

FRONTIER COMMUNICATIONS OF AMERICA, INC.

REGULATIONS, DESCRIPTIONS AND SCHEDULE OF CHARGES
APPLICABLE TO FURNISHING TELECOMMUNICATIONS SERVICES
WITHIN THE STATE OF NEW MEXICO

CHECK SHEET

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CONCURRING, CONNECTING OR
OTHER PARTICIPATING CARRIERS AND
BILLING AGENTS

1. Concurring Carriers-None
2. Connecting Carriers-None
3. Other Participating Carriers-None
4. Billing Agents-None

EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D** Deleted material
- I** Change in rate or charge resulting in an increase to a Customer's bill
- N** New Material
- R** Change in rate or charge resulting in a reduction to a Customer's bill
- M** Move in location of text
- T** Change in text or regulation but no change in rates

SECTION 1 – GENERAL REGULATIONS

1.1 APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to intrastate interexchange telecommunications reseller services provided by Frontier Communications of America, Inc. (hereinafter "Company") to customers within the State of NEW MEXICO.

1.2 DEFINITIONS

ACCESS LINE: An arrangement that connects a customer location to the Company's switching location.

AGGREGATOR: Any person or other legal entity that may be a Customer and, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for telephone calls using a provider of operator services.

BUSINESS CUSTOMER: A customer whose use of service is primarily or substantially of a professional, business, institutional, occupational or other commercial nature.

CARRIER: Whenever used in this tariff, "Carrier" refers to Frontier Communications of America, Inc. unless otherwise specified or clearly indicated by context.

CHANNEL: Communications path between two or more points.

COLLECT - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges. (T)

COMPANY: Frontier Communications of America, Inc. *dba* Citizens Communications Company.

COMMISSION: Whenever used in this tariff, "Commission" refers to the NEW MEXICO Corporation Commission.

CUSTOMER: The person, firm, corporation, or other entity which orders or uses service and is responsible for the payment of rates and charges and compliance with tariff regulations.

DEDICATED PORT: A port on Company's switching facility, which is dedicated, at extra charge, to customer's exclusive use and which is connected to customer's premises by a private line furnished by customer.

SECTION 1 – GENERAL REGULATIONS

1.2 DEFINITIONS (Cont'd)

END USER: Any person, firm, corporation, partnership or other entity which uses the services of the Carrier under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

EQUAL ACCESS: The ability for a customer to select their primary long distance company.

FACILITIES: Any cable, equipment or facilities used to provide the service offered under this tariff.

HOME AREA: The local calling area associated with switched access.

INTRASTATE COMMUNICATIONS: Any communication that originates and terminates within the same state and is subject to the oversight of a state regulatory commission as provided by the laws of that state.

INTEREXCHANGE CARRIER: A person or entity whose facilities carry interexchange telephone service on a wholesale or retail basis through line, wire, cable, microwave, radio wave, satellite or other analogous facilities owned or operated by it. An interexchange transporter may also provide interexchange service as a reseller.

LOCAL ACCESS AND TRANSPORT AREA (LATA): The term Local Access Transport Area denotes a geographic area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192 within which a local exchange company or companies provide communications services.

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.

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).

OPERATOR ASSISTED THIRD NUMBER BILLED: 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.

POINT OF DEMARCATION: The point of interconnection between the Company Communications facilities and Customer provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

POINT OF ORIGINATION: The Company's switch location accessed by the customer for the purpose of making a call using Company's service.

POINT OF TERMINATION: The point of demarcation within a Customer premises at which the Company's responsibility for the provision of service ends.

REMOTE ACCESS CODE: A code to permit customers to access the Company switch in areas other than Customers' home area.

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SECTION 1 – GENERAL REGULATIONS

1.2 DEFINITIONS (Cont'd)

RESIDENTIAL CUSTOMER: A Customer whose use of service is primarily personal and domestic nature.

SERVICE OR SERVICES: The services covered by this tariff shall include only the State of NEW MEXICO.

SERVICE DATE: The date that billing starts for service or any service component.

SERVICE COMPONENT: Service components include access arranged by the Company, ports, traffic management services, and voice or data transmission facilities or capabilities. (T)

SERVING WIRE CENTER: The wire center from which the Customer premises normally obtains dial tone. It is a specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage.

SPECIAL ACCESS CIRCUIT: A physical pathway for the transmission of information between a dedicated originating point and a dedicated terminating point.

SPECIAL ASSEMBLY: A dedicated, specific request for telecom service that is usually separate from the public switched network.

SPECIFIC PROJECT CODE: Specifically assigned code by customer for billing to that activity within customer's business.

SPECIAL REQUEST: Any modification that is performed by the Company at the Customer's request that is above and beyond normal service and or access use.

SUBSCRIBER: The term "Subscriber" denotes the person, firm, company, corporation, or other entity, having a communications requirement of its own, which contracts for service under this tariff and is responsible for the payment of charges as well as compliance with the Carrier's regulations.

TERMINAL EQUIPMENT: Telecommunications devices, apparatus, and their associated wiring, such as teleprinters, telephone and data sets.

V & H COORDINATES: Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE1.3.1 Basic Service Offering

The Company offers and provides interexchange service to customers. Service is available on a full time basis, 24 hours a day, seven days a week. In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

1.3.2 Service Availability and Application

- (A) The Company offers service to all those who desire to purchase service from the Company consistent with all provisions of this tariff. Customers or subscribers interested in the Company's services shall, upon request, file a service application with the Company which fully identifies the customer and identifies the service requested.
- (B) The Company reserves the right to examine the credit record of all service applicants and require a service deposit when determined to be necessary to assure future payment. Security Deposits required shall not exceed the estimated charges for two months service. The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for services previously rendered pursuant to this tariff until the indebtedness is satisfied.
- (C) Service is offered subject to the Company's ability to technically provide the service requested and subject to the availability of the necessary facilities and/or equipment. The Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control, or when the customer is using the service in violation of the provisions of this tariff, the rules and regulations of the NEW MEXICO Public Utility Commission or in violation of the law.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.3 Limitations On Liability(A) Indemnification by Customer

The Customer shall indemnify and hold the Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, the facilities of others; against claims arising out of any act or omission of the Customer in connection with the facilities provided by the Company or the Customer.

(B) General Liability

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service, and not caused by the negligence of the Customer, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs; provided, however, that the Company shall have no liability for any such period which is less than the minimum duration specified for the particular service in the regulations applicable to such service set forth in this tariff.

(C) Acts of God

The company shall not be liable for, shall be excused from performance during, and the Customer shall not be liable for charges related to the Company's excused performance during any failure of performance due to causes beyond its control, including, but not limited to, Acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots or wars; strikes, lockouts, work stoppages or other labor difficulties; unavailability or non-performance of facilities provided by others; and any law, order, regulation or other action of any governing authority or agent thereof.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.3 Limitations On Liability (Cont'd)(D) Customer-Provided Equipment

- (1) The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Frontier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.
- (2) The services and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

(E) Use of Facilities of Other Companies

- (1) When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.4 Use of Service

Service is furnished for use by the Customer but may be used by others when so authorized by the Customer. Service may be resold or shared and the Customer may advise its user that a portion of its service is provided by the Company. However, the Customer shall not represent that the Company jointly participates with the Customer in the provision of its service.

1.3.5 Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company for any loss of, or damage to the facilities or equipment on the Customer's premises, including loss or damage caused by agents, employees, or independent contractors of the Customer through any negligence.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.6 Blocking of Service

The Company's facilities cannot be used to originate calls to other telephone companies' caller-paid information services. This includes, but is not limited to, calls to NPA 900, NXX 976, NXX 970, and other NXXs assigned to these services. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company.

1.3.7 Deposits

- (A) Each applicant for service will be required to establish credit. Any applicant whose credit has not been established to the sole and exclusive satisfaction of the Company may be required to make a deposit to be held as a guarantee of payment of charges. An existing Customer may be required to make a deposit or increase a deposit presently held. The deposit may be held for as long as the financial condition or credit worthiness of the Customer is considered to be unsatisfactory to the Company.
- (B) The fact that a deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.
- (C) Interest on a cash deposit will be paid to a Customer for the period that the cash deposit is held by the Company. The interest rate used will be at the rate established by the appropriate legal authority in the state where the Customer is billed.

1.3.8 Advance Payments

The Company reserves the right to require an advance payment from a Customer instead of, or in addition to, a deposit. The advance payment shall be in amount equal to or less than two months estimated billing.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.9 Payment For Services Provided(A) Payment of Charges

Payment for service is due upon presentation of the bill. Service may be denied for nonpayment of a bill. The Customer is responsible for safeguarding the service from use by unauthorized persons, and to pay all charges for use of the service by any persons whether or not authorized by the Customer, except in those instances where it has been determined that the Customer's present and former employees, agents and authorized users were not responsible for calls billed to the Customer via third party billing and the Company did not verify that the charges for the call would be accepted. The Customer is not responsible for unauthorized use of service to the extent such use is proximately caused by the Company's willful or negligent act.

(B) Collection Charges

In the event the Company incurs fees or expenses, including attorneys fees, collecting, or attempting to collect any charges owed to the Company, the Company may charge the Customer all such fees and expenses reasonably incurred, including a collection fee on the overdue charges accruing at the highest rate allowed by law.

(C) Return Check Charge

An Administrative Charge may apply for any customer check returned for insufficient funds or for any other reason.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.9 Payment For Services Provided (Cont'd)

(D) Late Payment Charges

- (1) A late payment charge of 1.5 percent or \$9.00 (whichever is greater) applies to each customer’s bill when the previous month’s bill has not been paid in full, leaving an unpaid balance carried forward. The 1.5 percent or \$9.00 (whichever is greater) charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.
- (2) Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- (3) Late payment charges do not apply to final accounts.

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(E) Customer Overpayments

- (1) The Company will provide interest on Customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The Customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the Customer, credit for the amount will be provided on the next regular Company bill. Interest at the rate of the average of one-year Treasury Bills for September, October, and November of the previous year is payable on overpayments without deductions for taxes thereon unless otherwise required by law.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.9 Payment For Services Provided (Cont'd)(E) Customer Overpayments (Cont'd)

- (2) Interest shall be paid from the date when overpayment was made, adjusted for any changes in the late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the Customer's overpayment was originally recorded to the Customer's account by the Company.

