lines in a multiline hunt group, regardless of point of entry into the hunt group. The offered version will depend on its availability in the existing tariff. Call Forward Busy Line cannot be used with Hunting.

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

(N)
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundles.
- B. The applicable Service Connection Charges apply if the customer switches from a bundle to an unbundled service. (T)
- C. The applicable Service Connection Charges do not apply if the customer switches to another FrontierWorkssm Small Business Solutions bundle of greater value. (T)
- D. The applicable Service Connection Charges, listed in Section 5 of the utility's tariff, will not be applied to an existing customer's account that is subscribing to 1-5 Primary Citizens Digital Centrex access lines and requests to change their service to one of the FrontierWorkssm Small Business Solutions bundles. This offer does not apply to customers that are subscribing to Citizens Digital Centrex services under a contract. (N)
- E. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Connection Charge. (T)
- F. Monthly Rates (T)

	-----Term-----		
	<u>One Year</u>	<u>Two Years</u>	<u>Three Years</u>
Bundle 1 - FrontierWorks – Enhanced Line with Voice Mail	\$54.00	\$50.00	\$48.00
Bundle 2 - Frontier Works – Enhanced Line with Second Line	\$86.00	\$78.00	\$74.00
Bundle 3 - FrontierWorks – Enhanced Line without Voice Mail	\$22.17	\$22.17	\$22.17

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 FILED BY: Aloa J. Stevens
 TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.4 Rates and Charges (Continued)

F. Monthly Rates (Continued)

	<u>Monthly Rate</u>
FrontierWorks sm Select5	\$ 9.95
FrontierWorks sm Select5 With Voice Mail	\$ 12.95

(T)

15.3.5 Special Conditions

- A. A bundle is available only to Business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered only under one-year, two-year, and three-year term contracts.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 2. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - 3. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

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TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.5 Special Conditions (Continued)

B. The bundles are offered only under one-year, two-year, and three-year term contracts. (Continued)

4. Early Termination Liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value. (T)

a. The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the bundle rate under the contract and the bundle rate under a contract of the longest available term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate under the three-year contract and the rate under a two-year contract. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the rate under contract and the month-to-month rates of the component services of the bundle listed in the utility's tariff. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) to which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.

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TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.3 FRONTIERWORKSsm SMALL BUSINESS SOLUTIONS (Continued)

15.3.5 Special Conditions (Continued)

B.4. (Continued)

(T)

- B. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- C. The FrontierWorkssm Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
- D. The FrontierWorkssm Select5 package is available only in association with a FrontierWorkssm Small Business Solutions bundle.
- E. The bundle rate will appear as a single line item on the customer's bill.
- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and are in addition to the bundle rate.
- G. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- H. Touch Calling rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

(N)

15.4 FRONTIERWORKSsm BUSINESS CONNECTIONS

15.4.1 Applicability

Applicable to business customers requesting FrontierWorkssm Business Connections.

15.4.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing FrontierWorkssm Business Connections as said exchanges are defined on the maps contained in this tariff.

15.4.3 General

FrontierWorkssm Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and federally tariffed or price-listed services. Listing of the non-regulated services and federally tariffed or price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority. The prices listed herein are those for the regulated local and general exchange service portion of the bundles.

A. Bundle 1

1. One Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name
2. Message Waiting Indication
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

(N)

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TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.4 FRONTIERWORKSsm BUSINESS CONNECTIONS

15.4.3 General (Continued)

B. Bundle 2

1. Two Business Access Line, including Call Forward Busy Line and Call Forward No Answer, and Caller ID with Name
2. Message Waiting Indication
3. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

C. Bundle 3

1. Two Centrex lines, including the following features.
2. The included features are:
 - Basic Call Forward (T)
 - 3 Way Calling (T)
 - Caller ID with Name
 - Hunting
 - Abbreviated Dialing (Where Available)
3. Message Waiting Indication
4. One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.4.1 FRONTIERWORKSsm BUSINESS CONNECTIONS

15.4.3 General (Continued)

D. Optional Services

1. The following services may be added to Bundles 1 and 2 described above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:

- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽¹⁾ or Speed Call 30
- 3 Way Calling
- *66 Busy Number Redial
- *69 Call Return
- Hunting
- Basic Call Forward

(T)
|
(C)
|
(T)
|
(T)

2. The following features may be added to Bundle 3. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

- Call Waiting/Cancel Call Waiting
- Speed Call 8 ⁽¹⁾ or Speed Call 30
- *69 Call Return
- *66 Busy Number Redial
- Basic Call Forward

(T)
|
(C)
|
(T)

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

(N)

15.4 FRONTIERWORKSsm BUSINESS CONNECTIONS

15.4.4 Rates and Charges (Continued)

E. Monthly Rates (Continued)

2.	Optional Features	Monthly Rate
a.	FrontierWorks Optional Business Feature Package line	\$9.99
b.	Optional Centrex Feature Package, per line Centrex Optional Features, per Feature	\$1.99
c.	Message Waiting Indication	Refer to Section 6.12

15.4.5 Special Conditions

1. The bundles are available only to business customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
 - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
 - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
 - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

(N)

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TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

(N)

15.4 FRONTIERWORKSsm BUSINESS CONNECTIONS

B5 Special Conditions (Continued)

2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)

d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

1. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability that will be no greater than \$250 for a one year term, \$500 for a two year term and \$750 for a three year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

a. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

e. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.

(N)

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TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

(N)

15.4 FRONTIERWORKSsm BUSINESS CONNECTIONS

B5 Special Conditions (Continued)

2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
 - f. The FrontierWorks Optional Business Feature Packages associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
 - g. The FrontierWorks Optional Business Feature Package is available only in association with a FrontierWorkssm Business Connections bundle.
 - h. The bundle rate will appear as a single line item on the customer's bill.
 - i. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
 - j. 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.
 - k. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorkssm LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.

(N)

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TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.4 FRONTIERWORKSsm BUSINESS CONNECTIONS

B5 Special Conditions (Continued)

2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract. (Continued)
 - l. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
 - m. FrontierWorkssm Business Connections cannot be used in association with a key system or a PBX service.
 - n. In the FrontierWorks Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy Line and Call Forward No Answer.
 - o. Touch Calling rates are not included in the bundled rates and will be billed separately and are in addition to the bundle rate.

(N)

(N)

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TITLE: Director

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DECISION NO.:
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.5 FRONTIER SMALL BUSINESS ADVANTAGE

15.5.1 General

a) Frontier Small Business Advantage is a package offering available to Business customers that subscribe to flat rate Business service. The package includes two Basic Business lines; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

b) Bundle 1 – Basic Bundle 200 Minutes

Two Basic Business lines

Basic Call Forward

(T)

Call Transfer

Caller ID with Name

(T)

Access Line Hunting Service (ALH) (where available)

3 Way Calling

(T)

Abbreviated Dialing (where available)

Message Waiting Indicator

200 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

c) Bundle 2 – Basic Bundle 400 Minutes

Two Basic Business lines

Basic Call Forward

(T)

Call Transfer

Caller ID with Name

Access Line Hunting Service (ALH) (where available)

3 Way Calling

(T)

Abbreviated Dialing (where available)

Message Waiting Indicator

400 Block of Time Long Distance Minutes

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.5 FRONTIER SMALL BUSINESS ADVANTAGE (Continued)

15.5.1 General (Continued)

- d) Bundle 3 – Basic Bundle 600 Minutes provided by Frontier Communications of America, Inc.

Two Basic Business lines

Basic Call Forward

(T)

Call Transfer

Caller ID with Name

Access Line Hunting Service (ALH) (where available)

3 Way Calling

(T)

Abbreviated Dialing (where available)

Message Waiting Indicator

600 Block of Time Long Distance Minutes provided by Frontier Communications of America, Inc.

- e) The following services may be added to the bundle and will be billed on a per feature basis as defined in 15.5.2.d).

Additional Features:

*66 Busy Number Redial

(T)

*69 Call Return

Speed Call 30

Priority Call

(T)

Call Waiting/Cancel Call Waiting

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.5 FRONTIER SMALL BUSINESS ADVANTAGE (Continued)

(N)

15.5.2 Rates and Charges

- a) Unless otherwise stated elsewhere in this section, Service Charges as specified in tariff Section 5 apply to the installation of individual components of the bundles.
- b) Service Charges apply if the customer switches from a bundle to an unbundled service.
- c) The customer may add or delete the Frontier Small Business Advantage optional features without incurring a Service Charge.
- d) Monthly Rate

1) Business Bundle

	<u>Two Year Monthly Rate</u>
Bundle 1 – Basic Bundle 200 Minutes	\$64.99
Bundle 2 – Basic Bundle 400 Minutes	\$74.99
Bundle 3 – Basic Bundle 600 Minutes	\$84.99
Additional Features (per feature)	\$1.99

15.5.3 Special Conditions

- a) The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Utility to the customer.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.5 FRONTIER SMALL BUSINESS ADVANTAGE (Continued)

(N)

15.5.3 Special Conditions (Continued)

- b) The bundle is offered only under a two-year term commitment and requires a contract.
 - 1) If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 2) To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.
 - 3) Early termination liability charges shall apply if the customer cancels the bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$500 for a two-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:
 - 1. The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.
 - 2. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 30 days of activation.
 - 3. Customer contract will automatically renew at the contract rate for two years if no cancellation notification is received.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.5 FRONTIER SMALL BUSINESS ADVANTAGE (Continued)

(N)

15.5.3 Special Conditions (Continued)

- c) The bundle rate will appear as a single line item on the customer's bill.
- d) Frontier Small Business Advantage is a service mark of Citizens Communications Company.
- e) The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In 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.
- f) In exchanges where Touch Calling Service is billed separately from the local service access line rate. Touch Call service will be billed separately from and are in addition to the bundle rate.
- g) All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- h) In order to receive the long-distance minutes included in the bundles, customers must select the Frontier Small Business Advantage long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier for both their Intra and InterLATA services.
- i) The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.6 FRONTIER MOHAVE CHOICESsm - Grandfathered as of July 12, 2020 *

(C)

15.6.1 Applicability

Applicable to single-party residential service.

