EXCHANGE AND NETWORK SERVICE TARIFF

TARIFF SCHEDULES

applicable to

TELEPHONE SERVICE

of

FRONTIER COMMUNICATIONS OF THE SOUTHWEST, INC.

in the State of

ARIZONA

These tariff schedules have been regularly filed with the Arizona Corporation Commission and are the effective rates and rules of this utility.

Service will be furnished in accordance with these tariff schedules and no officer, employee, or representative of the utility has any authority to waive, alter, or amend these tariff schedules or any part thereof in any respect.

(continued)

SCHEDULE NO. AA

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**7th Revised**
2	1st Revised
3	Original
4	**6th Revised**

(continued)

SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

TERRITORY SERVED - DESCRIPTION OF SERVICE

A1 Exchange telephone service

B1 Territory served

Frontier Communications of the Southwest, Inc. - Arizona renders exchange telephone service throughout the territory served by it, as shown on the maps filed with its schedules of rates. (T)

B2 Description of service

The exchanges, central offices of exchange areas, types of switchboard equipment, and hours of service are shown below:

Name of Exchange	Type of Switchboard Equipment	Hours of Service
Bouse	Automatic Switching	Continuous
Ehrenberg	Automatic Switching	Continuous
Palo Verde	Automatic Switching	Continuous
Parker	Automatic Switching	Continuous
Parker Dam	Automatic Switching	Continuous
Poston	Automatic Switching	Continuous

A2 Toll telephone service

B1 The utility provides toll service between its exchange and its toll stations and between such points and other points in the State of Arizona, over its lines or lines of connecting utilities, at rates shown in the applicable tariff schedules of the utility or its connecting utilities.

(continued)

SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

SYMBOLS

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

(C) To signify changed listing, rule or condition which may affect rates or charges

(D) To signify discontinued material, including listing, rate, rule or condition

(I) To signify increase

(L) To signify material relocated from or to another part of tariff schedules with no change in text, rate, rule or condition

(N) To signify new material, including listing, rate, rule or condition

(R) To signify reduction

(T) To signify change in wording of text, but no change in rate, rule or condition

(continued)

SCHEDULE NO. AA

PRELIMINARY STATEMENT (continued)

NUMERICAL LIST OF SCHEDULES

Schedule Number	Title	
AA	Preliminary Statement	
AB	Exchange Area Maps	
AC	Definitions and Rules	
A-1	Network Access Line Service	
A-2	Outside Plant Facilities	
A-3	Service Connection Charges	
A-4	Directory Listings	
A-5	Inside Wire Maintenance Service and Frontier Wire Care Alternative Offer	
A-6	Directory Listing	
A-7	Employees' Service	
A-8	Joint User Service	
A-9	Miscellaneous Service	(T)
A-10	Digital Centrex Service / Versaline Centrex Service	
A-11	Switched Data Service	
A-12	Customer Owned Pay Telephone (COPT) Service	
A-13	Promotional Offerings	
A-14	Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundled Service	
A-15	Packaged Services	
A-16	Operator Services	
B-1	Message Toll Telephone Service	
B-2	Wide Area Telephone Service	
B-3	AZ Universal Service Fund	
G-1	Private Line Services	
I-1	Individual Case Basis (ICB) Service Offerings	
L-1	911 Emergency Reporting Service	

(continued)

SCHEDULE NO. AB

EXCHANGE AREA MAPS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 25 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	Original
15	Original
16	Original
17	Original
18	Original
19	Original
20	Original
21	Original
22	Original
23	Original
24	Original

(continued)

SCHEDULE NO. AB

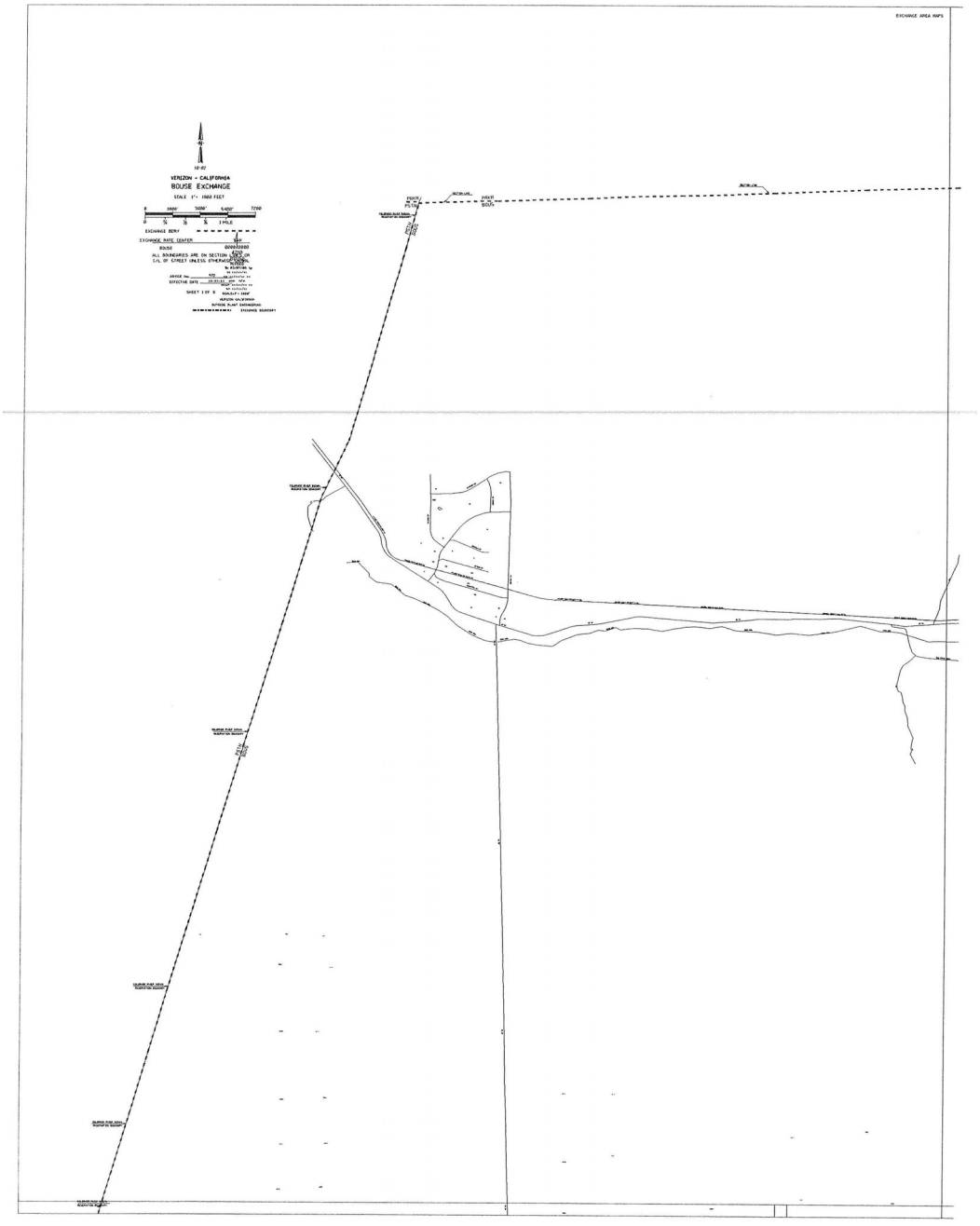
EXCHANGE AREA MAPS (continued)

EXCHANGE AREAS	Sheet
Bouse Exchange	3
Ehrenberg Exchange	8
Palo Verde Exchange	10
Parker Exchange	13
Parker Dam Exchange	20
Poston Exchange	22

(continued)