(F) Refunds or Credits for Service Outages or Interruptions

- (1) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. Credits for service outages or interruptions are subject to the regulations listed below.
- (2) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (3) Credit allowances for interruption periods which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this tariff. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, the Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.9 Payment For Services Provided (Cont'd)(F) Refunds or Credits for Service Outages or Interruptions (Cont'd)

- (4) The Customer shall be responsible for the payment of service charges based upon time and materials for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- (5) For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than four (4) hours. The Customer shall be credited for an interruption of four (4) or more hours at the rate of 1/720th of the monthly charge for the services affected for each hour that the interruption continues. The formula used for computation of credits is as follows:

$$\text{Credit} = A/720 \times B$$

A = outage time in hours (must be 4 or more)

B = total monthly recurring charge for affected service.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.9 Payment For Services Provided (Cont'd)

(G) Billing Disputes

In the case of billing disputes between the Customer and Frontier for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following action:

- (1) First, the Customer may request, and the Carrier will comply with the request, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnect).

The address of the Company is:

Frontier Communications of America, Inc.
180 South Clinton Avenue
Rochester, New York 14646

- (2) Second, if there is still disagreement about the disputed amount after the investigation and review by a manager of Frontier, the Customer may appeal to the Commission for their investigation and decision.

1.3.10 Access To Customer Premises

The Customer shall be responsible for making arrangements or obtaining permission for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.11 Terminal Equipment

The Company's facilities and service may be used with or terminated in terminal equipment or communications systems such as a PBX, key system, single line telephone, or pay telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Frontier's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry.

1.3.12 Interconnection

- (A) Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitation established by Company. Service furnished by Company is not part of a joint undertaking with such other carriers. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the customer's expense.
- (B) Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The customer is responsible for taking all necessary legal steps for interconnecting his or her customer- provided terminal equipment or communications systems with the Company. Customers shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnections.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.13 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and credit for the interruption is requested by the Customer.

1.3.14 900, 976 and 700 Numbers

The Company does not provide 900, 976 or 700 number services. Customer calls placed to these numbers are routed to the local or long distance carrier providing the service. Customers may contact their local exchange carrier or the carrier providing the service to request blocking of access to these numbers.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.15 Suspension or Termination of Service

- (A) The customer may cancel service upon notice to the Company.
- (B) Suspension or Termination for Nonpayment
 - (1) In the event that any bill rendered is not paid, the Company may terminate or suspend service until the bill has been paid. If service is suspended or terminated for nonpayment, the Customer must pay any payment due prior to reconnection.
- (C) Exceptions to Suspension and Termination
 - (1) Suspension or termination of service shall not be made until:
 - (a) At least 10 days after written notice has been served personally on the Customer, or at least 20 days after written notification has been mailed to the billing address of the Customer or;
 - (b) At least 10 days after the Customer has either signed for or refused to sign for a registered letter containing written notification mailed to the billing address of the Customer.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.15 Suspension or Termination of Service (Cont'd)

(D) Exceptions to Suspension and Termination (Cont'd)

- (2) Service shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business.
- (3) Service shall not be suspended or terminated for:
 - (a) Non-payment of bills rendered for charges other than telephone service
 - (b) Non-payment for services for which a bill has not been rendered
 - (c) Non-payment for services which have not been rendered;
 - (d) Non-payment for any billed amount which is in dispute during the period before resolution of the dispute is made by the Company in accordance with the Company's complaint handling procedures. Service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill if the Customer does not pay the undisputed amount after being asked to do so;
 - (e) Non-payment of backbilled amounts as outlined in the preceding.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.15 Suspension or Termination of Service (Cont'd)

- (E) Verification of Non-payment
 - (1) Service shall not be terminated or suspended for non-payment of a bill rendered unless:
 - (a) The Company has verified, in a manner approved by the New Mexico Public Regulation Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice;
 - (b) The Company has checked the Customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the Customer's account as of the opening of business on that day.
- (F) Termination for Cause Other Than Non-payment
 - (1) The Company may, immediately and without notice to Customer, and without liability of any nature, temporarily deny, terminate, or suspend Service to any Customer who:
 - (a) Willfully damages the Company equipment, interferes with use of the Company's Service by other Customers of the Company;
 - (b) Unreasonably places capacity demands upon the Company's Facilities or Service;
 - (c) Violates any statute or provision of law, or any rule or regulation of any state or federal regulatory agency relating to communications;
 - (d) Otherwise fails to comply with the provisions of this Tariff or applicable law.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.15 Suspension or Termination of Service (Cont'd)

(F) Termination for Cause Other Than Non-payment (Cont'd)

- (2) In the event a Customer becomes insolvent, is the subject of any formal legal proceeding commenced in a court involving a voluntary or involuntary petition or proceeding in bankruptcy, seeks protection or relief from creditors in a formal legal proceeding after a filing for such relief, or executes an assignment for the benefit of creditors, the Company may immediately and without notice to the and without liability of any nature deny, terminate, or suspend service to the Customer.
- (3) In the event that the Company determines that any Service is being used fraudulently or illegally, whether by a Customer or its agent, the Company may immediately and without notice to the Customer and without liability of any nature deny, terminate, or suspend service to the Customer.

SECTION 1 – GENERAL REGULATIONS1.3 TERMS OF SERVICE (Cont'd)1.3.16 Responsibilities of the Customer

All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communication systems provided by others are connected to the Company's facilities, the Customer assumes additional responsibilities. All Customers are responsible for the following:

- (A) The Customer is responsible for placing orders for service, paying all charges for service rendered by the Company and complying with all of the Company's regulations governing the service. The Customer is also responsible for assuring that its users comply with regulations.
- (B) When placing an order for service, the Customer must provide:
 - (1) The names and addresses of the persons responsible for the payment of service charges, and
 - (2) The names, telephone numbers, and addresses of the Customer contact persons.
- (C) The Customer must pay the Company for the replacement or repair of the Company's equipment when the damage results from:
 - (1) The negligence or willful act of the Customer or user;
 - (2) Improper use of service; and
 - (3) Any use of equipment or service provided by others.
- (D) After receipt of payment for the damages, the Company will cooperate with the Customer in prosecuting a claim against any third party causing damage.

SECTION 1 – GENERAL REGULATIONS

1.3 TERMS OF SERVICE (Cont'd)

1.3.17 Cancellation of Service by the Customer

Service may be canceled by the Customer by giving notice to the Company up to the day cancellation is requested.

If the Customer orders service requiring special facilities dedicated to the customer's use and then cancels the order before the service begins, or before completion of some other period mutually agreed upon by the Customer and Company, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges. If, based on the order, any construction has either begun or been completed, but no service provided, the non-recoverable cost of such construction shall be borne by the Customer. Such charges will be determined on an individual case basis.

1.3.18 Dishonored Checks

If a business Customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, and the account remains unpaid, then the Company is not required to issue any additional notice before disconnecting service.

SECTION 2 – SERVICE DESCRIPTIONS2.1 GENERAL SERVICE DESCRIPTION

Intrastate telecommunications services are available for calls originating from any service location within the state of NEW MEXICO and terminating at any point within the state. A customer may originate a call over the Company's switched network by presubscribing to the Company's service to place calls on a direct dialed basis or on an ad hoc basis by dialing the Company's Carrier Identification Code. Intrastate Customers have access to the Company's Interstate and International communications services which are covered under separate tariff as governed by the rules and regulations of the Federal Communications Commission.

2.1.1 Application of Rates

The application of rates will be consistent based upon, but not limited to, the following rate modification criteria. These criteria may be applied individually or in combination(s) against, and in addition to, the rates, charges and discounts specified in this tariff.

- Usage discounts
- Volume discounts
- Length of service period
- Distance
- Aggregated usage
- Customer-guaranteed usage
- City pairs
- Termination liability
- Multiple service usage
- Number of circuits
- Account longevity

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.2 Calculation of Distance

Usage charges are based on the airline distance between the serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by area code and exchange numbers.

All calls are billed from the End User's serving wire center to the terminating point serving wire center. If a call must be transferred to another carrier for completion such that the mileage would be calculated otherwise, the End User will be informed that the rates for the call may not reflect the rates from the actual originating location and the End User must consent to the transfer.

The distance between the originating point and that of the destination point is calculated by using the "V" and "H" coordinates as defined by NECA Tariff FCC No. 4, in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the originating point and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the Difference between the "H" coordinates.

Step 3 - Square the differences obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating serving wire centers.

Formula:

$$\sqrt{\frac{(V_1 V_2)^2 + (H_1 H_2)^2}{10}}$$

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.3 Plan-Specific Incremental Billing Seconds

Intrastate communications charges are based on a flat minute of use rate multiplied by the appropriate incremental billing seconds. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additionally, fractional cents will be rounded off to the nearest higher cent.

<u>SERVICE OFFERING</u>		<u>6&6</u>	<u>12&6</u>	<u>18&6</u>	<u>30&6</u>	<u>60&60</u>
Business LEC Billed	<i>1+ Switched Access</i>				X	
	<i>800</i>				X	
Residential	<i>1+ Switched Access</i>					X
	<i>800</i>					X
Citizens Select Calling Plan	<i>1+ Switched Access</i>			X		
	<i>800</i>			X		
	<i>Dedicated Access</i>		X			

(D)

(D)

(D)

(D)

Unless specified otherwise in this Tariff, the duration of each call for bill purposes will be rounded off to the nearest higher increment.

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.4 Service Hours

(A) Citizens Residential Time Periods

Peak Period: 8:00 am to 4:59 pm Monday through Friday

Off-Peak Period: All other times.

(B) Rate Periods

Residential Service Rate Plan 1

<i>Peak Period</i>	7:00 am to 6:59 pm	Monday through Friday
<i>Off-Peak Period</i>	7:00 pm to 6:59 am	All other times

<i>Day</i>	8:00 am to 4:59 pm	Monday through Friday
<i>Evening</i>	5:00 pm to 10:59 pm 5:00 pm to 10:59 pm	Monday through Friday Sunday and Holidays
<i>Night</i>	11:00 pm to 7:59 am All Day 8:00 am to 4:59 pm 11:00 pm 7:59 pm	Monday through Friday Saturday Sunday Sunday

Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

2.1.5 Holidays

Company recognizes the following holidays for the purposes of discounting usage rates in certain cases: Christmas Day (December 25), New Year's Day (January 1), Fourth of July (July 4), Thanksgiving Day (last Thursday in November), Labor Day (first Monday in September). Evening Rate Period rates will apply to all calls made between 8:00 AM and 5:00 PM during Company-recognized holidays.