15.6.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices capable of providing Frontier Mohave Choicessm as said exchanges are defined on the maps contained in this tariff.

15.6.3 General

Frontier Mohave Choicessm is a bundled offering available to Residential customers that subscribe to flat rate residential service. The bundle includes a basic residential access line, a combination of enhanced calling features, touch calling, non-regulated and price listed services. Customer's subscribing to this plan may select any or all of the following features for a flat monthly charge.

Frontier Mohave Choicessm Bundle:

- One Residential Access Line
- Touch Calling Service
- Basic Call Forward
- Call Waiting/Cancel Call Waiting
- Caller ID with Name
- Call Waiting ID
- Message Waiting Indicator

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

(N)
(N)

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.6 FRONTIER MOHAVE CHOICESsm - Grandfathered as of July 12, 2020 *

(C)

15.6.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in tariff Section 5 apply to the installation of individual components of the bundle.
- B. Service Connection Charges apply if the customer switches from a bundle to an unbundled service.
- C. The customer may add or delete the services or features of the Frontier Mohave Choicessm bundle without incurring a Service Connection Charge.

D. Monthly Rate

One-Year Term

Frontier Mohave Choicessm Bundle

\$ 20.04

15.6.5 Special Conditions

- A. The bundle is available only to residential customers who are served from a central office in which services in the bundle are offered and can be provided by the Utility to the customer.
- B. The bundle is provided in conjunction with long distance service provided by Frontier Communications Company of America, Inc and requires the customer to select Frontier Communications Company of America, Inc as their Primary interexchange carrier for both their Intrastate and Interstate long distance services.
- C. The bundled rate will appear as a single line item on the customer's bill.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.6 FRONTIER MOHAVE CHOICESsm - Grandfathered as of July 12, 2020 *

(C)

15.6.5 Special Conditions (Continued)

- D. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is available.
- E. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. Frontier Mohave Choicessm bundle 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.
- G. The enhanced calling features included in the bundle are provided subject to their individual service regulations as specified in the applicable sections of the utility's tariff.
- H. The bundle is offered only under a one-year term commitment and requires a contract.
 - 1. If the tariffed rates change during the term of the contract, the contract rates will remain in effect during the term of the customer's contract.
 - 2. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Utility. The date on which the contract will be cancelled shall be 60 days after the date on which the Utility receives the notice, unless the notice specifies a later date of cancellation.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.6 FRONTIER MOHAVE CHOICESsm - Grandfathered as of July 12, 2020 *

(C)

15.6.5 Special Conditions (Continued)

H. (Continued)

3. Early termination liability charges shall apply if the customer cancels the bundle before the end of the contract term. The bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.
 - a. The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$100 for a one-year term and will be specified in the contract.
 - b. The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 30 days of activation.
4. Prior to the contract expiration date, the Utility will notify the customer in writing. The customer may choose to have the contract automatically renewed for an additional 12-month term at their existing rate or, they may choose to subscribe to the service at the rate in effect at the time of renewal.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.7 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 * (C)

15.7.1 Applicability

Applicable to Single-party Residential Flat rate service.

15.7.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bundle as said exchanges are defined on the maps contained in this tariff.

15.7.3 General

A. Frontier Digital Phone Service is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic flat rate access Line, Touch Calling and Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Single Party Flat Rate Access Line	Call Waiting, Cancel Call Waiting
Call Forward Busy/No Answer	Caller ID w/Name
Unlimited Extended Area Service	Touch Calling

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 15.7.4.C.

*66 Busy Number Redial	Anonymous Call Rejection
*69 Call Return	Distinctive Ring
3 Way Calling	Telephone Number Referral Service
Speed Call 8 ⁽¹⁾ or Speed Call 30	Selective Call Rejection
Basic Call Forward	Caller ID
	Call Waiting/Caller ID

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

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.7 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 * (Continued) (C)

15.7.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Service bundle is provided at the following rate:

	Monthly Rate
Frontier Digital Phone Service	\$29.99
Stay Connected Seasonal Offering See Special Condition (G)	6.74
Digital Phone Enhanced Feature Pack	2.99

15.7.5 Special Conditions

- A. The bundles are available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.7 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 * (Continued) (C)

15.7.5 Special Conditions (Continued)

- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 - 5. If the customer does not notify the Utility to reactivate their Frontier Digital Phone Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

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

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(D)
(N)
(N)

TITLE: Senior Vice President

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.7 FRONTIER DIGITAL PHONE SERVICE – Grandfathered as of July 12, 2020 * (Continued) (C)

15.7.5 Special Conditions (Continued)

- H. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- I. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.8 CITIZENS BUSINESS SELECT

15.8.1 General

a) Citizens Business Select plan provides the services/features as listed below. Business customers subscribing to the package is entitled to unlimited use of the selected services/features.

b) Citizens Business Select

Customer subscribing to this plan may select up to five (5) features from the following list:

- Anonymous Call Rejection
- Basic Call Forward (T)
- Call Forward Busy
- Call Forward No Answer
- Call Waiting/Cancel Call Waiting (T)
- Call Waiting ID
- Caller ID with Number ⁽¹⁾ (T)
- Caller ID with Name ⁽¹⁾ | (T)
- Distinctive Ring (T)
- Selective Call Rejection
- Speed Dial 8⁽²⁾ (T)(C)
- Speed Dial 30 |
- 3 Way Calling |
- Priority Call |
- *69 Call Return |
- *66 Busy Number Redial (T)
- Voice Messaging Basic

⁽¹⁾ May select only one Caller ID feature.

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.8 CITIZENS SELECT BUSINESS (Continued)

(L)

15.8.1 General (Continued)

- c) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Business Select plan shall apply.

15.8.2 Rates and Charges

- a) Where a Citizens Business Select plan is provided at the time of initial installation for an additional business individual line flat rate service or the move of a business individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 5 of this Tariff.
- b) Service Connection Charges are not applicable for a Citizens Business Select plan provided at the same time as the initial installation of a business individual flat rate line service is established.
- c) Service Connection Charges as specified in Section 5 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Business Select plan.
- d) Existing Citizens Business Select customers cannot take advantage of promotions for any of the services/features specified in 15.8.1, General b), preceding, unless specifically allowed by the terms and conditions of the promotion.
- e) Citizens Business Select plan is provided at the following rate.

	Monthly Rate
1. Citizens Select Business	
- Per individual flat rate business line – Includes choice of up to 5 services/features as specified in 15.8.1, General, b), preceding	\$18.95

(L) Material relocated from Section 6.

(L)

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FILED BY: Aloa J. Stevens
TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.9 FRONTIER BUSINESS UNLIMITED SERVICE

15.9.1 Applicability

Applicable to Single-party Business Flat rate service.

15.9.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Business Unlimited Service as said exchanges are defined on the maps contained in this tariff.

15.9.3 General

A. Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Calling Service and Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

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

C. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Section No. 15, item 15.9.4.C.

Call Waiting/Cancel Call Waiting	Basic Call Forward	(T)
Anonymous Call Rejection	Speed Call 8 ⁽¹⁾	(C)
*66 Busy Number Redial	Speed Call 30	
*69 Call Return	3 Way Calling	(T)
Selective Call Acceptance	Caller ID Blocking	
Selective Call Rejection	Call Waiting ID	
Priority Call	Hunting	(T)

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

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TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.9 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

15.9.4 Rates and Charges

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection, Move and Change Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Business Unlimited Service is provided at the following rate:

	<u>Monthly Rate</u>	
Frontier Business Unlimited Service	\$35.00	(R)
Frontier Business All In Feature Package	4.99	(N)

15.9.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- D. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.9 FRONTIER BUSINESS UNLIMITED SERVICE (Continued)

15.9.5 Special Conditions (Continued)

- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

(T)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.10 FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 *

(C)

15.10.1 Applicability

Applicable to Single-party Residential Flat rate service.

15.10.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone 100 bundle as said exchanges are defined on the maps contained in this tariff.

15.10.3 General

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

B. Basic Bundle

One Flat Rate Access Line
Touch Calling
Speed Call 8 ⁽¹⁾
Extended Area Service

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

*66 Busy Number Redial
*69 Call Return
3 Way Calling
Speed Call 30
Basic Call Forward
Call Forward Busy
Caller ID with Name
Call Waiting/Caller ID
Call Waiting/Cancel Call Waiting
Call Trace

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

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.10 FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 * (Continued) (C)

15.10.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone 100 bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Digital Phone 100	\$18.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All Listed Features	12.99
Stay Connected Seasonal Offering	9.99

15.10.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
- D. The bundle is offered on a month-to-month basis.
- E. The bundle rate includes Extended Area Service (EAS) charges.
- F. The bundle will appear as a single line item on the bill.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.10 FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 * (Continued)

(C)

15.10.5 Special Conditions (Continued)

- G. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- H. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.
- I. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone 100 Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given than the reconnection charges do not apply.
 - 2. A \$25.00 reconnect charge will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay Connected Seasonal Offering allows the customer to access 911 and 611. All other services and features of the bundle will be temporarily deactivated.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.10 FRONTIER DIGITAL PHONE 100 – Grandfathered as of July 12, 2020 * (Continued) (C)

15.10.5 Special Conditions (Continued)

I. Stay Connected Seasonal Offering (Continued)

4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone 100 features and services will be reactivated and billed at the applicable rates.
5. All applicable taxes and surcharges apply.
6. The Federal End User Common Line Charge is included in the monthly Rate.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.11 FRONTIER BUSINESS ESSENTIALS

15.11.1 Applicability

Applicable to Business Flat rate service.