SCHEDULE NO. AB
EXCHANGE AREA MAPS

BOUSE EXCHANGE



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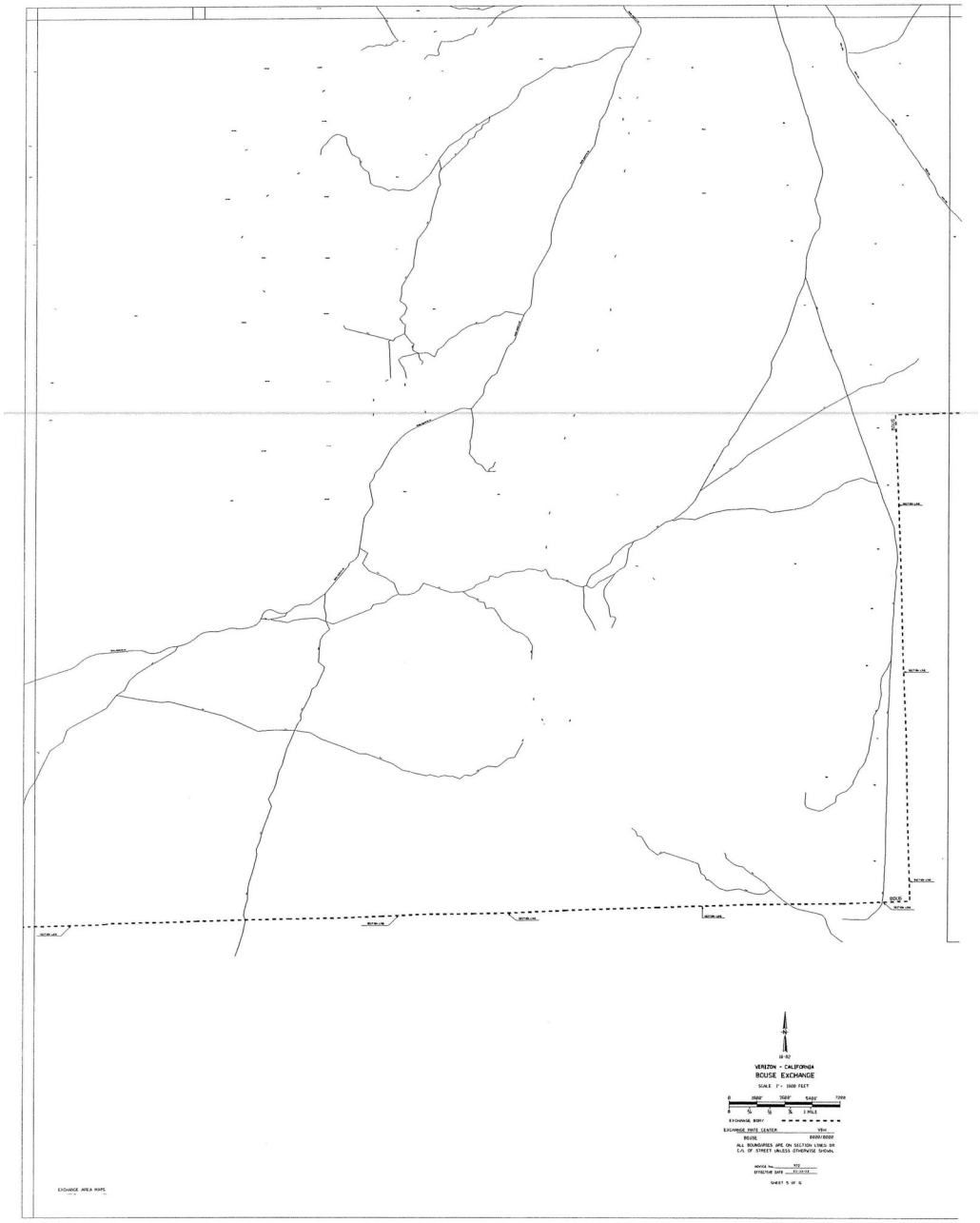
SCHEDULE NO. AB
EXCHANGE AREA MAPS

BOUSE EXCHANGE



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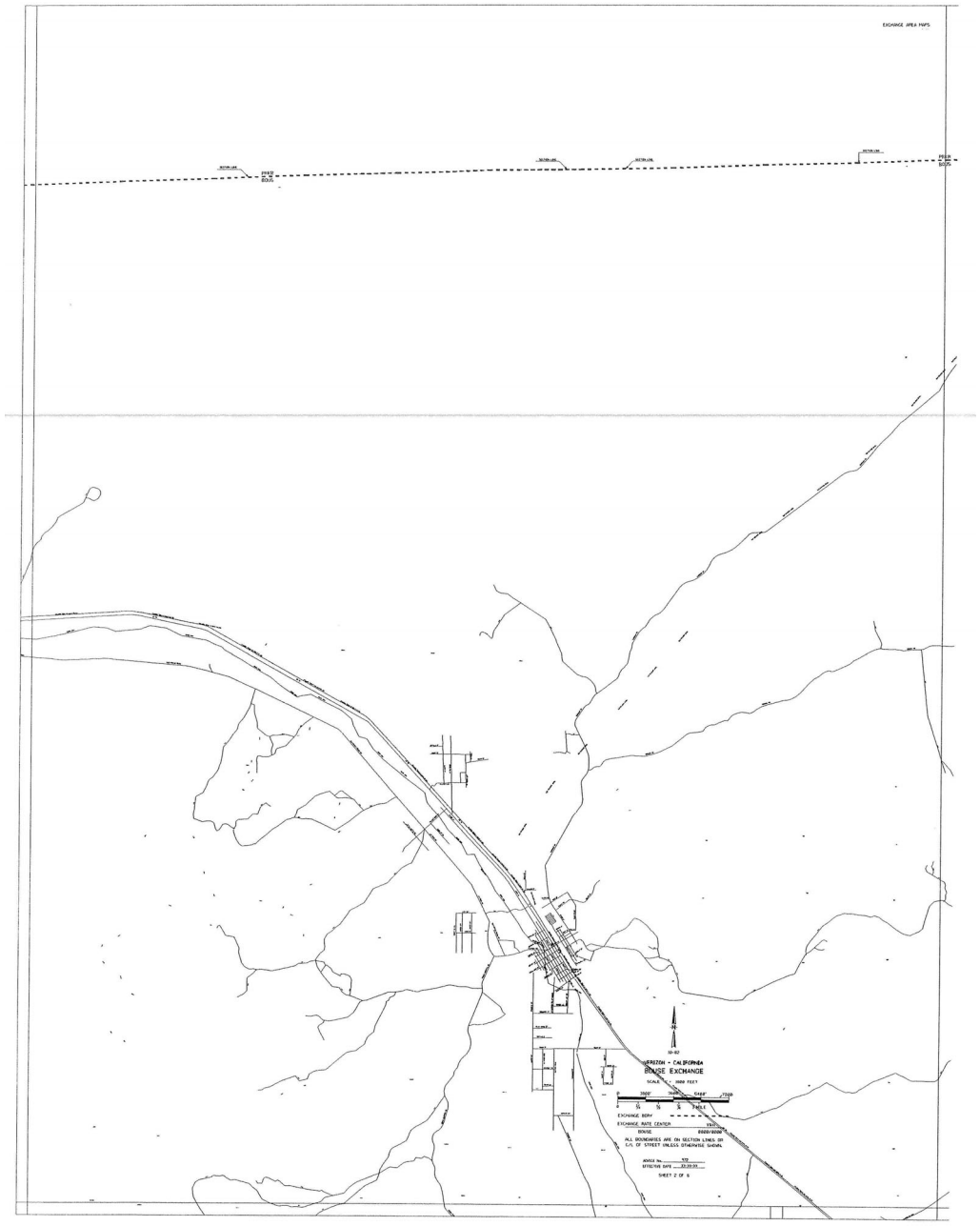
SCHEDULE NO. AB
EXCHANGE AREA MAPS

BOUSE EXCHANGE



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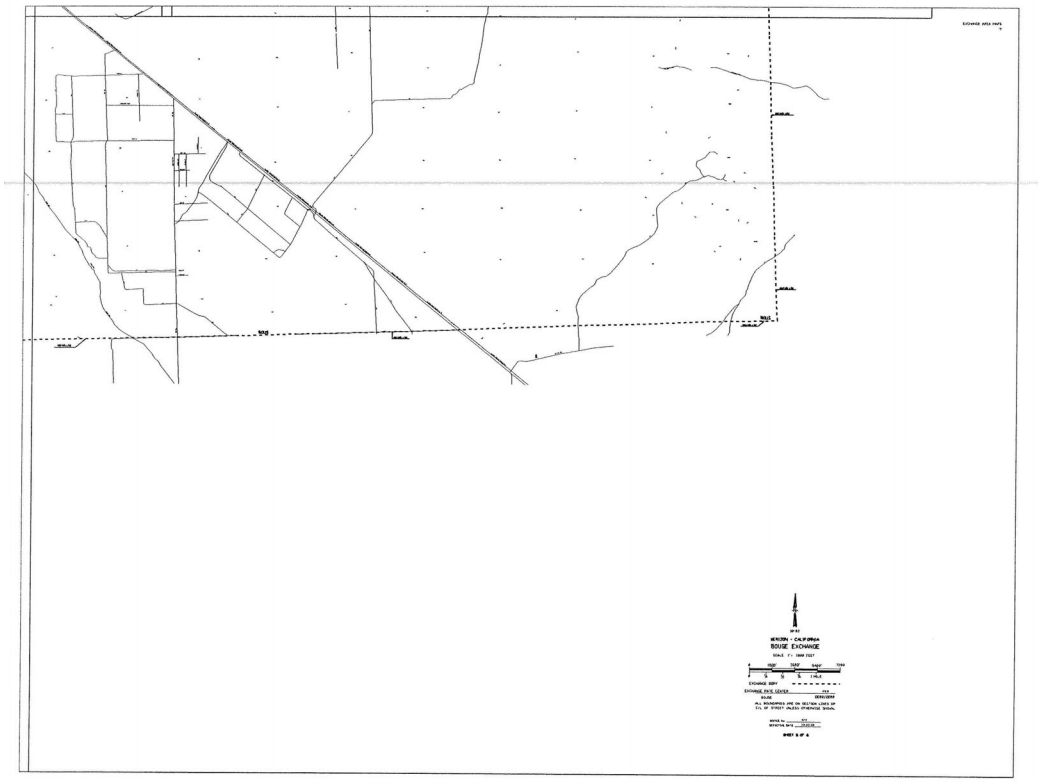
SCHEDULE NO. AB
EXCHANGE AREA MAPS