SECTION 2 – SERVICE DESCRIPTIONS

2.1 GENERAL SERVICE DESCRIPTION (Cont'd)

2.1.6 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

- (A) Long distance usage charges are based on the actual usage of Frontier's network.
- (B) Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection.
- (C) Chargeable time ends when the called or calling party hangs up, whichever occurs first.
- (D) The minimum call duration and call increments for billing purposes are specified on a per-product basis.
- (E) The Company shall not bill for unanswered calls.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS2.2.1 Business 1+ Switched Access

1+ Switched Access gives customers the capability to originate and terminate IntraLATA and Intrastate calls. A customer using switched facilities may presubscribe to the Company's service to originate calls on a direct dialed basis.

2.2.2 Business 800

Business 800 Service is an inbound toll free service that is ordered and billed to the Customer receiving the call. It is provided on a switched access basis and is billed directly to the Customer by the Company. A Customer may be assigned one or multiple 800 numbers that allow the Customer's end users to place a call to the Customer free of charge. Business 800 is flat rated. Features include:

- (A) Intrastate and Interstate 800 calls over the same local access line
- (B) Detailed call record lists originating phone numbers for all 800 calls.
- (C) Vanity 800 numbers available at no extra charge.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.3 Frontier Digital Phone Essentials

(N)

Frontier Digital Phone Essentials a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Digital Essentials. This plan is available in conjunction with the Frontier Digital Phone Essentials plan offered by the associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Essentials options.

Frontier Digital Essentials calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

Usage Charges

With the Frontier Digital Essentials, usage is available in a 30-minute block of time. THE BOT is applied at the line level. The monthly MRC is found in the Frontier Communication of America Domestic Price List. Any intrastate usage above the allotted 30 minutes block of time will be subject to an overage rate that can be found in the rate section of this tariff. Unused minutes can be accumulated up to a maximum of 500 minutes that will expire after 12 months. Call segments outside of the allotted BOT minutes will be rounded to the next full increment and invoiced at the overage rate.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. The 30 minutes BOT includes all domestic calling with the exception of toll free, long distance directory assistance, international termination of 1+ dialed calls. Canadian calls will not be part of the 30 minutes and will be rated separately.

International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

2.2.4 Frontier Digital Phone Unlimited Service

Frontier Digital Phone Unlimited Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe. This plan is available to customers of certain local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone Unlimited Service or the Digital Phone Unlimited Plus Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Unlimited Service option.

(N)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.4 Frontier Digital Phone Unlimited Service (Cont'd)

(N)

Rates and Charges

Frontier Digital Phone Unlimited Service calls are non-distance sensitive, flat-rated with the following rating periods:

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00 AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

Usage Charges

With the Frontier Digital Phone Unlimited Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone Unlimited Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Digital Phone Unlimited Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Digital Phone Unlimited Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Unlimited Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Unlimited Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

(N)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.4 Frontier Digital Phone Unlimited Service (Cont'd)

Usage Charges (Cont'd)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Unlimited Service plan option will automatically be removed from the main line and thus the customers account. Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this price list. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Unlimited Service, where available.

2.2.5 Private Line Service

(A) Business Dedicated Access

Business Dedicated Access is a Private Line service that allows the Customer to access the Company's network via dedicated access facilities. Dedicated Access Service is targeted to large volume users who can take advantage of dedicated access, where facilities are available. Service is offered and can be configured for 1+ Service and 800 Service.

Business Dedicated Access Service may be obtained on a fixed term basis with a minimum of a one (1) year commitment, with a minimum requirement of greater than thirty thousand (30,000) minutes of usage per month. If usage is less than the minimum requirement, the Customer will be charged a penalty equal to the shortage of minutes of usage multiplied by the rate per minute. If the Customer terminates service prior to the expiration of the term, the Customer will be liable for any installation charges that were initially waived. The Customer must give written notice to the Company to disconnect the service forty-five (45) days prior to the end of the one term.

Features include:

- (1) Access Integration enables any or all channels to be used for both outgoing calls and incoming toll-free calls.
- (2) Dialed Number Identification Service (DNIS) allows one location to receive identified multiple 800 calls.
- (3) Account Codes and Verified Account Codes help the Customer prevent abuse by tracking the cost and origination of calls.

(N)

(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.5 Private Line Service (Cont'd)(B) Point To Point

Point To Point Service is a Private Line Service that allows the Customer point-to-point or point-to-multipoint service via a dedicated connection. Point To Point Service is targeted to large volume users who can take advantage of Private Line Service, where facilities are available. Service is available at Voice Grade, 56kbps and DS1 (1.544 mbps) speeds.

Point To Point Service may be obtained on a fixed term basis for a period of one (1), two (2), three (3), four (4), or five (5) years. A specified discount, corresponding to the length of the term commitment, that will apply for the life of the plan, will be applied to the Inter-Office Channel (IOC) portion of the charges.

If a Customer terminates service prior to completion of the term commitment, the Customer will pay termination charges for any unexpired portion of the term remaining after the forty-five (45) day notice period required for cancellation of Point to Point Service. The Customer shall be liable for termination charges equal to one hundred percent (100%) of the monthly recurring IOC charges for any remaining portion of the first year of the term, and twenty five percent (25%) of the IOC charge for the remainder of the subsequent years of the term. In addition, the Customer will be liable for any installation charges that were previously waived. A Customer may terminate a Fixed Term Plan prior to its expiration without liability if:

- a) a revision in the tariff results in a higher IOC rate for the Customer and the Customer provides written notice to discontinue the plan within forty-five (45) days of notification of such increase;
- b) the Customer replaces the existing arrangement with a new arrangement which expires on or after the expiration date of the existing plan.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.5 Private Line Service (Cont'd)(C) Move Charge

A move charge will apply to Private Line Services when the physical location of the dedicated circuit, or a central office location is changed at the Customer's request. A move of this type will be considered a disconnection of service at one location and a reinstallation of the same service at the new location. The Customer will be responsible for the entire reinstallation charges. This type of move will not constitute a break in the original term agreement.

(D) Allowance For Interruption Of Service

A credit allowance will be given when a Private Line Service is interrupted for more than two hours. Credit will equal one half (1/2) day, or one sixtieth (1/60) of the monthly billing charge, for every outage less than four (4) hours. The credit will equal one day, or one thirtieth (1/30) of the monthly billing charge for each twenty four (24) hour period, or fraction thereof, of an outage lasting more than four (4) hours. An interruption period begins when the Customer alerts the Company of the interruption and releases the circuit for testing and repair. An interruption period ends when the circuit is returned to the Customer in operating condition.

No credit allowances will be made for:

- a) Interruptions due to negligence or willful misconduct by the Customer;
- b) Interruptions due to failure of power, equipment, systems or connections not provided by the Company;
- c) Interruptions due to failure of access outside the Company's serving area; or
- d) Interruptions beyond the control of the Company.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.6 Residential 1+ Switched Access

1+ Switched Access gives customers the capability to originate and terminate Intrastate calls. A customer using switched facilities may presubscribe to the Company's service to originate calls on a direct dialed basis, or may access the Company's switched network by adding the Company's Carrier Identification Code to the dialing string.

Rate plans for residential 1+ Switched Access service can be found in Section 3 of this tariff. Customers may order these plans only in conjunction with the corresponding plan for interstate calling found in the Domestic Price List of Citizens Telecommunications Company.

The service is flat rated (i.e., not distance sensitive) and billed in one (1) minute increments. Features include:

- (A) Domestic intrastate direct dial calling.
- (B) Single point of customer contact for all service offerings.
- (C) One minute increment billing.

2.2.7 Residential 800

Residential 800 Service is an inbound toll free service that is ordered and billed to the Customer receiving the call. It is provided on a switched access basis. A Customer may be assigned one or multiple 800 series numbers that allow callers to place a call to the Customer free of charge. Service availability is dependent upon availability of 800 series numbers.

The service is flat rated (i.e., not distance sensitive) and billed in one (1) minute increments. Features include:

- (A) Intrastate and Interstate 800 calls over the same local access line.
- (B) International origination.
- (C) Detailed call record lists originating phone numbers for all 800 calls.
- (D) Vanity 800 series numbers available at no extra charge.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.8 Frontier Basic Long Distance Service

Frontier Basic Long Distance Service is the basic long distance service offered to residential and business customers for outbound direct-dialed calling, utilizing Customer-provided switched access lines that are presubscribed to the Company. Calls are billed in one (1) minute increments after an initial minimum call duration of (1) one minute. Any partial minute is rounded up to a full minute.

(C)

2.2.9 Reserved For Future Use

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.10 Citizens Freedom Plan

Freedom Plan is a long distance plan that offers the Residential Customer a simplified rates structure for long distance calls placed through 1+ Switched Access Service. Freedom Plan is designed as a set of jurisdictionally integrated calling plans. A customer may order the Red, White, or Blue Freedom plan only in conjunction with the corresponding Red, White, or Blue Freedom plan offered by the Company for interstate calling. The interstate portion of the Freedom Plan is subject to regulation by the Federal Communications Commission. The interstate portion of the Freedom Plan may include a monthly recurring charge. In general, higher monthly recurring charges are associated with lower per minute charges. Freedom Plan does not require volume or term commitments.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.11 Frontier One

Frontier One is a non-distance sensitive, outbound, flat rated switched service option. Frontier One customers may originate an intrastate call by dialing 1 plus an area code (where necessary) and the desired telephone number.

(D)
(D)

Frontier One service is a non-distance sensitive, flat rated 24 hours a day seven days a week service.

The customers total monthly use of Frontier One service is charged at the per minute rate set forth in Section 3 following. Frontier One calls are billed on one minute increments, with a one minute minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

(D)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.12 Reserved For Future Use

(T)

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(D)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.13 Frontier VIP

Frontier VIP Standard and VIP Plus are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched and dedicated usage. VIP Standard and VIP Plus are offered dependant upon the availability of Carrier capability.

Rate Structure

Frontier VIP switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

Customers may subscribe to Frontier VIP Standard and VIP Plus switched and dedicated service on either a Month-to-Month, one, two or three year Term Plan. The Customer's total monthly usage of Frontier VIP is charged at the applicable per minute rates set forth in Flexible Rate Schedule of this tariff. Frontier VIP switched inbound (8XX) and outbound service is billed in six-second increments, with an eighteen-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up or down to the nearest whole cent.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.13 Frontier VIP (Cont'd)Rate Structure (Cont'd)

Subscribers to VIP Standard and VIP Plus term plan service will be eligible to receive discounts on domestic 1+ and domestic Toll-Free calls. Applicable discounts are based on total monthly (domestic) usage for the respective service. VIP Standard total usage does not include the local services of affiliated ILECs with a billing and collection agreement with the Carrier, while VIP Plus total usage does include these local services. All discount credits will be applied against the customer's interstate usage. Applicable discounts are set forth in Flexible Rate Schedule of this tariff. Subscribers to Frontier VIP Term Plan services will receive a percent discount off the switched or dedicated Term Plan base rate, based on the Term Plan selected. The Volume Discount Levels and applicable discounts are specified in Flexible Rate Schedule of this tariff.