15.11.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials bundle as said exchanges are defined on the maps contained in this tariff.

15.11.3 General

A. Frontier Business Essentials is a package offering available to Business Customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

B. Features and Services

Flat Rate Business Line
Extended Area Service
Touch Tone

Basic Call Forward

Three features from the feature package listed in 15.11.4.C following

(T)

C. Optional Features Package*

*66 Busy Number Redial

*69 Call Return

3 Way Calling

Speed Call 8 ⁽¹⁾ or Speed Call 30

Call Forward Variable

(T)

|

(C)

|

(T)

* This service offering is limited to all existing subscribers at their existing locations as of November 23, 2010.

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

(N)

(N)

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BUNDLED SERVICES (Continued)

15.11 FRONTIER BUSINESS ESSENTIALS (Continued)

15.11.3 General (Continued)

D. Frontier Business All In Feature Package

These features can be added to the bundle in accordance with the rate listed in Section No. 15.11.4.C.

Caller ID with Name	Call Forward Busy	(T)
Call Waiting/Cancel Call Waiting	Call Forward No Answer	(C)
Anonymous Call Rejection	Speed Call 8 ⁽¹⁾	
*66 Busy Number Redial	Speed Call 30	(T)
*69 Call Return	3 Way Calling	
Selective Call Acceptance	Caller ID Blocking	(T)
Selective Call Rejection	Call Waiting ID	
Priority Call	Hunting	(T)
Basic Call Forward		(T)

15.11.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the bundled offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Business Essentials bundle is provided at the following rate:

	<u>Monthly Rate</u>
Frontier Business Essentials	\$39.99
Optional Features Package*	3.99
Frontier Business All In Feature Package	4.99

* This service offering is limited to all existing subscribers at their existing locations as of November 23, 2010.

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.11 FRONTIER BUSINESS ESSENTIALS (Continued)

15.11.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a month-to-month basis.
- D. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service or ISDN service.

(L)

(L)(C)

(L) Material relocated from Sheet No. 46.

(N)

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.12 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)

15.12.1 Applicability

Applicable to Single-party Residential Flat rate service.

15.12.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Plus bundle as said exchanges are defined on the maps contained in this tariff.

15.12.3 General

A. The Frontier Digital Phone Plus Service is a bundled offering available to Residential customers. The bundle includes the following components: two Basic Flat Rate Access Lines, Custom Calling features, Touch Calling and Unlimited Extended Area Service. Customers may select any or all of the following features for a monthly rate charge.

B. Basic Bundle

Two Single Party Flat Rate Access Lines
Call Forward Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID with Name
Touch Calling
Message Waiting Indicator

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.12 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)
(Continued)

15.12.3 General (Continued)

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section No. 15, item 15.12.4C.3.

*66 Busy Number Redial	Anonymous Call Rejection
*69 Call Return	Distinctive Ring
3 Way Calling	Telephone Number Referral Service
Speed Call 8 ⁽¹⁾ or Speed Call 30	Selective Call Rejection
Call Forwarding – All Calls	Caller ID
	Call Waiting/Caller ID

15.12.4 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of the bundle.
- C. Frontier Digital Phone Plus Service is provided at the following rate:

	Monthly Rate
1. Frontier Digital Phone Plus Service	\$29.99
2. Stay Connected Seasonal Offering See Special Condition (G)	6.74
3. Digital Phone Enhanced Feature Pack	2.99

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

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

(N)
(N)

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BUNDLED SERVICES (Continued)

15.12 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 * (C)
(Continued)

15.12.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer’s monthly telephone bill.
- D. Frontier Digital Phone Plus Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility’s Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. The bundle is offered on a one, two or three year term.
 - 1. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer’s contract.
 - 2. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
- H. The bundle will appear as a single line item on the bill.

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

(N)
(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.12 FRONTIER DIGITAL PHONE PLUS SERVICE – Grandfathered as of July 12, 2020 *(C)
(Continued)

15.12.5 Special Conditions (Continued)

- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Service for a minimum period of one month and up to nine months during a 12-month period.
 - 1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
 - 3. The applicable Service Connection Charges listed in Section 5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone service will be temporarily deactivated.
 - 5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone features and services will be reactivated and billed at the applicable rates.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.
- K. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
- L. New customers of this service who are employees of a business participating in the Business Partner Discount Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to Frontier business service.

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

(N)
(N)

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

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-20-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.13 FRONTIER BUSINESS METRO SERVICE

15.13.1 Applicability

Applicable to Single Party Business flat rate service.

15.13.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Business Metro service as said exchanges are defined on the maps contained in this tariff.

15.13.3 General

A. Frontier Business Metro Service is a bundled offering available to Business Customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line and Custom Calling features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Line Bundle:

Flat Rate Business Line

Caller ID with Name

Call Waiting/Cancel Call Waiting

Basic Call Forward

Touch Tone

(T)

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(T)

C. Add-on Feature Pack:

*66 Busy Number Redial

*69 Call Return

3 Way Calling

Speed Call 30

Call Forward Variable

(T)

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(T)

DATE ISSUED: October 14, 2015

EFFECTIVE DATE: November 15, 2015

FILED BY: Steve Crosby

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-15-

TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.13 FRONTIER BUSINESS METRO SERVICE (Continued)

(N)

15.13.4 Rates and Charges

- A. Unless otherwise stated elsewhere in this Section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- B. Frontier Business Metro bundle is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Business Metro Bundle	\$39.99
Add-on Feature Pack	3.99

15.13.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. The bundle is offered on a monthly basis.
- D. Frontier Business Metro Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. The customer may add or delete the services or features of the bundle without incurring a Service Charge.

(N)

DATE ISSUED: January 22, 2009
EFFECTIVE DATE: March 4, 2009
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-09-0023

TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.13 FRONTIER BUSINESS METRO SERVICE (Continued)

15.13.5 Special Conditions (Continued)

- F. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate. The call detail for EAS calls will not be displayed on the bill.
- G. Service Charges apply if the customer switches from a bundle to an unbundled service.
- H. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering.
- I. All other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- J. Customer must designate Frontier Communications of America, Inc., as their primary interexchange carrier for both their Intra and InterLATA long distance services and select Frontier's Business Metro long-distance plan for each bundle ordered.
- K. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forward Service and Foreign Exchange Services.

(T)

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

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-15-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.14 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (C)
(C)

15.14.1 Applicability

Applicable to Single-party Business Flat rate service.

15.14.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in this tariff.

15.14.3 General

A. Frontier Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Calling Service, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the End User Common Line charge and the Access Recovery Charge from the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

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

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017

EFFECTIVE DATE: January 20, 2018

FILED BY: Allison Ellis

TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.14 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ² – Grandfathered as of January 20, 2018 (Continued) (C)
 (C)

15.14.3 General (Continued)

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or Speed Call 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

15.14.4 Rates

- A. The End User Common Line charge and the Access Recovery Charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 5 of this tariff apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited Service-Leader (Bundle 1-3)	\$48.99
Additional Bundle (Bundle 4-12)	33.99
All In Feature Package	4.99

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

² This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
 EFFECTIVE DATE: January 20, 2018
 FILED BY: Allison Ellis
 TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
 DECISION NO.:
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.14 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (Continued)

(C)
(C)

15.14.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. Frontier Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
EFFECTIVE DATE: January 20, 2018
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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.14 FRONTIER SIMPLY UNLIMITED SERVICE-LEADER ¹ – Grandfathered as of January 20, 2018 (Continued)

(C)
(C)

15.14.5 Special Conditions (Continued)

- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Bundles four through twelve can be purchased at a discount rate.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
EFFECTIVE DATE: January 20, 2018
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TITLE: Senior Vice President

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DECISION NO.:
DOCKET NO.: T-01954B-17-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.15 FRONTIER ONEVOICE

15.15.1 Applicability

Applicable to Single-party Business Flat rate service.

15.15.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in this tariff.

15.15.3 General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Tone, 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 Tone	Anonymous Call Rejection	
Call Forward Busy/No Answer	Basic Call Forward	(T)
Unlimited Extended Area Service	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	(T)

Premium Feature Package

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

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

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DECISION NO.:

DOCKET NO.: T-01954B-15-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.15 FRONTIER ONEVOICE (Continued)

15.15.4 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services. (T)
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

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

RESERVED FOR ACC TARIFF APPROVAL
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.15 FRONTIER ONEVOICE (Continued)

15.15.5 Rates

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	<u>Monthly Rate</u>
Basic Bundle	\$44.99
Term Price with a 1, 2 or 3 year commitment	\$29.99
Premium Feature Package	\$9.99

(N)
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(N)

DATE ISSUED: August 19, 2015
EFFECTIVE DATE: September 20, 2015
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-15-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.16 FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018

(C)
(C)

15.16.1 Applicability

Applicable to Single-party Business Flat rate service.