BOUSE EXCHANGE



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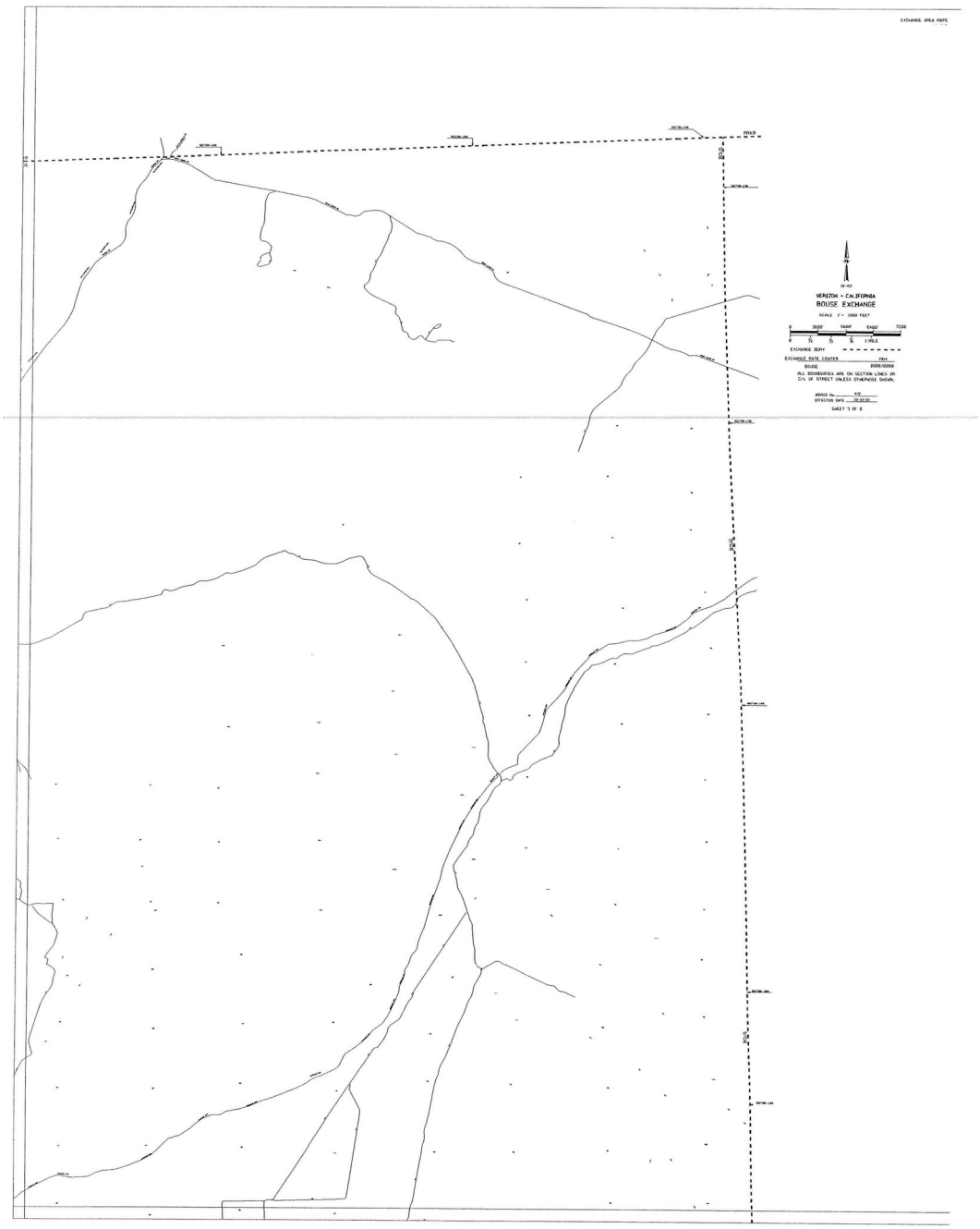
SCHEDULE NO. AB
EXCHANGE AREA MAPS

BOUSE EXCHANGE



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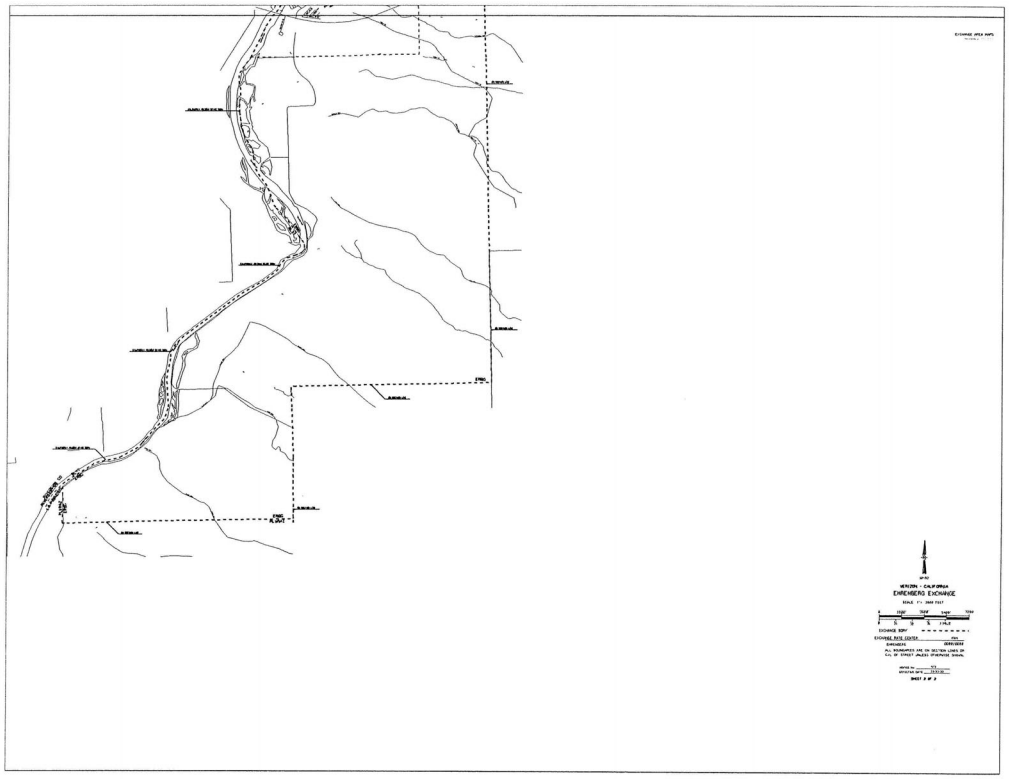
SCHEDULE NO. AB
EXCHANGE AREA MAPS

EHRENBERG EXCHANGE



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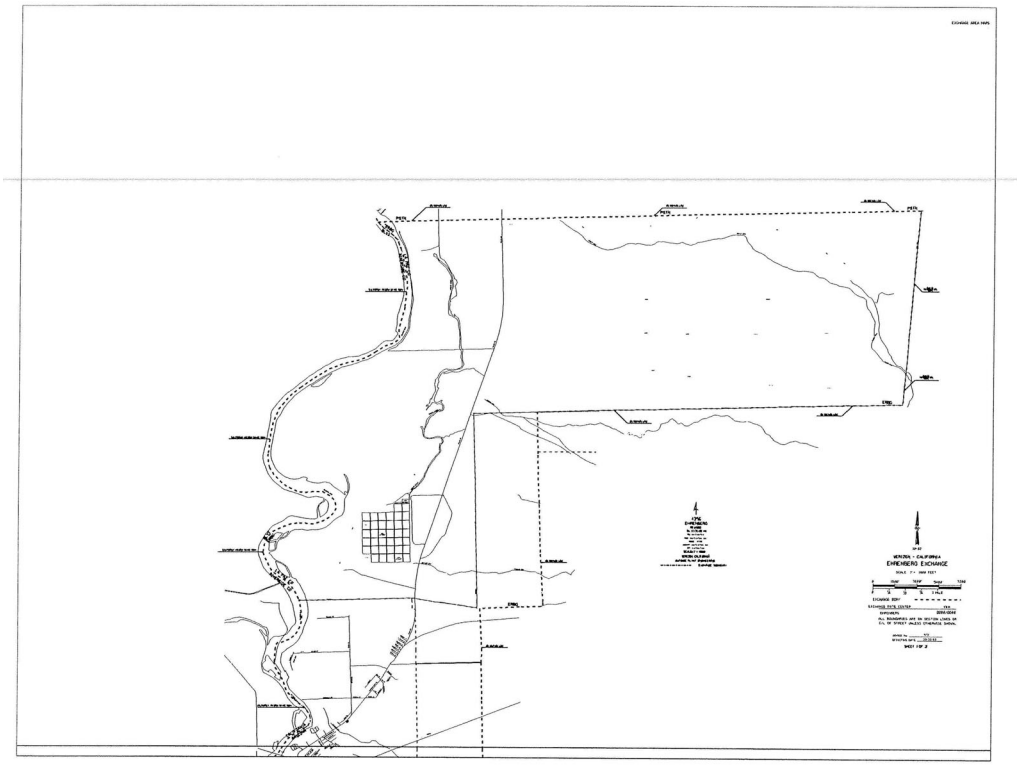
SCHEDULE NO. AB
EXCHANGE AREA MAPS