Frontier VIP Standard Term Plans will automatically renew for successive twelve (12) month periods unless the Customer notifies the Carrier in writing before the end of their current term of their intention to terminate the agreement at the completion of the term. Frontier VIP Plus Term Plans will default to VIP Standard month-to-month plans if not renewed. Customers electing to continue receiving service without renewing their current term commitment will automatically revert to the respective switched current effective base rate.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.13 Frontier VIP (Cont'd)Rate Structure (Cont'd)

A termination fee, equal to the Number of lines cancelled x number of months remaining on the contract x \$25.00, will be assessed when a VIP Standard or VIP Plus Customer terminates service prior to the completion of the then current term. For a dedicated service customer the “number of lines” is equal to the number of channels (i.e., a T1 loop would constitute 24 lines).

Frontier VIP may be applied at the parent or child account levels. (Allowing different child accounts to have different long distance products). For customers with VIP Plan at the parent account level, all qualified billing rolls up to the parent to determine total monthly billing and the appropriate “super-volume” discount level for that month. Child account discounting will be applied based on the higher (parent or child) VIP Plan term and “total volume” discount. Discounts will be shown per call type at the account level on billing statements.

Ancillary Services

An additional per call surcharge * will be assessed on all calls placed for intrastate Directory Assistance.

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* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.14 Freedom Calling Version B

Freedom Calling is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription to Frontier Communications of America, Inc. (FCA) is required to subscribe to Freedom Calling. Primary and all secondary lines must subscribe to the Freedom Calling plan offered by Frontier Communications of America, Inc. (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the Freedom Calling plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Rates and Charges

Freedom Calling calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week.

Usage Charges

With the Freedom Calling option, usage is available in 300 or 600-minute domestic blocks of time (BOT). The BOT is applied at the account level. The Monthly Recurring Charge (MRC) for the 300 or 600-minute BOT for Freedom Calling can be found in the FCA's Domestic Informational Pricelist. Intrastate/InterLATA and Intrastate/IntraLATA do not qualify as Block of Time minutes. Intrastate usage rates can be found in the rate section of this tariff.

All calls are billed in one-minute increments with a minimum billing of one minute per call. Charges will be rounded up to the next cent on a per call basis. Domestic calling is within the United States including Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands, Guam and Saipan only. The 300 or 600-minute BOT do not include toll free, long distance directory assistance or international termination of 1+ dialed calls. (T)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.14 Freedom Calling Version B (Cont'd)

Usage Charges (cont'd)

If a customer new to Freedom Calling subscribes mid-billing cycle, BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears.

Interstate usage rates are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

Freedom Calling may be used in conjunction with the Frontier Choices service offering in FCA's Domestic Informational Pricelist.

Ancillary Charges

An additional per call surcharge * will be assessed on all calls placed for intrastate Directory Assistance, and rates can be found in the rate section of this tariff.

(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

(N)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.15 FrontierWorks – LD *

(N)

FrontierWorks LD is a non-distance sensitive product that includes direct dial 1+ outbound service and (8XX) toll free inbound service. Pre-subscription of the primary line is required to subscribe to FrontierWorks LD offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Small Business Solutions product offered by that associated LEC. This product is only available in conjunction with the FrontierWorks LD plan from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for FrontierWorks LD in conjunction with the FrontierWorks Small Business Solutions product can be found in the local exchange tariff of FCA's associated LEC.

Rate Structure

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

Monday - Friday		Saturday & Sunday
N = Night	12:00 AM - 7:59AM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
D = Day	8:00 AM - 4:59PM	
E = Evening	5:00 PM - 11:59PM	

* This service is limited to existing customers in their existing locations.

(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.15 FrontierWorks – LD (Cont'd) *Usage Charges

Customers enrolled in this product will receive a total of 100 free direct dial 1+ and (8XX) toll free interstate, interLATA or intraLATA minutes per month, measured at the account level. Any usage above the allotted free minutes will be subject to an overage rate that can be found following in this section.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with FrontierWorks LD, in monthly increments of 250, 500, and 1000 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the FrontierWorks LD Plan from Frontier Communication of America's Interstate Domestic Price List. Any usage above the 100 free minutes and the BOT minutes will be rated at an intrastate overage rate per minute, and these rates can be found in the current rates and charges section of this tariff. Unused free or BOT minutes do not carry over to the next bill cycle.

Overage rates may vary depending upon which BOT is selected. If a new customer to FrontierWorks LD signs up mid-billing cycle, free minutes and the BOT minutes will be prorated. If moving between BOTs, minutes will be prorated based upon the number of days of that billing cycle and will be charged the appropriate overage rate for the BOT selected at the time the call was completed. Usage will be billed in arrears. Excluded from the BOT minutes are: long distance Directory Assistance and 900 calls. (T)

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the FrontierWorks Small Business Solutions product of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by FrontierWorks LD. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product.

Interstate rates for usage outside the zero-rated minutes or the optional BOT minutes are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

All calls are subject to a minimum billing of eighteen seconds with an additional billing increment of six seconds. Charges will be rounded up to the next cent on a per call basis.

* This service is limited to existing customers in their existing locations.

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.16 Frontier Destinations

Frontier Destinations State to State and Frontier Destinations Instate are long distance services that provide Customers with single per minute rates for both their inbound (8XX) and outbound (1+) switched usage. Destinations State to State and Destinations Instate are offered dependant upon the availability of Carrier capability. This plan is available to customers of local exchange companies (LECs) with whom the carrier has a billing and collections contract. This product is only available in conjunction with the respective Frontier Destinations plan from Frontier Communications of America, Inc.'s interstate Domestic Price List. If a customer selects this service, all lines pre-subscribed to Frontier Communications of America, Inc. are to be on this account level plan.

Rate Structure

Destinations State to State and Destinations Instate switched calls are non-distance sensitive, flat-rated, twenty-four (24) hours a day, seven days a week.

Usage Charges

Customers may subscribe to Destinations State to State or Destinations Instate switched service on either a Month-to-Month, one or two year Term Plan. The Customer's total monthly usage is charged at the applicable intrastate per minute rates set forth following. Frontier Destinations State to State and Frontier Destinations Instate switched inbound (8XX) and outbound service is billed in six-second increments, with a thirty-second minimum for each call. Any fraction of an increment is rounded up to the next whole increment. To calculate rounding, the raw usage charge for the call is calculated as the call duration (minimum plus fractional duration) multiplied by the 4-digit (\$0.XXXX) rate value. That amount is then rounded up to the nearest whole cent.

Frontier Destinations State to State and Destinations Instate Term Plans will automatically renew for successive twelve (12) month periods, and will continue to renew for additional one year periods at the then current tariffed rates in effect for a one or two year term unless the Customer notifies the Carrier in writing 60 days before the end of their current term of their intention to terminate the agreement at the completion of the term. During the term, rates may be changed for the plan with 30 days notice. If the rate is an increase, customers will have 30 days from the date notified to make a change or cancel their long distance contract without penalty.

(N)

(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.16 Frontier Destinations (Cont'd)Usage Charges (Cont'd)

A customer may change between any currently available Frontier term plan without penalty if the term commitment for the new plan is equal or longer than the remaining term commitment of the old plan.

A termination fee, equal to the Number of accounts cancelled multiplied by the number of months remaining on the contract multiplied by \$50.00, will be assessed when a Destinations State to State and Destinations Instate Customer terminates service prior to the completion of the then current term.

Ancillary Services

An additional per call surcharge ** will be assessed on all calls placed for intrastate Directory Assistance. (C)

2.2.17 FrontierWorks Business Connections LD Bundle, Version C *

FrontierWorks Business Connections LD Bundle is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line is required to subscribe to FrontierWorks Business Connections LD Bundle offered by Frontier Communications of America, Inc (FCA). This plan is available to customers of local exchange companies (LECs) with whom the carrier has a billing and collections contract, and is enrolled in the FrontierWorks Business Connections Product Suite offered by that associated LEC. This product is only available in conjunction with the FrontierWorks Business Connections LD Bundle plan from Frontier Communications of America, Inc.'s interstate Domestic Price List. A list of FCA associated LECs can be found in Frontier Communications of America, Inc.'s interstate Domestic Price List.

Term plans and termination liability that the customer agrees to for *FrontierWorks Business Connections LD Bundle* in conjunction with the *FrontierWorks Business Connections Product Suite* can be found in the local exchange tariff of FCA's associated LEC.

* This service is limited to existing customers in their existing locations.

** Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.17 FrontierWorks Business Connections LD Bundle, Version C (Cont'd) *

(N)

Rate Structure

FrontierWorks switched calls are non-distance sensitive, flat-rated, with the following rating periods:

Monday – Friday		Saturday & Sunday	
E= Evening	12:00 AM - 7:59AM	N = Night	12:00AM Saturday through 11:59 PM on Sunday
D= Day	8:00 AM - 4:59PM		
E= Evening	5:00 PM - 11:59PM		

Usage Charges

Customers enrolled in this product will receive a total of 100 free direct dial 1+ interstate, minutes per month, measured at the account level.

A single optional Block of Time (BOT) quantity of minutes can be ordered in conjunction with *FrontierWorks Business Connections LD Bundle*, in increments of 300, 600, and 900 minutes, for an additional monthly recurring charge (MRC). The MRC for the BOT is applied at the account level, and can be found in the *FrontierWorks Business Connections LD Bundle* plan from FCA's interstate Domestic Price List. Intrastate/InterLATA and Intrastate/IntraLATA calls do not qualify as 100 free minutes or BOT minutes. Intrastate usage rates can be found in the rate section of this tariff.

In the event a customer has multiple lines on their account, and any of the auxiliary lines are not on the *FrontierWorks Business Connections Product Suite* of the associated LEC, those lines are not eligible for the 100 free minutes or a BOT selection offered by *FrontierWorks Business Connections LD Bundle*. If a customer selects an FCA product for auxiliary lines other than FrontierWorks, the customer will be subject to the rates, terms and conditions of that product.

* This service is limited to existing customers in their existing locations.

(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.17 FrontierWorks Business Connections LD Bundle, Version C (Cont'd) *Usage Charges (Cont'd)

If a new customer to *FrontierWorks Business Connections LD Bundle* signs up mid-billing cycle, free minutes and the BOT minutes will be prorated, based upon number of days of that billing cycle. Usage will be billed in arrears. Excluded from the BOT minutes are: (8XX) toll free inbound, long distance Directory Assistance and 900 calls.