15.16.2 General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Calling 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
Touch Calling	Caller ID
Basic Call Forward	Call Waiting/Caller ID
Call Forward Busy	3 Way Calling
Call Forward No Answer	Hunting

15.16.3 Special Conditions

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

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
EFFECTIVE DATE: January 20, 2018
FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.16 FRONTIER COMMERCIAL VOICE UNLIMITED ¹ – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

15.16.3 Special Conditions (Continued)

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

15.16.4. Rates and Charges

- A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

¹ This service offering is limited to existing subscribers.

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FILED BY: Allison Ellis
TITLE: Senior Vice President

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DOCKET NO.: T-01954B-17-

(N)

TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.16 RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Section 30.

(N)

DATE ISSUED: June 12, 2012
EFFECTIVE DATE: July 14, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-12-

TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.16 RESERVED FOR FUTURE USE

(T)

(L)

(L)

Material relocated to Section 30.

(N)

DATE ISSUED: June 12, 2012
EFFECTIVE DATE: July 14, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-12-

TELEPHONE SERVICES TARIFF
BUNDLED SERVICES (Continued)

15.17 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ² – Grandfathered as of January 20, 2018

(C)
(C)

15.17.1 Applicability

Applicable to Single-party Business Flat rate service.

15.17.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Nationwide Unlimited Service II as said exchanges are defined on the maps contained in this tariff.

15.17.3 General

A. Frontier Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Calling Service, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

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

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Call Forward Variable
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

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

² This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
EFFECTIVE DATE: January 20, 2018
FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.17 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ – Grandfathered as of January 20, 2018 (Continued) (C)
(C)

15.17.4 Rates

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 5 of this tariff apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Nationwide Unlimited Service II bundle	\$52.99
Additional Bundle	46.99
All In Feature Package	4.99

15.17.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. Frontier Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
EFFECTIVE DATE: January 20, 2018
FILED BY: Allison Ellis
TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.17 FRONTIER BUSINESS NATIONWIDE UNLIMITED SERVICE II ¹ – Grandfathered as of (C)
January 20, 2018 (Continued) (C)

15.17.5 Special Conditions (Continued)

- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Up to eleven additional bundles can be purchased at a discount rate.
- L. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.18 FRONTIER BUSINESS LOCAL UNLIMITED II ² – Grandfathered as of January 20, 2018 (C)

15.18.1 Applicability

Applicable to Single-party Business Flat rate service.

15.18.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Business Local Unlimited II as said exchanges are defined on the maps contained in this tariff.

15.18.3 General

A. Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line; a combination of enhanced calling features, Touch Calling Service and certain designated non-regulated services and price-listed services.

B. Basic Bundle:

Flat Rate Business Line

Unlimited Extended Area Service

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

C. Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ¹ or 30	Caller ID with Name
Distinctive Ring	Caller ID Blocking
Multiline Hunt Service	*66 Busy Number Redial
Anonymous Call Rejection	Call Forward Variable
Call Forward No Answer	Call Forward Busy
Priority Call	Call Waiting ID
Selective Call Acceptance	Selective Call Forward
	Selective Call Rejection

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

² This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017

EFFECTIVE DATE: January 20, 2018

FILED BY: Allison Ellis

TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.18 FRONTIER BUSINESS LOCAL UNLIMITED II ¹ – Grandfathered as of January 20, 2018 (Continued) (C)

15.18.4 Rates

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 5 of this tariff apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Business Local Unlimited II bundle	\$35.99
Optional Features Package	4.99

15.18.5 Special Conditions

- A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundles are offered on a month to month basis.
- C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
- F. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service or ISDN service.

¹ This service offering is limited to existing subscribers.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.18 FRONTIER BUSINESS LOCAL UNLIMITED II ¹ – Grandfathered as of January 20, 2018 (Continued) (C)

15.18.5 Special Conditions (Continued)

- G. Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge
- H. Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.
- I. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

¹ This service offering is limited to existing subscribers.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.19 FRONTIER DIGITAL PHONE ESSENTIALS

15.19.1 General

The Frontier Digital Phone Essentials is a bundle offering available to residential customers that subscribe to flat rate service. The bundle includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features, Unlimited Extended Area Service, Touch Tone. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Caller ID
Unlimited Extended Area Service	Caller ID with Name
Touch Tone	Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling	Speed Call 8 ⁽¹⁾ or Speed Call 30
*66 Busy Number Redial	Call Waiting/Cancel Call Waiting
*69 Call Return	Call Forward Busy
Anonymous Call Rejection	Selective Call Rejection
Basic Call Forward	Priority Call

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15.19.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.

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

(N)
(N)

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

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DECISION NO.:
DOCKET NO.: T-01954B-15-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.19 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

(N)

15.19.2 Special Conditions (Continued)

- D. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

(N)

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.19 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

15.19.2 Special Conditions (Continued)

- L. Stay Connected Seasonal Offering* allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.
 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 8. The Federal Subscriber Line Charge is included in the monthly rate.
 9. All applicable taxes and surcharges apply.

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

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

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-20-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.19 FRONTIER DIGITAL PHONE ESSENTIALS (Continued)

15.19.3 Rates and Charges

- A. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Essentials bundle is provided at the following rates:

	<u>Monthly Rate</u>	
Frontier Digital Phone Essentials	\$21.99	
Feature Package	\$2.99	
Stay Connected Seasonal Offering *	\$9.99	(C)

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

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.20 FRONTIER DIGITAL PHONE UNLIMITED

15.20.1 General

The Frontier Digital Phone Unlimited Service is a bundle offering available to residential customers. The bundle includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Touch Tone and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line	Call Waiting/Caller ID	
Unlimited Extended Area Service	Speed Call 8 ⁽¹⁾	(T)(C)
*66 Busy Number Redial	*69 Call Return	(T)
Caller ID with Name	Call Waiting/Cancel Call Waiting	
Touch Tone		

Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling	(T)
Basic Call Forward	Speed Call 30	
Priority Call	Anonymous Call Rejection	
Call Forward Busy	Selective Call Rejection	(T)

15.20.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

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

DATE ISSUED: October 14, 2015
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 TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.20 FRONTIER DIGITAL PHONE UNLIMITED (Continued)

15.20.2 Special Conditions (Continued)

- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- K. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.

(C)

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

(N)
(N)

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.20 FRONTIER DIGITAL PHONE UNLIMITED (Continued)

15.20.2 Special Conditions (Continued)

K. (Continued)

4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
5. The cost of the service includes the Subscriber Line Charge.
6. This service does not change any other terms and conditions of the product.
7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
8. The Federal Subscriber Line Charge is included in the monthly rate.
9. All applicable taxes and surcharges apply.

15.20.3 Rates and Charges

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

	<u>Monthly Rate</u>
Frontier Digital Phone Unlimited	\$31.99
Feature Package	\$2.99
Stay Connected Seasonal Offering *	\$9.99

(C)

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

(N)

(N)

DATE ISSUED: June 2, 2020
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.21 FRONTIER DIGITAL PHONE UNLIMITED PLUS

15.21.1 General

The Frontier Digital Phone Unlimited Plus Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Touch Tone and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines	Call Waiting/Caller ID	
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting	
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾	(T)(C)
Caller ID with Name	*69 Call Return	(T)
Touch Tone		

Feature Package

Call Waiting/Cancel Call Waiting	3 Way Calling	(T)
Basic Call Forward	Priority Call	(T)
Anonymous Call Rejection	Selective Call Rejection	
Call Forward Busy		(T)

15.21.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.

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

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.21 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

(N)

15.21.2 Special Conditions (Continued)

- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.
- F. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- G. The bundle is offered on a month-to-month basis.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- K. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

(N)

DATE ISSUED: June 12, 2012
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FILED BY: Kenneth Mason
TITLE: Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.21 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

15.21.2 Special Conditions (Continued)

- L. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 4. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 5. The cost of the service includes the Subscriber Line Charge.
 6. This service does not change any other terms and conditions of the product.
 7. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 8. The Federal Subscriber Line Charge is included in the monthly rate.
 9. All applicable taxes and surcharges apply.

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

DATE ISSUED: June 2, 2020
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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.21 FRONTIER DIGITAL PHONE UNLIMITED PLUS (Continued)

15.21.3 Rates and Charges

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

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus	\$31.99	
Feature Package	\$2.99	
Stay Connected Seasonal Offering *	\$9.99	(C)

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

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.22 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER)

15.22.1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Touch Tone, 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

Basic Flat Rate Access Line
Touch Tone
Unlimited Extended Area Service
Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting/Cancel Call Waiting	Call Forward No Answer
*66 Busy Number Redial	Speed Call 8 ⁽¹⁾ or Speed Call 30
*69 Call Return	Priority Call
Anonymous Call Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy
Selective Call Forward	Selective Call Rejection
Selective Call Acceptance	

(T)
| (C)
|
(T)

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

(N)
(N)

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.22 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

15.22.2 Special Conditions

- A. The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

(N)

(N)

DATE ISSUED: June 2, 2014
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FILED BY: Jack Phillips
TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.22 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

15.22.2 Special Conditions (Continued)

- K. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.
 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 9. All applicable taxes and surcharges apply.