EHRENBERG EXCHANGE



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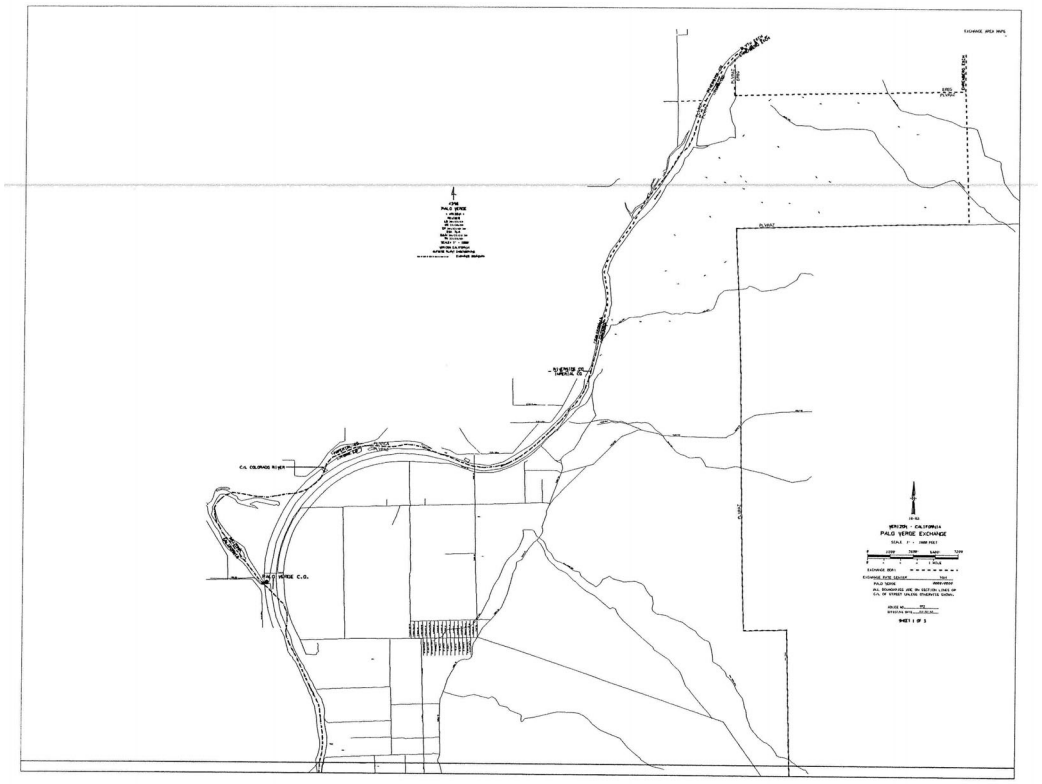
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PALO VERDE EXCHANGE



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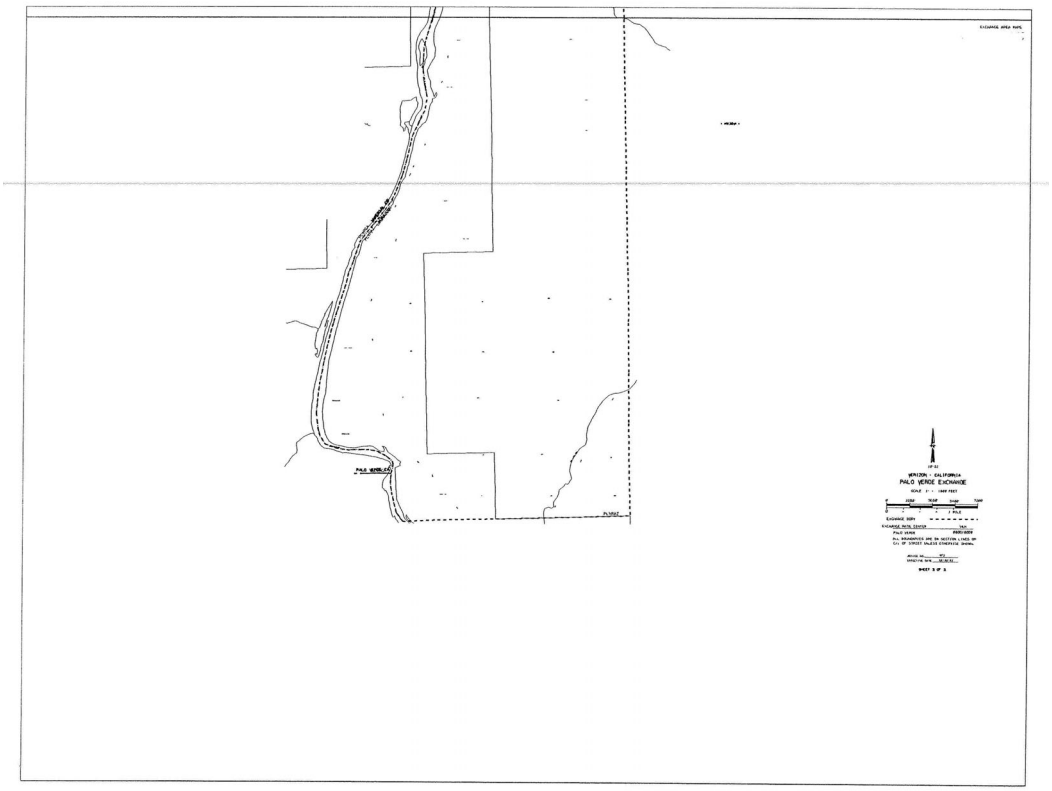
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PALO VERDE EXCHANGE

(continued)

SCHEDULE NO. AB
EXCHANGE AREA MAPS

PALO VERDE EXCHANGE



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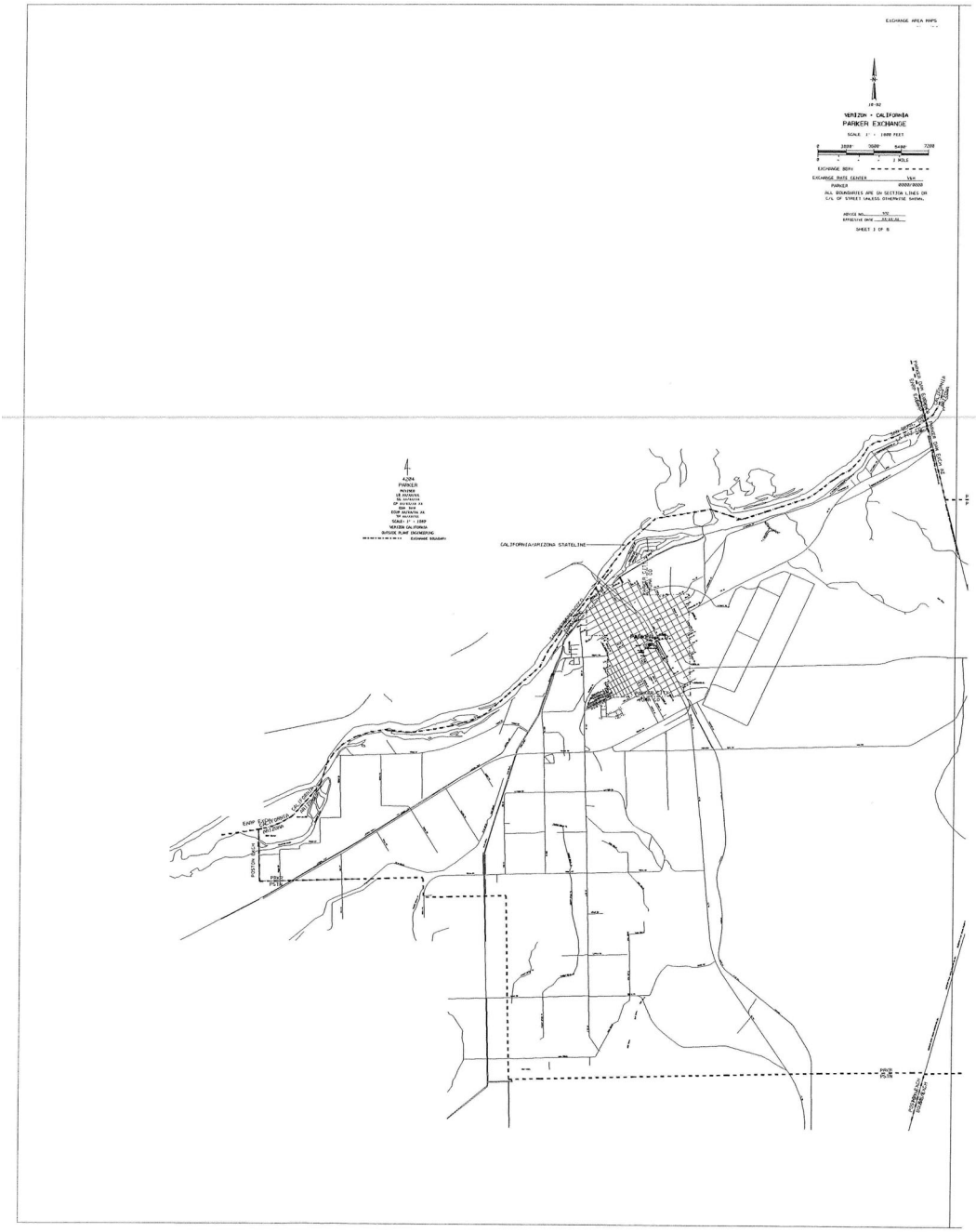
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE



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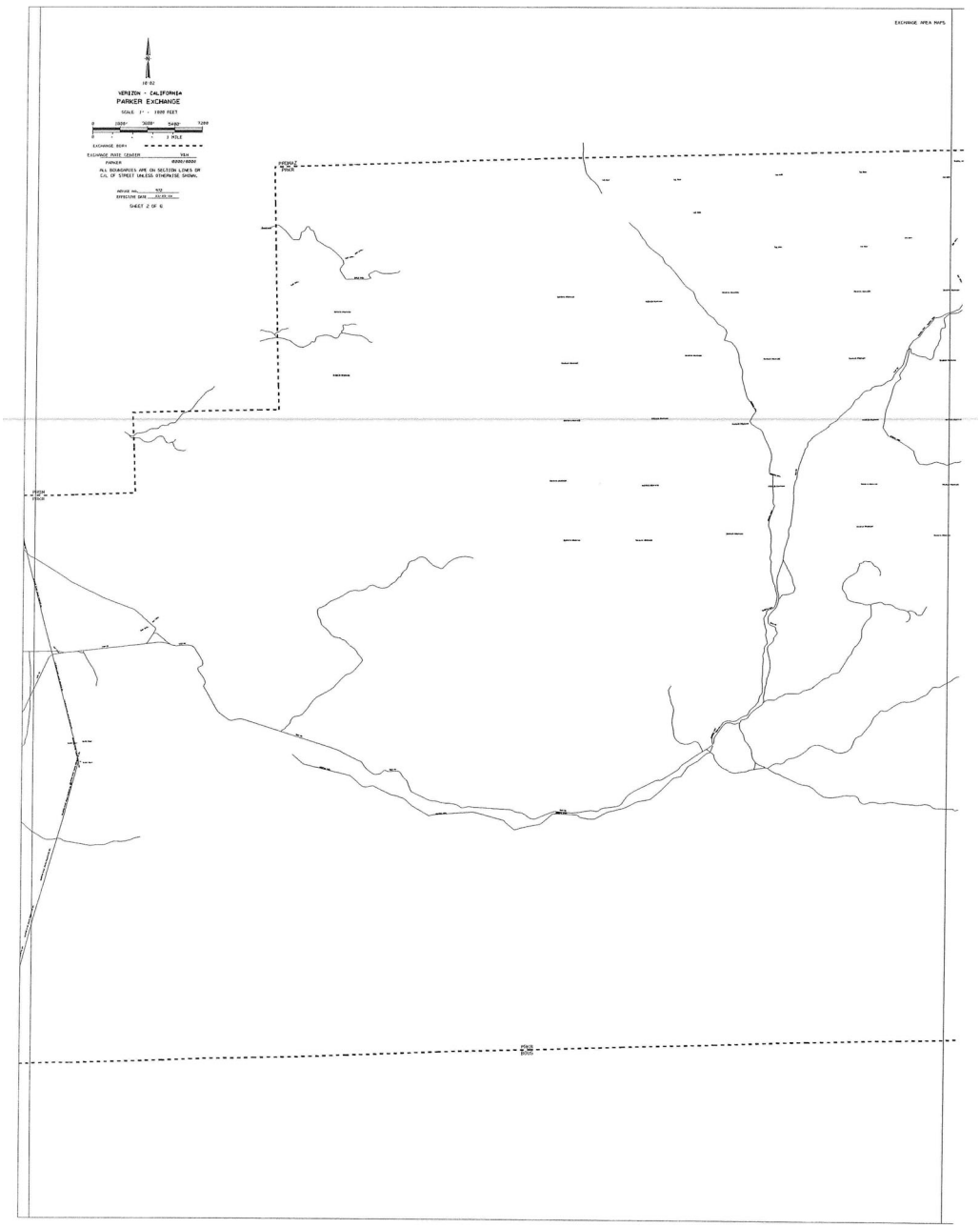
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE



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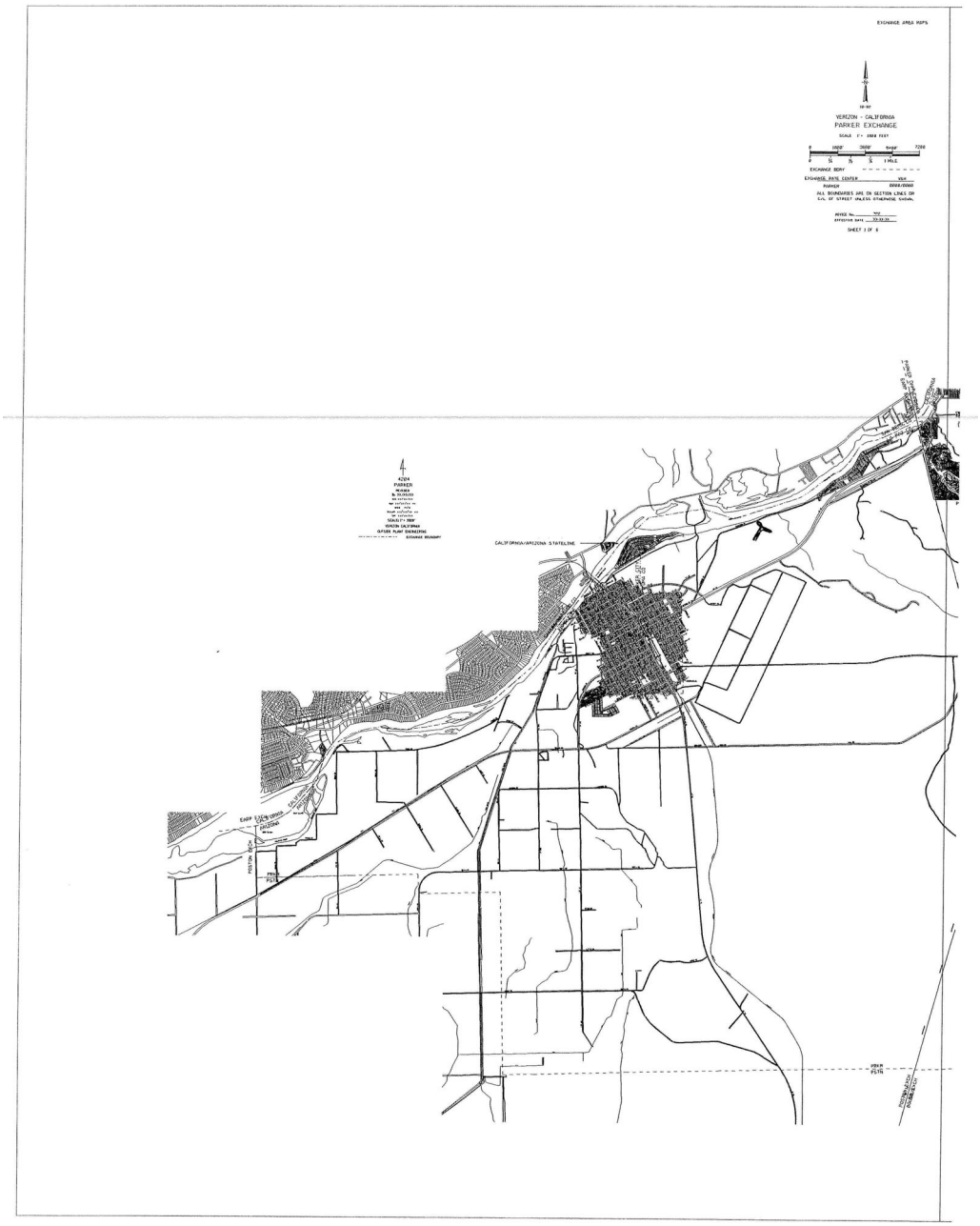
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE



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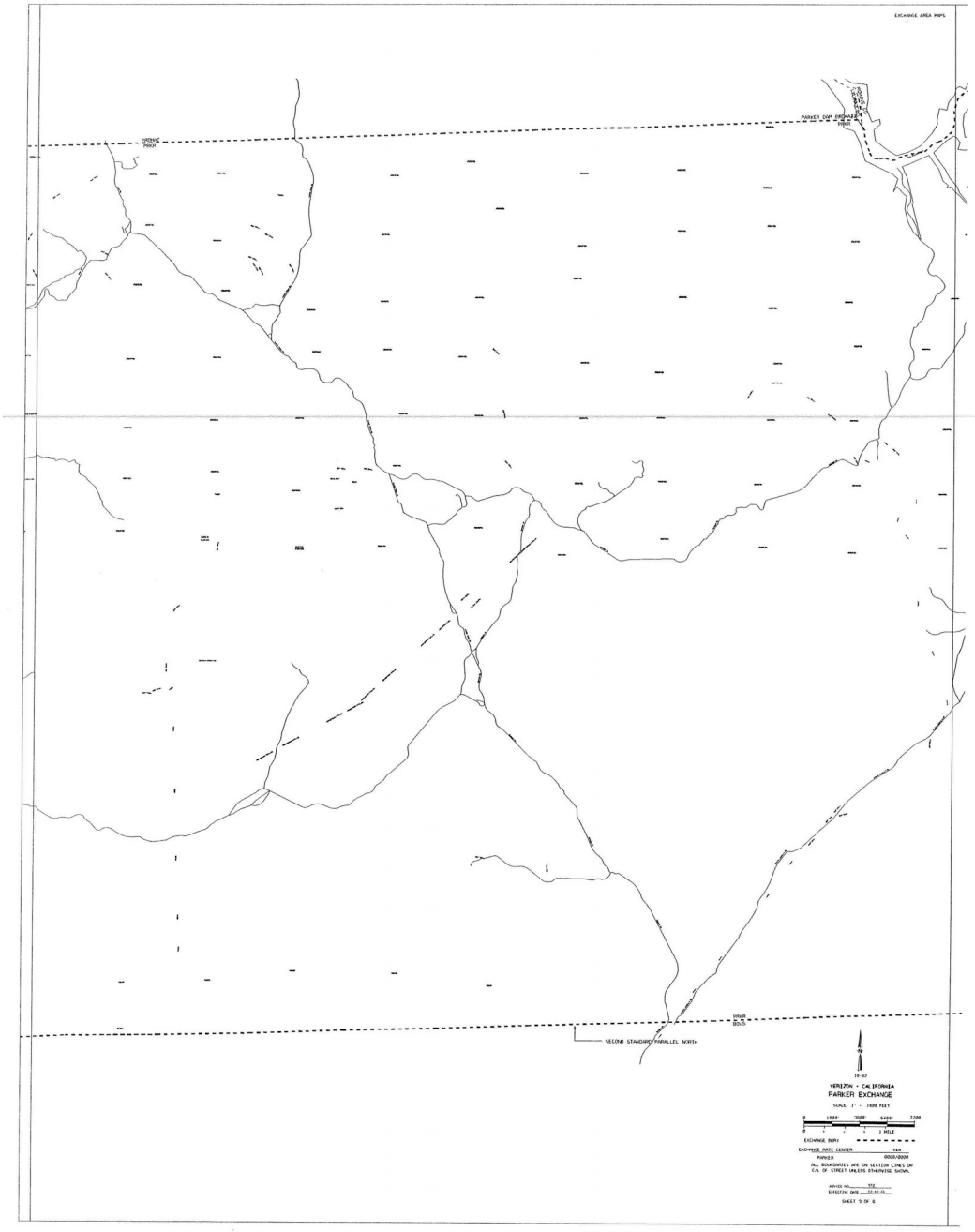
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE



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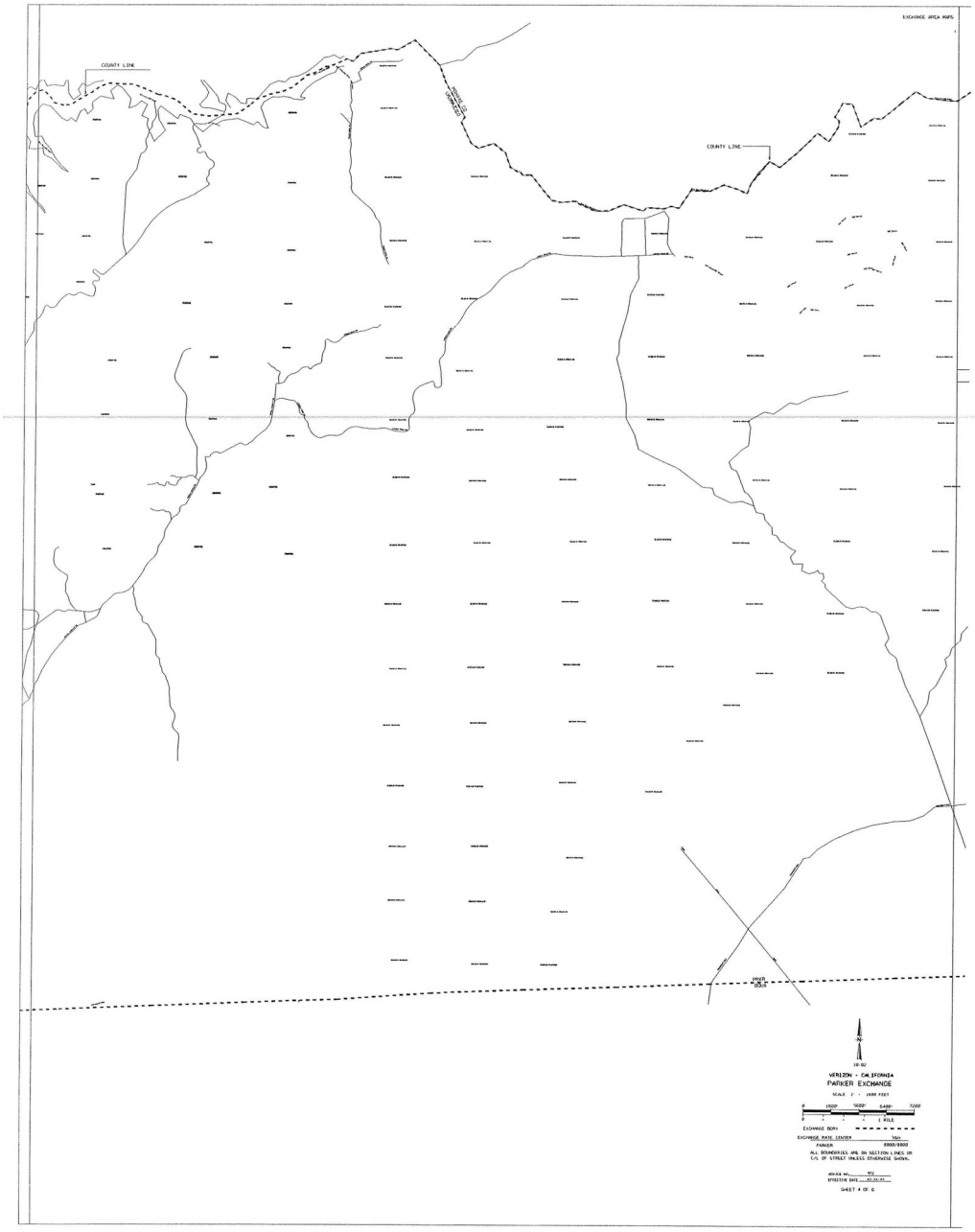
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE



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SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE

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SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER EXCHANGE