Interstate rates for usage are found in the Domestic Price List of Frontier Communications of America, Inc. International rates for this product are found in the International Product Guide of Frontier Communications of America, Inc.

All calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

Ancillary charges

An additional per call surcharge ** will be assessed on all calls placed for intrastate Directory Assistance. (C)

FrontierWorks Business Connections LD Toll Free *

Customers enrolled in the *FrontierWorks Business Connections* bundle can select an optional (8XX) toll free service. Assignment of phone number(s) is at the sole discretion of Frontier Communications of America, Inc. This optional product is only available in conjunction with the *FrontierWorks Business Connections LD Toll Free plan* from Frontier Communications of America, Inc.'s interstate Domestic Price List.

Intrastate (8XX) Usage will be assessed a rate per minute, with rates varying depending upon which BOT the customer is subscribed to at time the call was placed. Intrastate (8XX) Usage will not be applied to the 100 free minutes or the optional block of time minutes.

All Intrastate (8XX) calls are subject to a minimum billing of thirty seconds with an additional billing increment of six seconds. Charges will be rounded up to the nearest cent on a per call basis.

* This service is limited to existing customers in their existing locations.

** Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.18 Frontier Digital Phone-2010 Service – Grandfathered as of July 14, 2012 (T)(C)

Frontier Digital Phone-2010 Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier Digital Phone-2010 Service. This product is only available in conjunction with the Frontier Digital Phone-2010 Service plan from FCA’s Domestic Price List. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone-2010 Service local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone-2010 Service option. (T)

Rates and Charges

Frontier Digital Phone-2010 Service calls are non-distance sensitive, flat-rated with the following rating periods: (T)

Monday – Friday		Saturday & Sunday
D= Day	8:00 AM - 4:59PM	N = Night 12:00 AM Saturday through 11:59 PM on Sunday.
E= Evening	5:00 PM - 11:59PM	
N= Night	12:00 AM - 7:59AM	

Usage Charges

With the Frontier Digital Phone-2010 Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Only one Frontier plan is to be on the account for all lines. Frontier Digital Phone-2010 Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

Frontier Digital Phone-2010 Service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using Frontier Digital Phone-2010 Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone-2010 Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns. (T)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.18 Frontier Digital Phone-2010 Service – Grandfathered as of July 14, 2012 (Cont'd) (T)(C)Usage Charges (Cont'd)

Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the Company remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone-2010 Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited as specified in this tariff (such as long distance dial-up internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls. Additional restrictions may apply as provided elsewhere in this tariff. (T)

The Monthly Recurring Charge (MRC) for Frontier Digital Phone-2010 Service is billed in advance and can be found in FCA's Interstate Domestic Price List. If a new customer to Frontier Digital Phone-2010 Service enrolls mid-billing cycle, the MRC will be prorated. (T)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone-2010 Service plan option will automatically be removed from the main line and thus the customers account. (T)

Additional phone lines are available on this plan. Each additional line will be billed a-per minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone-2010 Service, where available. (T)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.19 Frontier Unlimited State-2010 – Grandfathered as of July 14, 2012 (T)(C)

General

Frontier Unlimited State-2010 is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Unlimited State-2010 local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Unlimited State-2010 option. (T)

Rates and Charges

Frontier Unlimited State-2010 calls are non-distance sensitive, flat-rated with the following rating periods: (T)

Monday – Friday		Saturday & Sunday
E= Evening	12:00 AM - 7:59AM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
D= Day	8:00 AM - 4:59PM	
E= Evening	5:00 PM - 11:59PM	

Usage Charges

With the Frontier Unlimited State-2010 option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

The Frontier Unlimited State-2010 service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using the Frontier Unlimited State-2010 service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Unlimited State-2010 service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. (T)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.19 Frontier Unlimited State-2010 – Grandfathered as of July 14, 2012 *cont'd*

(T)(C)

Usage Charges *cont'd*

If it is determined that the usage on the Frontier Unlimited State-2010 is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

(T)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Unlimited State-2010 plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

(T)

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Unlimited State-2010, where available.

(T)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.20 Frontier Digital Phone State Unlimited-2010 – Grandfathered as of July 14, 2012 (T)(C)

Frontier State Unlimited-2010 is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital State Unlimited-2010 local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier State Unlimited-2010 option. (T)

Rates and Charges

Frontier Digital Phone State Unlimited-2010 calls are non-distance sensitive, flat-rated with the following rating periods: (T)

Monday – Friday		Saturday & Sunday
E= Evening	12:00 AM - 7:59AM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
D= Day	8:00 AM - 4:59PM	
E= Evening	5:00 PM - 11:59PM	

Usage Charges

With the Frontier Digital Phone State Unlimited-2010 option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

The Frontier Digital Phone State Unlimited-2010 service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using the Frontier State Unlimited-2010 service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Unlimited State-2010 service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. (T)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.20 Frontier Digital Phone State Unlimited-2010 – Grandfathered as of July 14, 2012 *cont'd* (T)(C)Usage Charges *cont'd* (T)

If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier State Unlimited-2010 is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply. (T)

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier State Unlimited-2010 plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC. (T)

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Unlimited State-2010, where available. (T)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.21 Business CentsInterstate

Business Cents is a long distance service, which provides business customers with per minute rates for both their inbound (800) and outbound (1+) usage. Business Cents customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Business Cents customer's designated location by users dialing 1 plus the Business Cents customer's 800 telephone number. Business Cents calls are based on the length of the call. The customer's Business Cents service is charged at the applicable rates per minute set forth in Section 3 based on the Business Cents product option selected. Business Cents switched 1+, and 800 calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next whole increment.

There is a monthly minimum usage level (MMUL) the plan, as set forth in Section 3. The MMUL is at the account level. Beginning with the customer's second invoice, the customer will be charged the difference between the gross account usage and the MMUL if the gross account usage is less than the MMUL. There is a monthly recurring charge for Business Cents service, which is set forth below. The monthly recurring charge is not calculated as part of the monthly minimum usage level.

Intrastate

Business Cents is a long distance service, which provides business customers with per minute rates for both their inbound (800) and outbound (1+) usage. Business Cents customers may originate outbound calls by dialing 1 plus an area code and the desired telephone number. Inbound calls are originated to the Business Cents customer's designated location by users dialing 1 plus the Business Cents customer's 800 telephone number. Business Cents calls are based on the length of the call. The customer's Business Cents service is charged at the applicable rates per minute set forth in Section 3 based on the Business Cents product option selected. Business Cents switched 1+, and 800 calls are billed in six second increments, with a thirty second minimum for each call. Any fraction of an increment is rounded up to the next

(N)

(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)

(N)

2.2.22 OneVoice NationwideGeneral

OneVoice Nationwide is a flat-rated non-distance sensitive product that includes direct dial 1+ Domestic outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to the OneVoice Nationwide. This product is only available in conjunction with the OneVoice plan from the Frontier ILEC Companies Tariff.

Usage Charges

OneVoice Nationwide long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and excludes toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Data Calls will be billed at an additional rate per minute. Data calls are billed in full minute increments. Call segments will be rounded to the next full increment. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non- OneVoice Nationwide service with charges for local and long distance calling. OneVoice Nationwide is not available with foreign central office services and public telephone services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, benefits of the plan will be forfeited.

Monthly Charges

The Monthly Recurring Charge (MRC) for OneVoice Nationwide can be found in Frontier Communications of America, Inc., Domestic Price List.

If a new customer to OneVoice Nationwide signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Nationwide Long Distance plan will be billed in arrears.

(N)

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.23 OneVoice 100

General

OneVoice 100 a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. The plan is available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to OneVoice. This plan is available in conjunction with the OneVoice plan offered by the associated LEC. OneVoice 100 calls are non-distance sensitive, flat-rated, twenty-four hours a day, seven days a week. A monthly recurring charge for the plan can be found in the Frontier Communications of America, Inc., Domestic Price List.

Usage Charges

With the One Voice 100, usage is available in a 100-minute block of time (BOT). The BOT is applied at the line level. Any domestic 1+ usage above the allotted 100 minutes block of time will be subject to an overage rate that can be found in the rate section of this tariff. Overage calls will be billed with 30 second initial and 6 second increments. Call segments will be rounded to the next full minute increment. Unused minutes will not roll over to the next month.

Data calls are not included in the OneVoice 100 plan. Data calls will be billed at a rate specified in the Tariff. These calls will be billed in full minute increments.

2.2.24 Frontier Business Long Distance Plan

Frontier Business Long Distance Plan is a non-distance sensitive, flat rated, outbound switched access service offered to 1 +business customers. Calls are rated at 6 second increments with an initial 18 second requirement. Any fraction of a minute will be rounded up to the next whole increment. There is a monthly recurring charge that is in the Interstate Domestic Price List.

(N)
|
(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.25 Frontier Commercial Voice Unlimited¹ – Grandfathered as of January 20, 2018

(C)

General

Frontier Commercial Voice Unlimited is a non-distance sensitive product that includes direct dial 1+ Domestic outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to the Frontier Commercial Voice Unlimited. This product is only available in conjunction with the Frontier Commercial Voice Unlimited plan from the Frontier ILEC Companies Tariff.

Usage Charges

Frontier Commercial Voice Unlimited long distance minutes are only available on line(s) for commercial domestic outbound long distance voice usage and exclude toll free, 900, international, directory assistance, information services and data calls. Auto dialers and fax broadcast services are prohibited. Data Calls will be billed at an additional rate per minute. Data called are billed in full minute increments, Call segments will be rounded to the next full increment. Customers with usage inconsistent with normal commercial applications and usage patterns may be converted to non- Frontier Commercial Voice Unlimited service with charges for local and long distance calling. Frontier Commercial Voice Unlimited is not available with foreign central office services and public telephone services.

The Terms and Conditions may be revised periodically. Revisions are applicable to then current service and usage.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dial calls that are included in this plan. If the customer changes their long distance pre-subscription on their line to another carrier, benefits of the plan will be forfeited.

Monthly Charges

The Monthly Recurring Charge (MRC) for Frontier Commercial Voice Unlimited can be found in Frontier Communications of America, Inc. (FCA) Price List.

If a new customer to OneVoice Nationwide signs up mid-billing cycle, the MRC will be prorated. Usage not included in the Nationwide Long Distance plan will be billed in arrears.

¹ This service offering is limited to existing subscribers.