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

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.22 FRONTIER DIGITAL PHONE UNLIMITED (CHALLENGER) (Continued)

15.22.3 Rates and Charges

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

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited (Challenger)	\$21.99	
Feature Package	2.99	
Stay Connected Seasonal Offering *	9.99	(C)

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

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.23 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

15.23.1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Touch Tone, 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

Two Flat Rate Access Lines
Touch Tone
Unlimited Extended Area Service
Call Waiting ID
Caller ID with Name
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting/Cancel Call Waiting	Selective Call Acceptance
*66 Busy Number Redial	Call Forward No Answer
*69 Call Return	Priority Call
Anonymous Call Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy
Selective Call Forward	Selective Call Rejection
Speed Call 8 or Speed Call 30	

(T)
|
(T)(C)

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

(N)
(N)

DATE ISSUED: October 14, 2015
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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.23 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

(N)

15.23.2 Special Conditions

- A. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
- B. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. The bundle is offered on a month-to-month basis.
- G. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- H. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- I. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

(N)

DATE ISSUED: June 2, 2014
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FILED BY: Jack Phillips
TITLE: Director

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.23 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

15.23.2 Special Conditions (Continued)

- J. Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.
 8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 9. All applicable taxes and surcharges apply.

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

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

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.23 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

15.23.3 Rates and Charges

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

	<u>Monthly Rate</u>	
Frontier Digital Phone Unlimited Plus (Challenger)	\$21.99	
Feature Package	2.99	
Stay Connected Seasonal Offering *	9.99	(C)

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

DATE ISSUED: June 2, 2020
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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.24 FRONTIER SIMPLY UNLIMITED (CHALLENGER) – ² Grandfathered as of January 20, 2018

(C)
(C)

15.24.1 General

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touch Tone, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Touch Tone
Call Forwarding Busy/No Answer
Unlimited Extended Area Service
Caller ID with Name
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Priority Call	Caller ID Blocking
*66 Busy Number Redial	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Rejection	Call Waiting/Caller ID
Call Forward No Answer	Selective Call Forward
Selective Call Acceptance	
Speed Call 8 ¹ or Speed Call 30	

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

² This service offering is limited to existing subscribers.

(N)

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TITLE: Senior Vice President

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.24 FRONTIER SIMPLY UNLIMITED (CHALLENGER) - ¹ Grandfathered as of January 20, 2018 (Continued) (C)
(C)

15.24.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of this tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.
- H. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.
- I. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- J. The bundle is offered on a month-to-month basis.
- K. Bundles four through twelve are given an additional discount.

¹ This service offering is limited to existing subscribers.

(N)

DATE ISSUED: December 20, 2017
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TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL DECISION NO.: DOCKET NO.: T-01954B-17-

TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.24 FRONTIER SIMPLY UNLIMITED (CHALLENGER) - ¹ Grandfathered as of January 20, 2018 (Continued) (C)
(C)

15.24.3 Rates and Charges

- A. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Section 15 apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Frontier Simply Unlimited (Challenger)	\$38.99
Additional Bundle (4 to 12 lines)	23.99
All In Feature Package	4.99

¹ This service offering is limited to existing subscribers.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.25 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

15.25.1 General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

15.25.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
- D. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- E. Customers may add or delete any features offered in the bundle without a service order charge.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.25 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (Continued)

(N)

15.25.2 Special Conditions (Continued)

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

15.25.3 Rates and Charges

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

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

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.26 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

15.25.1 General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

15.25.2 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
- C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
- D. Customers may add or delete any features offered in the bundle without a service order charge.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLED SERVICES (Continued)

15.26 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued)

(N)

15.25.2 Special Conditions (Conditions)

- F. The bundle is offered on a month-to-month basis.
- G. The bundle will appear as a single line item on the bill.
- H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
- I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.
- K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.
- L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

15.25.3 Rates and Charges

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

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

(N)

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TELEPHONE SERVICES TARIFF

SUBJECT INDEX

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

<u>SUBJECT</u>	<u>SHEET NUMBER</u>	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)	1-10	
Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service	11-13	(N)

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
(Continued)

16.1 APPLICABILITY

Applicable to Integrated Services Digital Network - Primary Rate Interface, (ISDN-PRI), an optional telephone service arrangement for residential and business customers, in exchanges where facilities are furnished for such service.

16.2 TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the ISDN-PRI service as said exchanges are defined on the maps contained in this tariff.

16.3 GENERAL

- a) ISDN-PRI is an intraLATA group of offerings supported by the ISDN architecture.
- b) ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN PBX or other ISDN compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three (23) 64 Kbps B channels and one (1) 64 Kbps D channel. Options are available for plus or minus 23 B channels. These channels may be used to connect the customer's CPE to the Public Circuit Switched Network (i.e. outward, inward, two-way trunks, and WATS/800 Service access lines).
- c) ISDN-PRI is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.
- d) Unless specified the regulations for ISDN-PRI apply in addition to the regulations set forth in the Rules and Regulations of this tariff.
- e) ISDN-PRI is provided within a LATA from central offices where appropriate ISDN facilities are available. Service inquiries will be necessary to determine availability.

(N)

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TELEPHONE SERVICES TARIFF

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

(N)

16.4 REGULATIONS

- a) ISDN Service is furnished only from central offices that have been equipped to provide this capability and is subject to central office switching capacity, availability of features, and outside plant facilities.
- b) The Company shall not be responsible if changes in any of its equipment, operations, or procedures utilized in the provision of PRI, render any facilities provided by the customer obsolete, requiring modification or alteration of such equipment or system, or otherwise affect its use or performance.
- c) The customer will be responsible for providing compatible Customer Premise Equipment (CPE) with the ISDN-PRI Interface.
- d) Digital transmission rates at speeds less than those indicated may occur as a function of the particular CPE furnished by the user.
- e) Temporary suspension of service is not available with ISDN-PRI.
- f) Minimum subscription period is month-to-month.
- g) Verification and Emergency Interrupt service is not available for ISDN-PRI.
- h) Telephone numbers transmitted via the optional Incoming Call Identification feature are intended solely for the use of the ISDN-PRI subscriber. Resale of this information is prohibited by this tariff.
- i) In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.
- j) Each ISDN-PRI digital transport facility can support a maximum of 4 trunk groups per T-1 facility. Within the two-way digital transport facilities, for all 24 trunks or up to 4 trunk groups on each ISDN-PRI, only one telephone number can be pointed to that group. Each group cannot have 24 individual telephone numbers and or 24 individual trunk groups.

(N)

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
(Continued)

16.4 REGULATIONS (Continued)

- k) Non-facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as stipulated in the vendor technical documentation. When NFAS is selected, the customer will order one ISDN-PRI service arrangement with twenty-three (23) B channels and one (1) D channel. Additional ISDN-PRI service arrangements are ordered with twenty-four (24) B channels at rates and charges provided in Section 16.9. The D channel activated on the initial arrangement serves the additional ISDN-PRI arrangements. If a customer desires, he may also request a back-up D channel with the NFAS option (NB+2D). It is recommended that D channels be provisioned in separate ISDN-PRI service arrangements.
- l) The Company will provide and maintain facilities, equipment and services in accordance with "Point of Demarcation" described in the Company's tariff Section 2. Customer(s) requesting route or type of construction, which is feasible but differs from that determined by the Company, and the Company concurs, shall be responsible for the additional cost in accordance with the "Allowance for Extensions To Plant Facilities" described in the Company's tariff Section 14.
- m) Foreign Exchange Service is not available with ISDN-PRI.

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
(Continued)

16.5 DEFINITIONS

B Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

D Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

64 Kbps Clear Channel Capability (CCC) - A B channel connection that provides end-to-end digital connection in which all 64 Kbps of bandwidth are available for customer use.

PRI Link - A PRI Link is comprised of a Primary Rate Access Line and a Primary Rate Interface.

16.6 APPLICATION OF RATES

- a) ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer-designated premise will be charged at rates per each Primary Rate Access Line.
- b) Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing DS1 Service to an ISDN-PRI service arrangement.

ISDN-PRI Primary Rate Access Line rates if applicable, apply in addition to Primary Rate Interface.

16.7 SERVICE COMPONENTS

- a) The customer may choose any number of channels up to twenty-three (twenty-four with NFAS described below) per Primary Rate Access (facility) to be active with a corresponding number of services (i.e. inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
(Continued)

16.7 SERVICE COMPONENTS (Continued)

b) The components of ISDN-PRI Service will be as follows:

- Primary Rate Access Line
- Primary Rate Interface

- 1) Primary Rate Access Line - will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.
- 2) Primary Rate Interface - provides the multiplexing to support up to twenty-three (23) B channels at 64 Kbps and one (1) D channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four (24) B channels at 64 Kbps.

- (a) Voice calls may be completed to both ISDN and non-ISDN lines.
- (b) Data Transmission on the B channel will be circuit switched at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
- (c) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800 Service. The subscription to these services is in addition to the charges for ISDN-PRI service.

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
 (Continued)

16.8 OPTIONAL FEATURES

- a) Call-by-Call/Integrated Service Access Feature Capability - This optional feature will allow the customer to dynamically allocate the use of channels for ISDN-PRI service. The customer may also choose to subscribe to more services than channels and dynamically change the services in use.
- b) Incoming Call Identification - This optional feature provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D channel associated with incoming calls on a B channel to a PBX.

16.9 RATES AND CHARGES

- a) All usual and applicable Service Connection, Move and Change Charges as specified in the Section 5, apply to the activation, move, or change of channel equivalents within ISDN-PRI service packages as well as for installation of the basic system.
- b) ISDN-PRI Service Components

The service components listed below are required at a minimum, for the customer to have ISDN-PRI Service.