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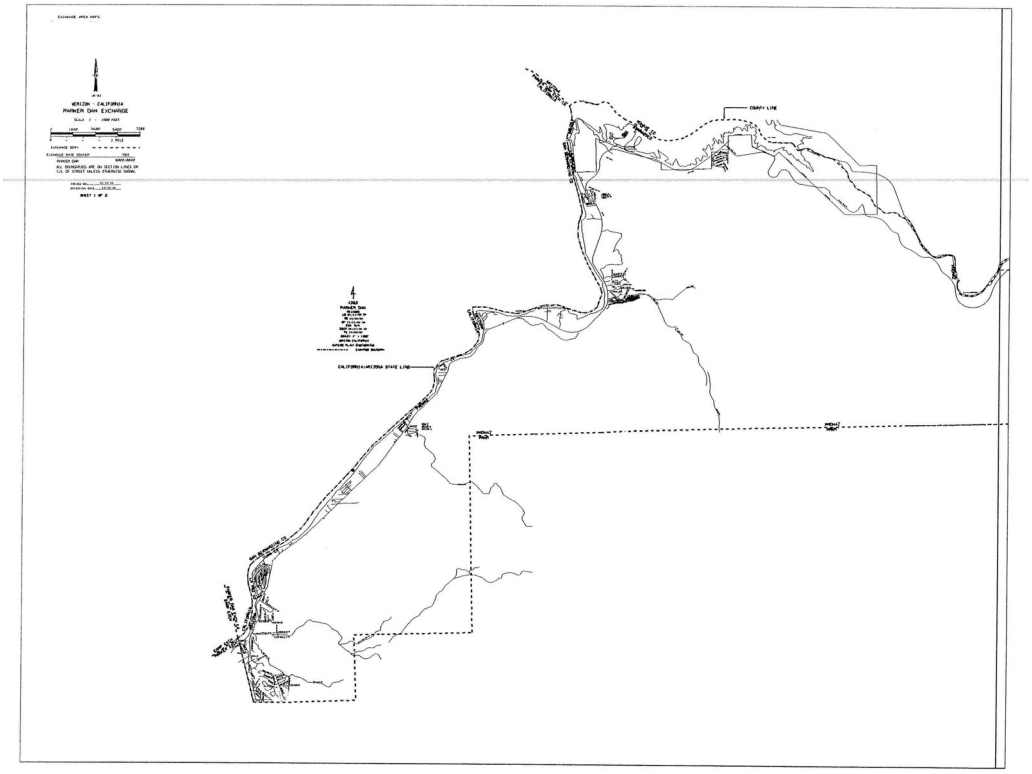
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER DAM EXCHANGE



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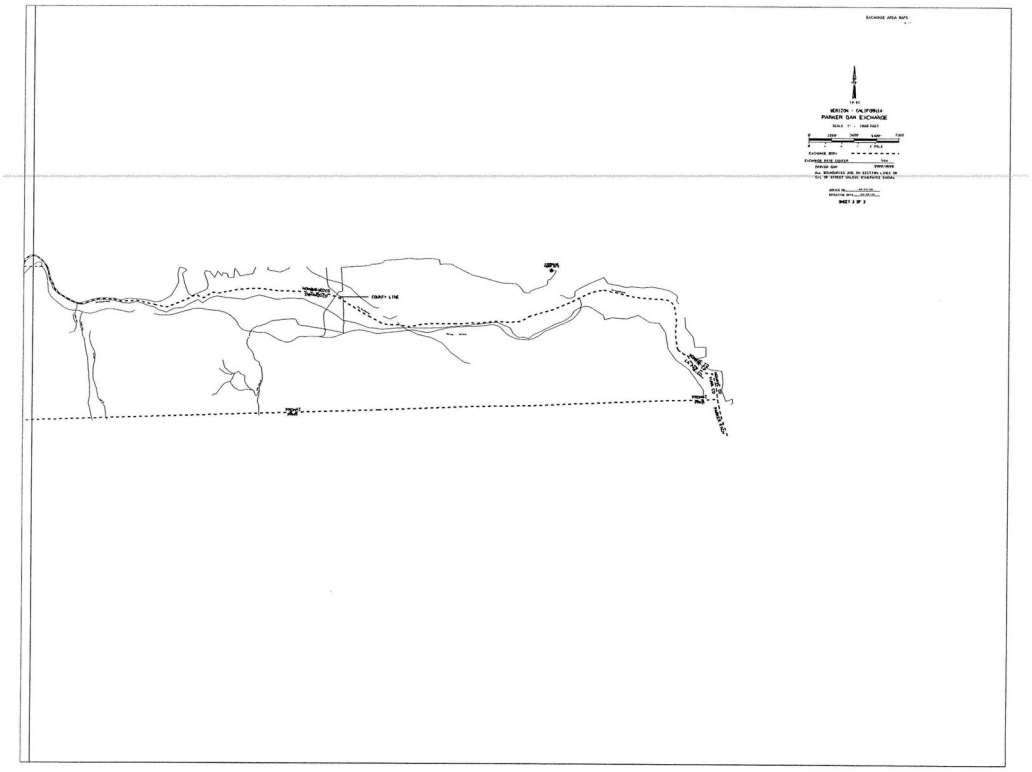
SCHEDULE NO. AB
EXCHANGE AREA MAPS

PARKER DAM EXCHANGE



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SCHEDULE NO. AB
EXCHANGE AREA MAPS

POSTON EXCHANGE

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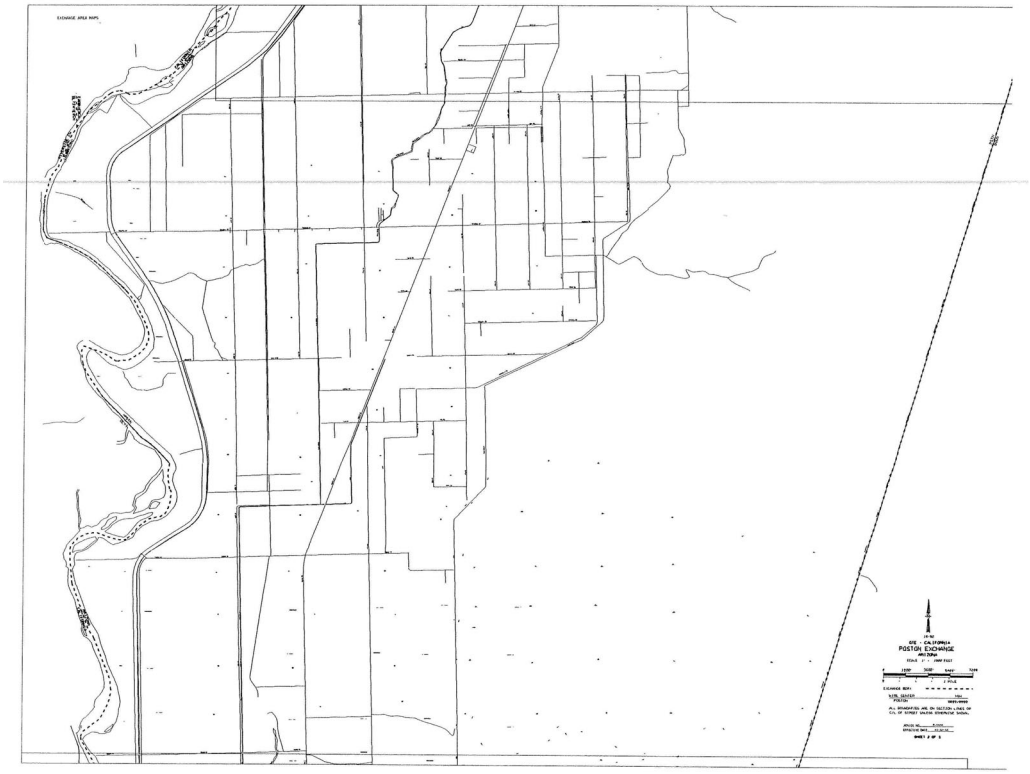
SCHEDULE NO. AB
EXCHANGE AREA MAPS

POSTON EXCHANGE



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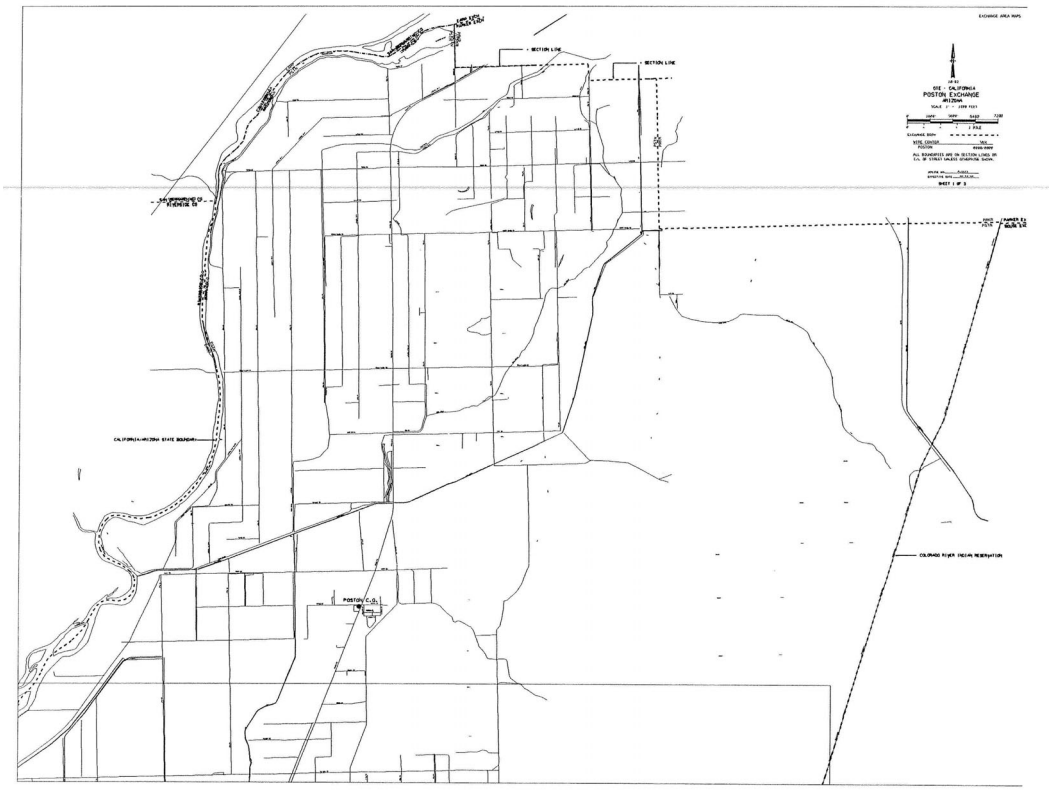
SCHEDULE NO. AB
EXCHANGE AREA MAPS