(N)

SECTION 2 – SERVICE DESCRIPTIONS2.2 SERVICE PLAN OPTIONS (Cont'd)2.2.26 Frontier Residential Unlimited Voice ServiceGeneral

Frontier Residential Unlimited Voice Service is a non-distance sensitive product that includes direct dial 1+ outbound service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe. This plan is available to customers of certain local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Residential Unlimited Voice Service or Frontier Unlimited Voice and Feature Bundle in the local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Residential Unlimited Voice Service option. (C)

Usage Charges

With the Frontier Residential Unlimited Voice Service option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Frontier Residential Unlimited Voice Service long distance provides unlimited minutes of direct dialed 1+ intrastate calling for residential voice service only. The unlimited minutes of long-distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services.

Frontier Residential Unlimited Voice Service is offered to the residential user, for the Customer's personal, residential, non-business and non-professional use. Using Frontier Residential Unlimited Voice Service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Residential Unlimited Voice Service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following.

Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Residential Unlimited Voice Service is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10 cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

SECTION 2 – SERVICE DESCRIPTIONS

2.2 SERVICE PLAN OPTIONS (Cont'd)

2.2.26 Frontier Residential Unlimited Voice Service (Cont'd)

Usage Charges (Cont'd)

There will be no individual call detail on the invoice for usage associated with the unlimited direct dialed calls included in this plan. If the customer changes the Long Distance pre-subscription on the main line, the Frontier Residential Unlimited Voice Service plan option will automatically be removed from the main line and thus the customer's account.

Monthly Charges

The Monthly Recurring Charge (MRC) for Frontier Residential Unlimited Voice Service is billed in advance and can be found in FCA Interstate Domestic Price List. If a new customer to Frontier Residential Unlimited Voice Service enrolls mid-billing cycle, the MRC will be prorated.

(N)

(N)

SECTION 2 – SERVICE DESCRIPTIONS

2.3 OTHER SERVICE OPTIONS

2.3.1 Special Promotions

The Company may from time to time engage in special promotional trial service offerings of limited duration, designed to attract new customers or to increase existing customer awareness of a particular tariff offering.

2.3.2 Service Options and Contract Services

In lieu of the rates specified in the following, the Company may provide to all qualified Customers similarly situated, certain promotional offerings, special contract rates and term discounts, subject to the extent of network availability, technical capacity and economic factors.

2.3.3 Contract Pricing Plan

Rates for Contract Pricing Plans will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for services which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed services than those specified herein. Contract Pricing Plan rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each Contract Pricing Plan arrangement offered pursuant to this paragraph will be filed with the Public Utility Commission for inclusion in Section 4 of this tariff within 30 days after the contract is signed by both the Company and the Customer.

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES

3.1.1 Business LEC Billed Rates

	<u>PER MINUTE</u>	<u>PER CALL</u>
1+ Switched Access	\$.1900	
800 Service	\$.1900	

(D)

3.1.2 Business Rate Plus Direct Billed Rates

Rates listed are for 800 and 1+ calling

Rates are billed in 18/ 6 increments

Base Rate	\$0.19														
Sales Discount															
Monthly Volume	No Term					1 Year Term					2 Year Term				
	0%	1%	2%	3%	4%	4%	5%	6%	7%	8%	8%	9%	10%	11%	12%
\$501-\$1000	\$1900	\$1881	\$1862	\$1843	\$1824	\$1824	\$1805	\$1786	\$1767	\$1748	\$1748	\$1729	\$1710	\$1691	\$1672
\$1001-\$2000	\$1824	\$1805	\$1786	\$1767	\$1748	\$1748	\$1729	\$1710	\$1691	\$1672	\$1672	\$1653	\$1634		
\$2000+	\$1748	\$1729	\$1710	\$1691	\$1672	\$1672	\$1653	\$1634			\$1634	\$1615			
											16%	17%	18%	19%	20%
											\$1596	\$1577	\$1558	\$1539	\$1520

1+ & 800 Dedicated rates for customers billing over \$2,000

Rate Plan is a base rate of \$.19 with discounts depending on volume.

Rates are billed in 18/ 6 increments

Monthly Volume	1 Year Term					2 Year Term					3 Year Term				
	35%	36%	37%	38%	39%	39%	40%	41%	42%		42%	43%	44%	45%	46%
\$2000-\$5000	\$1235	\$1216	\$1197	\$1178	\$1159	\$1159	\$1140	\$1121	\$1102		\$1102	\$1083	\$1064	\$1045	\$1026
											47%	48%			
											\$1007	\$0988			
\$5001-\$10,000	\$1159	\$1140	\$1121	\$1102		\$1102	\$1083	\$1064	\$1045	\$1026	\$0988	\$0969	\$0950		
						47%	48%								
						\$1007	\$0988								
\$10,001+	\$1102	\$1083	\$1064	\$1045	\$1026	\$0988	\$0969	\$0950			\$0950	\$0931			
	47%	48%													
	\$1007	\$0988													

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.3 Reserved For Future Use

(T) (D)

(D)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.3 Reserved For Future Use

(T) (D)

(D)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.4 Citizens Business Long Distance ⁽¹⁾

(C)

(A) Per Minute Rates

	<u>1+ Rates</u>	<u>Toll Free</u>
In-State	\$0.190	\$0.190
IntraLATA	\$0.190	\$0.190

(B) Service Charges

Monthly Recurring Charge is located in the Domestic Informational Price List, Section 4.

(T)
(T)

(C) Term and Volume Discount Plan (InterLATA Only)

	<u>Per Minute Rates:</u>		
<u>Spending</u>	<u>No Term</u>	<u>1 Year</u>	<u>2 Years</u>
\$0.00 +	\$0.1900	\$0.1875	\$0.1850
\$500.00 +	\$0.1875	\$0.1850	\$0.1825
\$1000.00 +	\$0.1850	\$0.1825	\$0.1800

⁽¹⁾ This service offering is limited to all existing subscribers at their existing locations as of December 28, 2015.

(N)
(N)

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.5 Point To Point Service

(A) Monthly Recurring Charges

(1) Inter-Office Channel (IOC)

<u>Mileage</u>	<u>Fixed</u>	<u>Per Mile</u>
<u>DSI - 1.544 Mbps:</u>		
1 – 50	\$1,500.00	\$8.00
51 – 150	\$1,500.00	\$7.50
151 – 1500	\$1,700.00	\$6.00
1501+	\$1,700.00	\$5.70
 <u>56 Kbps:</u>		
1 - 350	\$250.00	\$3.00
351 - 750	\$250.00	\$2.00
751 - 1500	\$250.00	\$1.00
1501+	\$250.00	\$0.70
 <u>Voice Grade:</u>		
1 - 750	\$250.00	\$0.36
751 - 1500	\$200.00	\$0.40
1501+	\$200.00	\$0.45

(2) Term Discounts on IOC Charges

<u>Term</u>	<u>DS1</u>	<u>56K</u>	<u>Voice</u>
1 Year	34%	14%	2%
2 Year	35%	17%	4%
3 Year	36%	20%	6%
4 Year	37%	22%	8%
5 Year	38%	24%	10%

SECTION 3 – RATES AND CHARGES3.1 CITIZENS SERVICE PLAN RATES (Cont'd)3.1.5 Point To Point Service (Cont'd)(A) Monthly Recurring Charges

(3) Access Coordination Function (ACF)

Per Local Loop

DS1 \$85.00

56K \$29.77

VOICE \$29.75

(4) Central Office Connection (COC)

Per Local Loop

DS1 \$275.00

56K \$21.30

VOICE \$22.10

(5) Local Loop

DS1 *actual telco cost*56K *actual telco cost*VOICE *actual telco cost*

SECTION 3 – RATES AND CHARGES3.1 CITIZENS SERVICE PLAN RATES (Cont'd)3.1.5 Point To Point Service (Cont'd)(B) Initial Non-Recurring Charges

(1)	Access Coordination Function (ACF)	
		<u>Per Local Loop</u>
	DS1	\$215.00
	56K	\$287.00
	VOICE	\$174.00
(2)	Central Office Connection	
		<u>Per Local Loop</u>
	DS1	\$340.00
	56K	\$252.00
	VOICE	\$215.00
(3)	Local Loop	
	DS1	<i>actual telco cost</i>
	56K	<i>actual telco cost</i>
	VOICE	<i>actual telco cost</i>

**The Company may waive the above non-recurring charges from time to time.*

SECTION 3 – RATES AND CHARGES

3.1 CITIZENS SERVICE PLAN RATES (Cont'd)

3.1.6 Residential Service Rates

	<u>Per Minute</u>	
	<u>Peak</u>	<u>Off-Peak</u>
1+ Switched Access	\$.2600	\$.1600
800 Service	\$.2500	\$.2500

3.1.7 Residential Freedom Plans

	<u>Per Minute</u>		
	<u>RED</u>	<u>WHITE</u>	<u>BLUE</u>
Outbound (1+) - IntraLATA	\$0.18	\$0.19	\$0.20
Outbound (1+) - Intrastate	\$0.18	\$0.19	\$0.20

3.1.8 Residential Simple Rate Plan

	<u>Per Minute</u>	
Outbound (1+) - IntraLATA	\$0.10	(R)
Outbound (1+) - Intrastate	\$0.10	(R)

Special Conditions

All calls are billed in one-minute increments. Fractional minutes are calculated to the next higher minute. If computed charges include a fraction of a cent, the fraction is rounded up to the next whole cent.

Interstate calls are rated at the 1-+ interstate rates as tariffed for residential 1+ service as provided in the Company's Domestic Price List.

All international calls are rated at the residential 1+ international service as provided in the Company's International Price List.