		<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Primary Rate Access Line (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	\$1,500.00	\$180.00
-One Year Contract	1-4	1,500.00	170.00
-Two Year Contract	1-4	1,500.00	165.00
-Three Year Contract	1-4	1,500.00	160.00

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
 (Continued)

16.9 RATES AND CHARGES (Continued)

b) ISDN-PRI Service Components (Continued)

		<u>NRC/ Installation</u>	<u>Monthly Rate*</u>
Primary Rate Interface (per PRI Link)	Per ISDN Circuit		
-Month-To-Month	1-4	-*	\$735.00
-One Year Contract	1-4	-*	700.00
-Two Year Contract	1-4	-*	660.00
-Three Year Contract	1-4	-*	625.00
Backup D-Channel**			
-Month-To-Month		\$100.00	\$50.00
-One Year Contract		100.00	40.00
-Two Year Contract		100.00	35.00
-Three Year Contract		100.00	30.00

* Installation Nonrecurring Charges for Primary Rate Access Line as specified on Page 6 and 7 are all inclusive for ISDN circuits.

** In a Facility Associated Signaling (FAS) arrangement for a customer with more than one (1) trunk group, a backup D-channel will be required for each trunk.

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(N)

TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
 (Continued)

16.9 RATES AND CHARGES (Continued)

c) Optional Feature

The following are optional features that may be ordered with ISDN-PRI.

	<u>NRC/ Installation</u>	<u>Monthly Rate</u>
Call by Call Integrated Service Access Feature Selection (Per PRI Link)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00
Incoming Call Identification (ICI, Per PRI Interface)		
-Month-To-Month	\$100.00	\$50.00
-One Year Contract	100.00	40.00
-Two Year Contract	100.00	35.00
-Three Year Contract	100.00	30.00

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
(Continued)

16.9 RATES AND CHARGES (Continued)

d) Service Connection Charges

- 1) Service Installation Charges are applicable for each ISDN-PRI Link (which includes the Primary Rate Access Line and Primary Rate Interface) ordered, for receiving and recording information and or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.
- 2) Service Change Charges are applicable for receiving and recording information and or taking action in connection with a customer's inside move or transfer of service responsibility request, and processing the necessary data on an existing PRI Link (which includes the Primary Rate Access Line and the Primary Rate Interface. A Service Change Charge is applicable for each PRI Link associated with the customer request (in lieu of a Service Installation Charge).
- 3) Premise Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time. (N)

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TELEPHONE SERVICES TARIFF

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) (N)
(Continued)

16.9 RATES AND CHARGES (Continued)

d) Service Connection Charges (Continued)

4) Charges for ISDN-PRI Service

(a) Service Change Charge per PRI Link

	Nonrecurring Charge
Changes in 'D' channel or Trunk Group configurations	\$350.00

(b) Premises Visit Charge per PRI Link

	Nonrecurring Charge
Premises Visit Charge (Per Visit)	See Note 1

Note 1 - Refer to Section 5, Sheet 6 of this Tariff for applicable rates.

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(N)

TELEPHONE SERVICES TARIFF

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

(N)

16.10 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.

16.11 APPLICABILITY

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

16.12 TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this tariff.

16.13 RATES AND CHARGES

	<u>Monthly Rate</u>
<u>2-Year Term</u> ¹	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> ¹	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> ¹	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

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

(N)

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TELEPHONE SERVICES TARIFF

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

(N)

16.14 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.
- G. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

(N)

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TELEPHONE SERVICES TARIFF

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

(N)

16.14 SPECIAL CONDITIONS (Continued)

- 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 tariff.
- J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in 16.13 Rates and Charges preceding.

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TELEPHONE SERVICES TARIFF

OPERATOR SERVICES

17.1 General

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

A. Busy Verification¹ (C)

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.

B. Busy Interrupt¹ (C)

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.

C. 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).

D. 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.

E. Operator Assisted Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station.

(D)

(N)

¹ Discontinued as of March 1, 2018.

DATE ISSUED: January 30, 2018
EFFECTIVE DATE: March 1, 2018
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-18-0010

TELEPHONE SERVICES TARIFF

OPERATOR SERVICES

17.1 General (Continued)

F. 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.

G. 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.

H. 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.

I. Dial Assistance - Customer requests the operator to dial a local call.

Assistance charges are not applicable to the handicapped or where the inability to dial a call is caused by Company switching equipment or facilities.

J. Live Operator

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

This fee will not apply if:

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

(N) (L)

(N)

(L) Material relocated to Section 17, Sheet 3.

(N) (L)

DATE ISSUED: October 4, 2019
EFFECTIVE DATE: November 13, 2019
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-19-

TELEPHONE SERVICES TARIFF

OPERATOR SERVICES

17.2 Rates and Charges

	<u>Per Call</u>	(L)
Busy Verification ¹	\$1.00	
Busy Interrupt ¹	\$1.00	
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	
Dial Assistance	\$1.00	
Live Operator	\$1.50	

(L)
(L)
(N)

¹ Discontinued as of March 1, 2018.

(L)

(L) Material relocated from Section 17, Sheet 2.

(N)

DATE ISSUED: October 4, 2019
EFFECTIVE DATE: November 13, 2019
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-19-

TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 19
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - ARIZONA UNIVERSAL SERVICE FUND

SUBJECT

SHEET NUMBER

Applicability
Element/Rates

1
1 - 2

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

ARIZONA UNIVERSAL SERVICE FUND

19.1 APPLICABILITY

The surcharges set forth below relate to funding the Arizona Universal Service Fund (AUSF) and are in addition to the rates and charges for access service, toll service and local service set forth in the applicable tariffs. If the Company determines it has collected its annually assessed amount prior to the end of the calendar year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by Arizona Corporation Commission Order.

19.2 ELEMENTS AND RATES

19.2.1 Toll Portion Element - AUSF Surcharge for intraLATA Toll

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly.

(T)
|
(T)

DATE ISSUED: March 21, 2007
EFFECTIVE DATE: April 22, 2007
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-07-0174

TELEPHONE SERVICES TARIFF
ARIZONA UNIVERSAL SERVICE FUND

19.2 ELEMENTS AND RATES (Continued)

19.2.2 Local Portion Element - AUSF surcharge applied to each access line and trunk line on a monthly basis.

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly.

(T)
|
(T)

DATE ISSUED: March 21, 2007
EFFECTIVE DATE: April 22, 2007
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-07-0174

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - MESSAGE TOLL TELEPHONE SERVICE

<u>SUBJECT</u>	<u>SHEET NUMBER</u>
Applicability	1
Territory	1
Rates	1

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.: 59810
DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

MESSAGE TOLL TELEPHONE SERVICE

20.1 APPLICABILITY

Applicable to message toll telephone service furnished or made available by this Company between its points and intraLATA points reached over facilities of connecting companies.

20.2 TERRITORY

Between points within the State of Arizona where the respective rate centers of such points are located within the same LATA as Citizens Utilities Rural Company in said State.

20.3 RATES

Citizens Utilities Rural Company, Inc. assents to, adopts, and concurs in the Long Distance Telecommunications Service Tariff of U.S. West Communications in the State of Arizona, together with amendments thereto and successive issues thereof, and hereby makes itself a party thereto until this authority is revoked by cancellation of this adoption notice, for the purpose of furnishing all intrastate intraLATA message toll telephone service thereunder originated at or terminated at a point of this Company.

DATE ISSUED: September 15, 1997

EFFECTIVE DATE: September 24, 1997

FILED BY: F. Wayne Lafferty

TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 21
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - WIDE AREA TELEPHONE SERVICE

SUBJECT

SHEET NUMBER

Applicability
Territory
Rates

1
1
1

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.: 59810
DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

WIDE AREA TELEPHONE SERVICE

21.1 APPLICABILITY

Applicable to Wide Area Telephone Service furnished or made available by this Company between its points and intraLATA points reached over facilities of connecting companies.

21.2 TERRITORY

Between points within the State of Arizona where the respective rate centers of such points are located within the same LATA as Citizens Utilities Rural Company in said State.

21.3 RATES

Citizens Utilities Rural Company, Inc. assents to, adopts, and concurs in the Wide Area Telephone Service Tariff of U.S. West Communications in the State of Arizona, together with amendments thereto and successive issues thereof, and hereby makes itself a party thereto until this authority is revoked by cancellation of this adoption notice, for the purpose of furnishing all intrastate intraLATA Wide Area Telephone Service thereunder originated at or terminated at a point of this Company.

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

SUBJECT INDEX

MISCELLANEOUS SERVICE

<u>SUBJECT</u>	<u>SHEET NO.</u>	
Convenience Fee	1	
Duplicate Bill Charge	2	(N)

DATE ISSUED: July 26, 2021
EFFECTIVE DATE: September 4, 2021
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-21-

TELEPHONE SERVICES TARIFF

MISCELLANEOUS SERVICE

22.1 CONVENIENCE FEE

22.1.1 General

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

This fee will not apply if:

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

22.1.2 Rates and Charges

Nonrecurring Charge

Convenience Fee, per occurrence	\$4.50
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(N)

(N)

DATE ISSUED: December 9, 2016
EFFECTIVE DATE: January 22, 2017
FILED BY: Steve Crosby
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-16-

TELEPHONE SERVICES TARIFF

MISCELLANEOUS SERVICE

22.2 DUPLICATE BILL CHARGE

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

(N)
|
(N)

DATE ISSUED: July 26, 2021
EFFECTIVE DATE: September 4, 2021
FILED BY: Allison Ellis
TITLE: Senior Vice President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-21-

TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 23
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF

SUBJECT INDEX

THIS SHEET AND SECTION RESERVED FOR FUTURE USE

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 24
1st Revised Sheet No. i
CANCELLING: Original Sheet No. i

TELEPHONE SERVICES TARIFF

SUBJECT INDEX

(C)

RESERVED FOR FUTURE USE

(C)

(D)

(D)

DATE ISSUED: March 19, 2013
EFFECTIVE DATE: April 18, 2013
FILED BY: Kenneth Mason
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-

TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 24
1st Revised Sheet No. 1
CANCELLING: Original Sheet No. 1

TELEPHONE SERVICES TARIFF

RESERVED FOR FUTURE USE

(C)

(D)

(D)

DATE ISSUED: March 19, 2013
EFFECTIVE DATE: April 18, 2013
FILED BY: Kenneth Mason
TITLE: Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-

TELEPHONE SERVICES TARIFF
FRONTIER CITIZENS UTILITIES RURAL
MOHAVE COUNTY, ARIZONA

TARIFF PART: Section 25
Original Sheet No. i
CANCELLING: Sheet No.