SECTION 3 – RATES AND CHARGES

3.1.9 Residential Plan 3

(A) 1+ Switched Access – InterLATA

PLAN 3 Mileage Band	1+ SWITCHED ACCESS - InterLATA					
	Day		Evening		Night & Wknd	
	1st min	add'l min	1st min	add'l min	1st min	add'l min
0 - 10	\$.1800	\$.1080	\$.1170	\$.0702	\$.0720	\$.0432
11 - 16	\$.2040	\$.1320	\$.1326	\$.0858	\$.0816	\$.0528
17 - 22	\$.2400	\$.1680	\$.1560	\$.1092	\$.0960	\$.0672
23 - 30	\$.2760	\$.1920	\$.1794	\$.1248	\$.1104	\$.0768
31 - 40	\$.3240	\$.2280	\$.2106	\$.1482	\$.1296	\$.0912
41 - 55	\$.3600	\$.2640	\$.2340	\$.1716	\$.1440	\$.1056
56 - 70	\$.3776	\$.2950	\$.2496	\$.1950	\$.1536	\$.1200
71 - 124	\$.3776	\$.3000	\$.2730	\$.2184	\$.1680	\$.1344
125 - 196	\$.3900	\$.3000	\$.3042	\$.2340	\$.1872	\$.1440
197 - 292	\$.4200	\$.3200	\$.3276	\$.2496	\$.2016	\$.1536
293+	\$.4500	\$.3400	\$.3510	\$.2652	\$.2160	\$.1632

(B) 1+ Switched Access – IntraLATA

PLAN 3 Mileage Band	1+ SWITCHED ACCESS - IntraLATA					
	Day		Evening		Night & Wknd	
	1st min	add'l min	1st min	add'l min	1st min	add'l min
0 - 10	\$.2100	\$.1400	\$.1900	\$.1300	\$.1800	\$.1200
11 - 16	\$.2500	\$.1700	\$.2000	\$.1400	\$.1900	\$.1300
17 - 22	\$.2900	\$.2300	\$.2200	\$.1600	\$.2100	\$.1500
23 - 30	\$.3200	\$.2500	\$.2500	\$.1800	\$.2400	\$.1700
31 - 40	\$.3600	\$.2800	\$.2700	\$.2100	\$.2600	\$.2000
41 - 55	\$.4000	\$.3000	\$.3000	\$.2400	\$.2900	\$.2300
56 - 70	\$.4200	\$.3600	\$.3000	\$.2500	\$.2900	\$.2400
71 -124	\$.4200	\$.3700	\$.3200	\$.2800	\$.3000	\$.2700
125 - 196	\$.4400	\$.3700	\$.3400	\$.3000	\$.3300	\$.2900
197 - 292	\$.4700	\$.3900	\$.3700	\$.3300	\$.3600	\$.3000
293+	\$.4900	\$.3900	\$.3900	\$.3400	\$.3800	\$.3200

(C) 800 Service

PLAN 3	Per Minute
800 Service	\$.2500

(T)
 (T)
 (D)

SECTION 3 – RATES AND CHARGES

3.1.10 Residential Plan 4

PLAN 4	PER MINUTE	
	<i>Peak</i>	<i>Off-Peak</i>
1+ Switched Access	\$.1400	\$.1400
800 Service	\$.2500	\$.2500

(T)
(T)

(D)

PLANS 4	MONTHLY RECURRING CHARGE	INITIAL NON-RECURRING CHARGE
1+Switched Access	\$4.95	\$0.00

(D)

(D)

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.1 Frontier One

The following per minute rate is applicable to all Frontier One calls:

DAY/EVENING/NIGHT/WEEKEND
Including Carrier recognized holidays

\$0.1500

(D)

(D)

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.2 Frontier Basic Long Distance Service

Rates per Minute:

Outbound (1+) Intrastate \$0.40

(N)

|

(N)

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP(A) VIP Standard - Dedicated Term Plan Discounts

(1) InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES
3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(A) VIP Standard - Dedicated Term Plan Discounts (Cont'd)

(2) InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(A) VIP Standard - Dedicated Term Plan Discounts (Cont'd)

(3) IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(A) VIP Standard - Dedicated Term Plan Discounts (Cont'd)

(4) IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts

(1) InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1894

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
\$0.00 to \$99.99	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts (Cont'd)

(2) InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts (Cont'd)

(3) IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
\$0.00 to \$99.99	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(B) VIP Plus - Dedicated Term Plan Discounts (Cont'd)

(4) IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.1894

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts

(1) InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.2210

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts (Cont'd)

(2) InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.2210

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts (Cont'd)

(3) IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.2210

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES
3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(C) VIP Standard - Switched Term Plan Discounts (Cont'd)

(4) IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.2210

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	7.00%	18.00%	23.00%	38.70%
\$5,000	7.00%	18.00%	23.00%	38.70%
\$10,000	7.00%	18.00%	23.00%	38.70%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts

(1) InterLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.2210

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts (Cont'd)

(2) InterLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.2210

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.3 Frontier VIP (Cont'd)(D) VIP Plus - Switched Term Plan Discounts (Cont'd)

(3) IntraLATA - 1+ Outbound

* Base Rate (Month-to-Month and Term): \$0.2210

<u>Total Billing</u>	<u>MTM Discount</u>	<u>1 Year Discount</u>	<u>2 Year Discount</u>	<u>3 Year Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.3 Frontier VIP (Cont'd)

(D) VIP Plus - Switched Term Plan Discounts (Cont'd)

(4) IntraLATA - Toll Free Inbound

* Base Rate (Month-to-Month and Term): \$0.2210

	MTM	1 Year	2 Year	3 Year
<u>Total Billing</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>	<u>Discount</u>
<\$100	0.00%	2.00%	4.00%	6.00%
\$100	1.40%	3.40%	4.00%	6.00%
\$300	2.00%	4.00%	6.00%	20.00%
\$500	4.00%	6.00%	8.00%	22.67%
\$1,000	7.00%	18.00%	23.00%	38.70%
\$2,500	10.00%	21.00%	26.00%	41.30%
\$5,000	13.00%	23.00%	28.00%	42.80%
\$10,000	15.00%	25.00%	30.00%	44.00%

3.2.4 Freedom Calling Version B

RATE PER MINUTE		
Block of Time (BOT) minutes	IntraLATA/Intrastate	InterLATA/Intrastate
300	\$0.1800	\$0.1800
600	\$0.1700	\$0.1700

(N)
|
(N)

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.5 FrontierWorks – LD *

Rates

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intrastate
Free – 100	\$0.1900	\$0.1900
BOT – 250	\$0.1800	\$0.1800
BOT – 500	\$0.1800	\$0.1800
BOT – 1000	\$0.1800	\$0.1800

Ancillary Charges

An additional surcharge ** will be assessed on all calls placed for intrastate Directory Assistance. (C)

An additional per-call payphone surcharge ** applies for all calls originated from a payphone location. (C)

3.2.6 Frontier Destinations

Rates

Frontier Destinations Instate Intrastate Rates per minute of use			
Term Plan Commitment	Month to Month	1 Year	2 Year
	0.1750	0.1650	0.1550

Frontier Destinations State-to-State Intrastate Rates per minute of use			
Term Plan Commitment	Month to Month	1 Year	2 Year
	0.1900	0.1850	0.1800

* This service is limited to existing customers in their existing locations.

** Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.7 FrontierWorks Business Connections LD Bundle, Version C *

Rates

Block of Time (BOT) minutes	Overage Rate per minute	
	IntraLATA/Intrastate	InterLATA/Intrastate
Free – 100	\$0.1800	\$0.1800
BOT – 300	\$0.1800	\$0.1800
BOT – 600	\$0.1700	\$0.1700
BOT – 900	\$0.1700	\$0.1700

FrontierWorks Business Connections LD Toll Free *

Block of Time (BOT) minutes	(8XX) Rate per minute
	Intrastate
Free –100	\$0.1800
BOT – 300	\$0.1800
BOT – 600	\$0.1700
BOT – 900	\$0.1700

3.2.8 Frontier Digital Phone-2010 Service – Grandfathered as of July 14, 2012

(T)(C)

Rates For Additional Phone Lines

	<u>Rate Per Minute</u>
Day	\$0.10
Evening	\$0.10
Night/Weekend	\$0.10

* This service is limited to existing customers in their existing locations.

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.9 Frontier Digital Phone Silver*(1) – DISCONTINUED (T)

Frontier Digital Phone Silver is a non-distance sensitive product that includes direct dial 1+ outbound Intrastate service. Pre-subscription of the primary line to Frontier Communications of America, Inc. (FCA) is required to subscribe to Frontier. This plan is available to customers of local exchange companies (LEC) with whom the carrier has a billing and collections contract. The Customer must subscribe to the Frontier Digital Phone local service product offered by that associated LEC and must be on the main billing number on the account in order to be eligible for the Frontier Digital Phone Silver option. (T)

(A) Rates and Charges

Frontier Digital Phone Silver calls are non-distance sensitive, flat-rated with the following rating periods: (T)

Monday – Friday		Saturday & Sunday
E= Evening	12:00 AM - 7:59AM	N = Night 12:00AM Saturday through 11:59 PM on Sunday.
D= Day	8:00 AM - 4:59PM	
E= Evening	5:00 PM - 11:59PM	

(B) Usage Charges

With the Frontier Digital Phone Silver option, unlimited intrastate usage is available only on the main billing number on the account. All calls that do not qualify for unlimited calling are billed in one-minute increments with a minimum billing of one minute per call. Interstate 1+ calls will be rated on a per call basis, and are not part of the unlimited calling option. Only one Frontier plan is to be on the account for all lines. This product is available for residential voice service only. The unlimited minutes of long distance service do not include usage for calls to 900 numbers, long distance directory assistance, or operator services. (T)

The Frontier Digital Phone Silver service is offered to the residential user, for the Customer’s personal, residential, non-business and non-professional use. Using the Frontier Digital Phone Silver service is prohibited for any commercial or governmental activities, for profit or non-profit, including but not limited to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, accessing the Internet with a long distance dial-up number, resale or transfer of the Frontier Digital Phone Silver service or any other activity that would be inconsistent with normal residential voice applications and usage patterns, including conference calls. Average residential Customer use will be determined by Frontier based on average minutes of use of the Plan by representative residential Customers served by Frontier who subscribe to the Plan. (T)

* This bundle was previously called Frontier Unlimited State. (N)

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations. (N)

SECTION 3 – RATES AND CHARGES3.2 FRONTIER SERVICE PLAN RATES3.2.9 Frontier Digital Phone Silver*(1) – DISCONTINUED cont'd(B) Usage Charges (Cont'd)

If a Customer has substantially more than average residential Customer use, Frontier may regard such use as non-residential use subject to the remedies set forth following. Frontier may suspend, restrict or cancel the Customer's service, subject to applicable notice requirements. If it is determined that the usage on the Frontier Digital Phone Silver is not consistent with residential voice applications, substantially exceeds average residential use, or is otherwise prohibited (such as long distance dial-up Internet calls), Frontier may immediately convert the service to an FCA plan that charges for all long distance calls or, where systems permit, charge a 10-cent per minute rate for non-voice long distance calls, or calls that are not considered normal residential voice usage. Additional restrictions may apply.

The Monthly Recurring Charge (MRC) for Frontier Digital Phone Silver is billed in advance. If a new customer to Frontier Digital Phone Silver enrolls mid-billing cycle, the MRC will be prorated.