TELEPHONE SERVICES TARIFF
SUBJECT INDEX - SPECIAL CONTRACTS

SUBJECT

SHEET NUMBER

AT&T Operator Services and
Interexchange Facilities Agreement

Proprietary

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.: 59810

DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

SUBJECT INDEX - DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS

<u>SUBJECT</u>	<u>SHEET NUMBER</u>	
Custom Calling Services	1	
Citizens Select Service	2	
Citizens Select Plus Service	4	
Frontier Digital Phone Bronze*	6	
Frontier Digital Phone Essentials 2-2010	10	(N)
Frontier Digital Phone Nationwide with Essentials 2-2010 Service	14	
Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service	17	(N)

DATE ISSUED: June 12, 2012
EFFECTIVE DATE: July 14, 2012
FILED BY: Kenneth Mason
TITLE: Vice President

RESERVED FOR ACC TARIFF APPROVAL
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DOCKET NO.: T-01954B-12-

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS

The following services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features.

30.1 Custom Calling Services

30.1.1 The following recurring monthly rates are for custom calling services.

	<u>Recurring Monthly Charge</u>	
	<u>Business</u>	<u>Residence</u>
a. Call Waiting and Call Forwarding w/Speed Call Long List (30)	\$5.99	\$3.19
b. Call Waiting and Three-Way Conference Calling w/Speed Call Long List (30)	6.49	4.19
c. Call Forwarding and Three-Way Conference Calling w/Speed Call Long List (30)	5.99	3.49
d. Call Forwarding and Speed Call Long List (30)	3.49	1.49
e. Three-Way Conference Calling and Speed Call Long List (30)	3.99	2.49

DATE ISSUED: September 15, 1997
EFFECTIVE DATE: September 24, 1997
FILED BY: F. Wayne Lafferty
TITLE: Assistant Vice - President

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.: 59810
DOCKET NO.: E-1032-96-353

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

The following Custom Calling services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features AS OF July 27, 2001.

30.1 CUSTOM CALLING SERVICES

30.1.2 The following monthly recurring rates apply when Custom Calling Services are taken as a group:

		<u>Recurring Monthly Charge</u>	
		<u>Business</u>	<u>Residence</u>
a)	Call Waiting and Call Forwarding	\$3.99	\$2.19
3.	w/Three-Way Conference Calling & Speed Call Short Lists (8)	6.95	4.95
4.	w/Three-Way Conference Calling & Speed Call Long Lists (30)	8.95	6.95

The following Custom Calling services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features AS OF September 15, 2006.

(N)

30.1.3 The following monthly recurring rates apply when Custom Calling Services are taken as a group:

		<u>Recurring Monthly Charge</u>	
		<u>Business</u>	<u>Residence</u>
a)	Call Waiting and Call Forwarding	\$3.99	\$2.19
1.	w/Three-Way Conference Calling	6.49	4.19
2.	w/Speed Call Short Lists (8)	4.99	2.99

(N)

DATE ISSUED: August 4, 2006
 EFFECTIVE DATE: September 15, 2006
 FILED BY: Aloa J. Stevens
 TITLE: Director

<p>RESERVED FOR ACC TARIFF APPROVAL</p> <p>DECISION NO.:</p> <p>DOCKET NO.: T-01954B-06-</p>
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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.1 CUSTOM CALLING SERVICES (Continued)

The following Custom Calling services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features AS OF September 15, 2006.

(N)

30.1.3 The following monthly recurring rates apply when Custom Calling Services are taken as a group: (Continued)

		<u>Recurring Monthly Charge</u>	
		<u>Business</u>	<u>Residence</u>
b)	Call Waiting and Three-Way Conference Calling	\$4.49	\$3.19
	1. w/Speed Call Short Lists (8)	5.49	3.99
c)	Call Waiting and Speed Call Short Lists (8)	2.99	1.99
d)	Call Waiting and Speed Call Long Lists (30)	3.99	2.19
e)	Call Forwarding and Three-Way Conference Calling	3.99	2.49
	1. w/Speed Call Short Lists (8)	4.99	3.29
f)	Call Forwarding and Speed Call Short Lists (8)	2.49	1.29
g)	Three-Way Conference Calling and Speed Call Short Lists (8)	2.99	2.29

1/11

DATE ISSUED: August 4, 2006
 EFFECTIVE DATE: September 15, 2006
 FILED BY: Aloa J. Stevens

RESERVED FOR ACC TARIFF APPROVAL
 DECISION NO.:
 DOCKET NO.: T-01954B-06-

TITLE: _____ Director

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.1 CUSTOM CALLING SERVICES (Continued)

The following Custom Calling services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features AS OF September 15, 2006.

30.1.3 The following monthly recurring rates apply when Custom Calling Services are taken as a group: (Continued)

		<u>Recurring Monthly Charge</u>	
		<u>Business</u>	<u>Residence</u>
h)	Call Forwarding All Calls, Call Forwarding Busy and Call Forwarding Don't Answer	3.00	2.00
i)	CLASS Value PAK - Call Return, Caller ID, Anonymous Call Rejection	9.95	8.95
j)	CID with Name Value PAK - Call Return, Caller ID with Name, Anonymous Call	11.95	9.95

(N)
|
(N)

DATE ISSUED: August 4, 2006
EFFECTIVE DATE: September 15, 2006
FILED BY: Aloa J. Stevens
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-06-

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

The following Citizens Select services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features AS OF April 24, 2003.

(N)

30.2 CITIZENS SELECT SERVICE

30.2.1 General

a) Citizens Select plans provide a flat rate residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages is entitled to unlimited use of the selected services/features.

b) Citizens Select Service

Customer subscribing to this plan may select up to seven (7) features from the following list:

- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Caller ID w/Number (1)
- Caller ID w/Name (1)
- Distinctive Ringing
- Speed Call 8
- Three Way Calling
- *69 (Call Return)
- *66 (Repeat Dial)

(1) May select only one Caller ID feature.

(N)

DATE ISSUED: March 5, 2003

EFFECTIVE DATE: April 24, 2003

FILED BY: Aloa J. Stevens

RESERVED FOR ACC TARIFF APPROVAL

DECISION NO.:

DOCKET NO.: T-01954B-03-0148

TITLE: _____ Director

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

The following Citizens Select Plus services have been discontinued from the Company's general tariff offerings. No new customers may subscribe to or be sold the following services/features AS OF April 24, 2003.

(N)

30.2 CITIZENS SELECT SERVICE (Continued)

30.2.1 General (Continued)

c) Citizens Select Plus Service

Customers subscribing to this plan may select any or all of the following services/ features.

- Anonymous Call Rejection
- Call Forwarding
- Call Waiting/Cancel Call Waiting
- Caller ID w/Number (1)
- Caller ID w/Name (1)
- Distinctive Ringing
- Priority Ring
- Speed Call 8
- Speed Call 30
- Selective Call Rejection
- Three Way Calling
- Toll Restriction
- *69 (Call Return)
- *66 (Repeat Dial)

d) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.

(N)

(1) May select only one Caller ID feature.

DATE ISSUED: March 5, 2003
EFFECTIVE DATE: April 24, 2003
FILED BY: Aloa J. Stevens

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-03-0148

TITLE: _____ Director _____

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.2 CITIZENS SELECT SERVICE (Continued)

(N)

30.2.2 Rates and Charges

- a) Where a Citizens Select plan is provided at the time of initial installation for an additional residence individual line flat rate service or the move of a residence individual line flat rate service from one location to another, all normal service charges associated with the line shall apply as specified in Section 5 of this Tariff.
- b) Service Connection Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation of a residence individual flat rate line service is established.
- c) Service Connection Charges as specified in Section 5 of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- d) Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in 6.26.1, General b) and c), preceding, unless specifically allowed by the terms and conditions of the promotion.
- e) Citizens Select plans are provided at the following rates.

	Monthly Rate
1. Citizens Select Service	
- Per individual flat rate residence line – Includes choice of up to 7 services/features as specified in 6.26.1, General, b), preceding	\$21.95
2. Citizens Select Plus Service	
- Per individual flat rate residence line – May select any or all services/features as specified 6.26.1, General, c), preceding	\$26.95

(N)

EFFECTIVE DATE: April 24, 2003

FILED BY: Aloa J. Stevens

TITLE: Director

DECISION NO.:

DOCKET NO.: T-01954B-03-0148

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

15.10 FRONTIER DIGITAL PHONE BRONZE*

(N)

15.10.1 Applicability

Applicable to Single-party Residential Flat rate service.

15.10.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Bronze bundle as said exchanges are defined on the maps contained in this tariff.

15.10.3 General

A. Frontier Digital Phone Bronze is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one basic Flat Rate Access Line, Touch Calling and a combination of local features. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line
Touch Calling
Call Waiting, Cancel Call Waiting
Caller ID w/Name
Call Waiting/Caller ID

C. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 15.10.4.C.