On the invoice there will be no individual call detail for usage that is associated with the unlimited direct dialed calls that are included in this plan. If the customer changes their long distance pre-subscription on their main line without any instruction as to what to do regarding the additional phone lines, the Frontier Digital Phone Silver plan option will automatically be removed from the main line and thus the customers account. Note: To maintain the account for the customer, the remaining lines will be placed onto Frontier One or Simple Rate calling plan depending on the associated LEC.

Additional phone lines are available on this plan. Each additional line will be billed a per-minute domestic rate defined in this tariff. All calls are billed in one-minute increments with a minimum billing of one minute per call. If a customer subsequently does not pre-subscribe their additional line(s) to FCA but continues to have service on the main billing number on the account provided by FCA, casual calling rates on the additional line(s) will apply.

8xx inbound products may be used in conjunction with Frontier Digital Phone Silver, where available. (T)

* This bundle was previously called Frontier Unlimited State.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.9 Frontier Digital Phone Silver*(1) – DISCONTINUED *cont'd*

(C) Rates and Charges

Frontier Digital Phone Silver	<u>Monthly Rate</u>	
Intrastate Rate	\$20.00	(I)
Additional Phone Lines	<u>Rate Per Minute</u>	
Day	\$0.10	
Evening	\$0.10	
Night/Weekend	\$0.10	

* This bundle was previously called Frontier Unlimited State.

(1) This service offering has been Grandfathered as of June 16, 2009 and is limited to all existing subscribers at their existing locations.

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

(N)

3.2.10 Frontier Business Toll Free

(A) General

Frontier Business Toll Free service is offered to Business customers only.

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within or outside the state and terminating at the end user location.

(B) Rates

	MONTHLY RECURRING CHARGE	PER MINUTE RATE
4 Lines and under	\$4.99	
5 Lines or more	\$2.00	
Rate per minute		\$0.075
Calls Originating from Canada		\$.34

(C) Conditions

Frontier Business Toll Free is a non-distance sensitive 8XX call offering.

InterLATA and intraLATA toll telecommunications services are available for calls originating at any service location within or outside the state and terminating at the end user location.

Calls are incoming only and are rated in six second increments with an 18 second minimum and 6 second rounding.

Customers must be pic'd to Frontier (694) for both their IntraLATA and InterLATA preferred carrier.

(N)

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.11 Frontier Unlimited State-2010 – Grandfathered as of July 14, 2012

(D) Rates and Charges

Monthly Recurring Charges

The Monthly Recurring Charge (MRC) for Frontier Unlimited State-2010 is billed in advance. If a new customer to Frontier Unlimited State-2010 enrolls mid-billing cycle, the MRC will be prorated.

Customers who commit to a one year term commitment will be given a \$10.00 credit per month for the length of the contract. If the customer terminates the service before the end of the one year period, a termination fee of \$200.00 applies

FRONTIER UNLIMITED STATE-2010

Monthly Rate

Intrastate Rate

\$26.00

(I)

Additional Phone Lines

Rate Per Minute

Day

\$0.10

Evening

\$0.10

Night/Weekend

\$0.10

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.12 Frontier Digital Phone State Unlimited-2010

(A) Monthly Recurring Charges

The Monthly Recurring Charge (MRC) for Frontier State Unlimited-2010 is billed in advance. If a new customer to Frontier State Unlimited-2010 enrolls mid-billing cycle, the MRC will be prorated.

Customers who commit to a one, two or three year term commitment will be given a 5% credit per month for the length of the contract. If the customer terminates the service before the end of the term period, a termination fee of \$200.00 applies.

(B) Rates and Charges

Frontier Digital Phone State Unlimited-2010

	<u>Monthly Charge</u>	
<u>Intrastate Rate</u>	\$11.00	(I)
<u>Additional Phone Lines</u>	<u>Rate Per Minute</u>	
Day	\$0.10	
Evening	\$0.10	
Night/Weekend	\$0.10	

3.2.13 Frontier Digital Phone Essentials

(A) Rates and Charges

	<u>Rate Per Minute</u>
Overage Rate	\$.10
Canadian Rate	\$.05

3.2.14 Frontier Digital Phone Unlimited Service

(A) Rates and Charges

	<u>Rate Per Minute</u>
Canadian Rate	\$.05

SECTION 3 – RATES AND CHARGES

3.2 FRONTIER SERVICE PLAN RATES

3.2.15 Business Cents

Interstate

Monthly Charge

1+	\$4.99
Toll Free	\$2.99

Rates per Minute

1+	\$.040
Toll Free	\$.045

A minimum usage level of \$25.00 per month is required.

Intrastate

Rates per Minute

1+	\$.040
Toll Free	\$.045

3.2.16 OneVoice Nationwide

Rate Per Minute

Data Calls per minute	\$.10
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3.2.17 OneVoice 100

Rate Per Minute

Overage Charges per minute (over 100 min)	\$.05
Data Calls per minute	\$.10

3.2.18 Frontier Business Long Distance Plan

Rate Per Minute

Outbound (1+) Interstate	\$0.07
Canadian Calls	\$0.07

(N)

(N)

SECTION 4 – MISCELLANEOUS SERVICES

4.1 Operator Services

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. (T)
(T)

Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this tariff. (D)
|
(D)

4.1.1 Operator services may be used by the presubscribed Customer and by the Aggregator and their respective Consumers (i.e., patrons, guests, invitees or employees) to complete Person to Person, Collect and/or Billed to Third Number calls. (T)

4.1.2 Charges for Operator Assisted Calls include two components: a usage-sensitive component based upon the time-of-day rate period, mileage, and duration of the call; and a fixed service charge based upon the type of operator service provided.

4.1.3 The usage-sensitive portion of the charge for an Operator Assisted Call is set forth in Section 4.1.8 below.

4.1.4 The fixed service charge portions of the charge for an Operator Assisted Call is set forth in Sections 4.1.9 below.

4.1.5 The Company shall not bill the Customer for any surcharges or fees imposed by the Aggregator. With respect to charges imposed by the Aggregator for the use of the telephone, the Aggregator is responsible for charging a flat rate and for posting of the charge in plain view at each telephone.

SECTION 4 – MISCELLANEOUS SERVICES4.1 Operator Services (cont'd)

- 4.1.6 Service may be suspended by the Company, without notice to the Customer or the Aggregator, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain credit cards, when the Company deems it necessary to take such action to prevent unlawful use of service. The Company shall restore service as soon as it can be provided without undue risk. The Company reserves the right to validate the credit worthiness of Customers through available credit card, called number, Third Party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the Customer/Consumer may be required to provide an acceptable alternate billing method or the Company may refuse to place the call. (T)
(T)
(T)
- 4.1.7 The Aggregator is responsible for payment of the Company's charges for all calls placed from the Aggregator's Premises except for Collect, Third Party and credit card calls. The credit card holder or local exchange company service subscriber is responsible for payment of the Company's charges for all calls billed to a credit card or a telephone line number, respectively. (T)
(T)

SECTION 4 – MISCELLANEOUS SERVICES

4.1 Operator Services (cont'd)

4.1.8 Per Call Service Charges

The following per call Service Charges apply in addition to the per minute usage rates when applicable. These charges apply in all rate periods.

	<u>Per Call</u>		
	<u>IntraLATA</u>	<u>InterLATA</u>	
Operator Assisted Station to Station	*	*	(C)
Collect	*	*	
Operator Assisted Person to Person	*	*	
Operator Assisted Third Number Billed	*	*	(C)
	<u>Per Call</u>		
Operator Dialed Surcharge			
Customer Dialed		*	(C)
Operator Dialed		*	(C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

SECTION 4 – MISCELLANEOUS SERVICES4.1 Operator Services (cont'd)

4.1.9 Per Minute Usage Charges

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Partial minutes are rounded up to the next minute.

Rate MILEAGE	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Each Addition Period	Initial Period	Each Addition Period	Initial Period	Each Addition Period
1 - 10	\$0.1800	\$0.1080	\$0.1170	\$0.0702	\$0.0720	\$0.0432
11 - 16	\$0.2040	\$0.1320	\$0.1326	\$0.0858	\$0.0816	\$0.0528
17 - 22	\$0.2400	\$0.1680	\$0.1560	\$0.1092	\$0.0960	\$0.0672
23 - 30	\$0.2760	\$0.1920	\$0.1794	\$0.1248	\$0.1104	\$0.0768
31 - 40	\$0.3240	\$0.2280	\$0.2106	\$0.1482	\$0.1296	\$0.0912
41 - 55	\$0.3600	\$0.2640	\$0.2340	\$0.1716	\$0.1440	\$0.1056
56 - 70	\$0.3776	\$0.2950	\$0.2496	\$0.1950	\$0.1536	\$0.1200
71 - 124	\$0.3776	\$0.3000	\$0.2730	\$0.2184	\$0.1680	\$0.1344
125 - 196	\$0.3900	\$0.3000	\$0.3042	\$0.2340	\$0.1872	\$0.1440
197 - 292	\$0.4200	\$0.3200	\$0.3276	\$0.2496	\$0.2016	\$0.1536
293 +	\$0.4500	\$0.3400	\$0.3510	\$0.2652	\$0.2160	\$0.1632

SECTION 4 – MISCELLANEOUS SERVICES

4.2 Directory Assistance

4.2.1 Directory Assistance

Directory Assistance provides to the Customer available published telephone numbers of switched voice telephone service subscribers based on name or name and address information provided by the Customer to the Directory Assistance operator.

The Directory Assistance charge applies to each call by the Customer requesting Directory Assistance regardless of whether the Directory Assistance bureau is able to furnish the requested telephone number. Directory Assistance will provide the Customer with up to two telephone numbers per call.

If the Customer should disconnect the call prior to being provided the two telephone numbers, the Directory Assistance charge is applicable. All applicable service charges and surcharges apply in addition to the Directory Assistance charge specified below.

If the Customer receives an incorrect telephone number and notifies the Company, a billing credit for Directory Assistance charges shall be provided.

The Directory Assistance charge will be waived for calls to Directory Assistance (other than Directory Assistance Call Completion) by a properly certified hearing impaired Customer who utilizes a TDD to access the service.

4.2.2 Directory Assistance Rates

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator. No call allowance applies.

Directory Assistance, per Call * (C)

4.2.3 Directory Assistance Call Completion (DACC) Rates

When the Customer elects to have the Company automatically place the call to the requested number, a Directory Assistance with Call Completion Charge applies in addition to the Directory Assistance Charge, and in addition to all other applicable charges.

The applicable usage charge is the rate shown below.

Per Completed Call * (C)

Rate Per Minute * (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)

SECTION 4 – MISCELLANEOUS SERVICES

(D)

(D)