Repeat Dial
Call Return
Three-Way Conference Calling
Speed Calling 8 or 30
Call Forwarding – All Calls

*This was previously called Frontier Digital Phone Essentials.

(N)

DATE ISSUED: May 15, 2009
EFFECTIVE DATE: June 24, 2009
FILED BY: Jack D. Phillips
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
DOCKET NO.: T-01954B-09-0238

TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

(N)

15.10 FRONTIER DIGITAL PHONE BRONZE* (Continued)

15.10.4 Rates and Charges

- D. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
- E. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- F. Frontier Digital Phone Bronze bundle is provided at the following rate:

Monthly Rate

Frontier Digital Phone Bronze	\$19.99
Stay Connected Seasonal Offering see Special Condition (K)	6.74
Digital Phone Enhanced Feature Pack	3.99

15.10.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
- D. Frontier Digital Phone Bronze service bundle includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. No discounts will be given to customers that do not use all the features or have some features turned off.

(N)

*This was previously called Frontier Digital Phone Essentials.

DATE ISSUED: May 15, 2009
EFFECTIVE DATE: June 24, 2009
FILED BY: Jack D. Phillips
TITLE: Director

RESERVED FOR ACC TARIFF APPROVAL
DECISION NO.:
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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

15.10 FRONTIER DIGITAL PHONE BRONZE* (Continued)

15.10.5 Special Conditions (Continued)

- G. The bundle is offered on a month to month.
 - H. The bundle will appear as a single line item on the bill.
 - I. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS will be billed separately from and are in addition to the bundle rate.
 - J. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Bronze Service for a minimum period of one month and up to nine months during a 12-month period.
- 7. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
 - 8. 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.
 - 9. The applicable Service Connection Charges listed in Section 5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

*This was previously called Frontier Digital Phone Essentials.

(N)

(N)

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FILED BY: Jack D. Phillips
TITLE: Director

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

(N)

15.10 FRONTIER DIGITAL PHONE BRONZE* (Continued)

15.10.5 Special Conditions (Continued)

J. Stay Connected Seasonal Offering (Continued)

10. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials service will be temporarily deactivated.
11. If the customer does not notify the Utility to reactivate their Frontier Digital Phone Bronze Service before the end of the ninth month, the Stay Connected Seasonal Offering will terminate and the Frontier Digital Phone Bronze features and services will be reactivated and billed at the applicable rates.
12. This service does not change any other terms and conditions of the product.
13. All applicable taxes and surcharges apply.

*This was previously called Frontier Digital Phone Essentials.

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.4 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 Grandfathered as of July 14, 2012

(N)

30.4.1 Applicability

Applicable to Single-party Residential Flat rate service.

30.4.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing the Frontier Digital Phone Essentials 2-2010 service as said exchanges are defined on the maps contained in this tariff.

30.4.3 General

A. Frontier Digital Phone Essentials 2-2010 is a bundled offering available to Residential customers that subscribe to flat rate service. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touch Calling and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

B. Basic Bundle

- Flat Rate Access Line
- Unlimited Extended Area Service
- Call Waiting/Cancel Call Waiting
- Call Waiting/Caller ID
- Caller ID with Name
- Three-Way Conference Calling
- Touch Calling Service

(N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.4 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 Grandfathered as of July 14, 2012
(Continued)

(N)

30.4.3 General (Continued)

C. Unlimited Feature Pack

The following services are included in the feature package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in Section 15, item 30.4.4.C.

Call Forwarding – All Calls	Speed Calling 30
Call Forwarding – Busy	Anonymous Call Rejection
Caller ID	Anonymous Call Acceptance
Call Return	Call Trace
Repeat Redial	

30.4.4 Rates

- A. Federal Subscriber Line Charge will be billed separately for each line from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of the bundle.
- C. Frontier Digital Phone Essentials 2-2010 Service is provided at the following rates:

	<u>Monthly Rate</u>
Frontier Digital Phone Essentials 2-2010	\$21.99
Unlimited Feature Pack	2.99
Stay Connected Seasonal Service	9.99

(N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.4 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 Grandfathered as of July 14, 2012
(Continued)

(N)

30.4.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Call Detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Frontier Digital Phone Essentials 2-2010 Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service. Refer to the Utility's Rules and Regulations pertaining to non-payment or partial payment.
- E. Customers may add or delete any features offered in the bundle without incurring a Service Connection Charge.
- F. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
- G. No discounts will be given to customers that do not use all the features or have some features turned off.
- H. The bundle is offered on a month-to-month basis.
- I. The bundle will appear as a single line item on the bill.
- J. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

(N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.4 FRONTIER DIGITAL PHONE ESSENTIALS 2-2010 Grandfathered as of July 14, 2012 (Continued) (N)

30.4.5 Special Conditions (Continued)

K. Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Essentials 2-2010 Service for a minimum period of one month and up to nine months during a 12-month period.

1. Applicable to the territory within the exchange areas where service is provided from Central Offices and/or operating systems capable of providing Stay Connected Seasonal Service as said exchanges are defined on the maps contained in this tariff.
2. The customer will not be charged a Service Connection Charge if a reconnect date is provided at the time they order the Stay Connected Seasonal Offering.
3. The applicable Service Connection Charges listed in Section 5 will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
4. The Stay Connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the Frontier Digital Phone Essentials 2-2010 service will be temporarily deactivated.
5. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.
8. The Federal Subscriber Line Charge is included in the monthly rate. (N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.5 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE
Grandfathered as of July 14, 2012

(N)

30.5.1 Applicability

Applicable to Single-party Residential Flat rate service.

30.5.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide with Essentials 2-2010 service as said exchanges are defined on the maps contained in this tariff.

30.5.3 General

A. Frontier Digital Phone Nationwide with Essentials 2-2010 Service is a bundled offering available to residential customers and includes one Flat Rate Residential One-Party Access Line, Custom Calling features, Extended Area Service and Touch Calling Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Flat Rate Access Line	Repeat Dial
Extended Area Service	Speed Calling 8
Call Forward Busy/No Answer (Variable)	Call Return
Caller ID - Name and Number	Three Way Conference Calling
Call Waiting/Cancel Call Waiting	Touch Calling Service

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 30.5.4.C following.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding

(N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.5 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE
Grandfathered as of July 14, 2012 (Continued)

(N)

30.5.4 Rates

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide with Essentials 2-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone Nationwide with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

30.5.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.
- F. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.

(N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.5 FRONTIER DIGITAL PHONE NATIONWIDE WITH ESSENTIALS 2-2010 SERVICE
Grandfathered as of July 14, 2012 (Continued)

30.5.5 Special Conditions (Continued)

- G. The bundles are offered on a month to month.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- K. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.
 - 1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.
 - 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - 3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
 - 4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
 - 5. The Federal Subscriber Line Charge is included in the monthly rate.
 - 6. This service does not change any other terms and conditions of the product.
 - 7. All applicable taxes and surcharges apply.

(T)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.6 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE Grandfathered as of July 14, 2012

(N)

30.6.1 Applicability

Applicable to Single-party Residential Flat rate service.

30.6.2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier Digital Phone Nationwide Extra with Essentials 2-2010 service as said exchanges are defined on the maps contained in this tariff.

30.6.3 General

A. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 Service is a bundled offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Custom Calling features, Extended Area Service and Touch Calling Service. Customers may select any or all of the services and features listed below for a monthly rate charge.

B. Basic Bundle

Two Flat Rate Access Lines	Repeat Dial
Extended Area Service	Speed Calling 8
Call Forward Busy/No Answer (Variable)	Call Return
Caller ID - Name and Number	Touch Calling Service
Call Waiting/Cancel Call Waiting	
Three-Way Conference Calling	

C. Digital Phone Enhanced Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in 30.6.4.C following.

Speed Calling 30	Selective Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Call Rejection
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding

(N)

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TITLE: Vice President

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.6 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE Grandfathered as of July 14, 2012 (Continued)

(N)

30.6.4 Rates

- A. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
- B. Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Section 5 apply to the installation of individual components of the bundle.
- C. Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle is provided at the following rates:

Monthly Rate

Frontier Digital Phone Nationwide Extra with Essentials 2-2010	\$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

30.6.5 Special Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
- C. Customers may add or delete any features offered in the bundle without a service order charge.
- D. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

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TELEPHONE SERVICES TARIFF

DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.6 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010 SERVICE Grandfathered as of July 14, 2012 (Continued)

(N)

30.6.5 Special Conditions (Continued)

- F. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
- G. The bundles are offered on a month to month.
- H. The bundle will appear as a single line item on the bill.
- I. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
- J. The features and services, except those listed as Non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
- K. The custom calling features and voice mail service included in the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 bundle will be activated on only one of the access lines designated by the customer.

(N)

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TELEPHONE SERVICES TARIFF

BUNDLE DISCONTINUED SERVICES AND EQUIPMENT OFFERINGS (Continued)

30.6 FRONTIER DIGITAL PHONE NATIONWIDE EXTRA WITH ESSENTIALS 2-2010
SERVICE Grandfathered as of July 14, 2012 (Continued)

30.6.5 Special Conditions (Continued)

L. Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 while they are away, a minimum of one month and up to nine months during a 12-month period for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the bundle will be temporarily deactivated.
4. If the customer does not specify an activation date the Stay Connected Seasonal Offering will terminate at the end of the ninth month and the Frontier Digital Phone Nationwide Extra with Essentials 2-2010 features and services will be reactivated and billed at the applicable rates.
5. The Federal Subscriber Line Charge is included in the monthly rate.
6. This service does not change any other terms and conditions of the product.
7. All applicable taxes and surcharges apply.

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