POSTON EXCHANGE



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SCHEDULE NO. AC

RULES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 88 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision	Sheet	Number of Revision	Sheet	Number of Revision
1	**1st Revised**	30	Original	60	Original
2	Original	31	Original	61	Original
3	Original	32	Original	62	Original
4	Original	33	Original	63	Original
5	Original	34	Original	64	Original
6	Original	35	Original	**65**	**1st Revised**
7	Original	**36**	**1st Revised**	66	Original
8	Original	37	Original	67	Original
9	Original	38	Original	68	Original
10	Original	39	Original	69	Original
11	Original	40	Original	70	Original
12	Original	41	Original	71	Original
13	Original	42	Original	72	Original
14	Original	43	Original	73	Original
15	Original	44	Original	74	Original
16	Original	45	Original	75	Original
17	Original	46	Original	76	Original
18	Original	47	Original	77	Original
19	Original	48	Original	78	Original
20	Original	49	Original	79	Original
21	Original	50	Original	80	Original
22	Original	51	Original	81	Original
23	Original	**52**	**1st Revised**	82	Original
24	Original	53	Original	83	Original
25	Original	54	Original	84	Original
26	Original	55	Original	85	Original
27	Original	56	Original	86	Original
28	Original	57	Original	87	Original
29	Original	58	Original	**88**	**1st Revised**
		59	Original		

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SCHEDULE NO. AC

RULES (continued)

INDEX TO RULES

Rule Number	Title	Sheet Number
1	Definitions	AC-4
2	Description of Service	AC-16
3	Application for Service	AC-19
4	Contracts	AC-23
5	Establishment and Reestablishment of Credit	AC-24
6	Deposits	AC-26
7	Notices	AC-29
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14	Telephone Directories, Listings and Numbers	AC-71
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SCHEDULE NO. AC

RULES (continued)

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22	Telephone Numbers	AC-88	
23	Residence Customer Incentive Program	AC-89	(N)
24	Business Customer Incentive Program	AC-91	(N)

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS

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

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

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

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

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

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

AIR LINE MILE - As used in connection with air line mileage measurements in determining charges, means statute mile or 5,280 feet.

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

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

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

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

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

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

BUSINESS SERVICE - Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of service is principally or substantially of a business, professional, or occupational nature. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.

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

CENTREX SERVICE - A central office based touch-tone service provided from the utility's suitably equipped digital central office facilities for business customers. This offering is a central office service which is an alternative to customer PBX, multifunction and key systems.

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

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

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

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

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

CUSTOMER PREMISES EQUIPMENT (CPE) - Devices or apparatus and/or their associated wiring provided at a customer's location by the customer.

CUSTOMER PREMISES WORK - Work performed on or at the customer premises by the utility or a utility representative at the customer's request.

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

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

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

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

DISTRIBUTION FACILITIES - The utility's cables, wires, and associated supporting structures and appurtenances located in dedicated streets and utility easements, designed to serve more than one property, and extending from the serving central office to the points of connection with service connection.

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

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

EXCHANGE AREA - An area shown on maps filed in tariff schedules within which the utility holds itself out to furnish exchange telephone service from one or more central offices serving that area.

EXCHANGE MESSAGE - A completed telephone call between telephones in the same exchange area.

EXCHANGE SERVICE - Telephone service furnished within an exchange area.

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

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

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

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

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

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

INSIDE WIRE - Wire on the customer's side of the point of demarcation.

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

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

JOINT USER - An individual or concern authorized by the utility and the customer to share in the use of the customer's business telephone service.

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

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

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

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

900 BLOCKING - A central office call blocking service that allows the utility's residential and business subscribers to block calls placed from their phones to all 900 NXXs.

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

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

PAY TELEPHONE SERVICE - Pay telephone service is classified as public and non-public telephone service. Public pay telephone service is that service rendered at public or semipublic locations which are generally accessible to the general public or a limited public. Nonpublic pay telephone service is for the private use of the subscriber whose telephones are located in areas not generally accessible to the general public.

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

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

POCKET PAGING SERVICE - A one-way service from any wire telephone in an exchange equipped for this service to a pocket receiver equipped for such service within the range of the pocket paging base station of the same exchange. The utility undertakes only to transmit a signal for the purpose of actuating a signal on the pocket receiver and accepts no responsibility for the transmission of further intelligence.

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

POINT OF DEMARCATION - The protective connecting arrangement where the Utility's facilities terminate on the customer's premises.

PREMISES - In multiple occupancy buildings, a customer's premises are confined to that portion of building owned or leased by the customer. In single occupancy buildings or where more than one building is occupied by one firm or individual, the customer's premises include the buildings occupied by the customer or the same continuous property and not separated by public thoroughfare or by property occupied by others.

PRIVATE BRANCH EXCHANGE (PBX) ACCESS LINE SERVICE - Exchange service furnished by means of one or more network access lines to the utility's central office, to be used with customer-provided PBX equipment.

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

PUBLIC PAYSTATION SERVICE - Service furnished by the utility from a nonlisted pay telephone installed for the convenience of the public at locations chosen or accepted by the utility.

STANDARD NETWORK INTERFACE (SNI) - Utility provided termination unit placed at the point of demarcation.

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

RECURRING FACILITY CHARGES - The additional charges for exchange telephone service based upon distance measurement for service furnished where outside plant facilities are applicable, or off the premises of the primary service.

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

REGISTERED TERMINAL EQUIPMENT - Terminal equipment which is registered in accordance with the rules and regulations in Part 68, Subpart B, of Federal Communications Commission Docket 19528.

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

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

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

SEMIPUBLIC PAYSTATION SERVICE - A customer service with a utility provided telephone equipped with a coin collecting device furnished for the use of the customer and the public in locations somewhat public in character.

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

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

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

SPECIAL BILL - A bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

SUBDIVISION - Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more non-temporary network access lines at a density of at least one per acre.

SUPERSEDURE - The transfer of a customer's complete service, including the telephone number, from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.

TARIFF - The schedule of rates to be charged for utility services, together with the rules and regulations that governs the conditions of service to utility customers.

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

TARIFF SHEET - An individual sheet of the tariff schedules.

TEMPORARY DISCONNECT - A temporary discontinuation of service in which the access line, outside plant facilities, and telephone number are held available for resumption of service.

TEMPORARY SERVICE - Service required temporarily, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, service to summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places, election service or other service of a similar nature where it is definitely known that service will not be permanent.

Service for a specified short term to premises or enterprises normally permanent in nature.

Service to projects of abnormal risk or of unpredictable duration, such as mine development, oil well drilling, or lumbering operations.

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

TOLL MESSAGE - A completed telephone call via the established toll network.

TOUCHTONE SERVICE - A service permitting the use of pushbutton equipped telephone sets instead of rotary dial equipped telephone sets to originate calls.

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

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 1

DEFINITIONS (continued)

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

UTILITY - The Public Utility named herein. See also Company.

(continued)

SCHEDULE NO. AC

RULE NO. 2

DESCRIPTION OF SERVICE

A1 General

B1 Exchange service is available by means of outside plant facilities owned and maintained by the utility and operated from central offices designated by the utility. In certain exchanges extended service is furnished with availability of exchange service to other company exchange areas.

B2 Toll service is furnished either by means of the utility's toll lines or lines of a connecting utility or both.

B3 The utility furnishes rotary dial and touchtone telephone access service.

B4 The exchange areas generally include one base rate area and a suburban area outside the base rate area.

A2 Service

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

B1 Classes of service furnished

C1 Business service
C2 Residence service

B2 Types of service furnished

C1 Flat rate service
C2 Paystation service

(continued)

SCHEDULE NO. AC

RULE NO. 2

DESCRIPTION OF SERVICE (continued)

A2 Service (continued)

B3 Grades of service furnished

C1 In general the following grades of service are furnished

	Grade of Service	Area Applicable
D1	One-party line service	B.R.A. [1]
D2	Multiline	B.R.A. [1]
D3	PBX	B.R.A. [1]
D4	COPT Access Line	B.R.A. [1]

A3 Bell limitations

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

A4 Private lines (Non-network access lines)

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

[1] B.R.A. = Base Rate Area

(continued)

SCHEDULE NO. AC

RULE NO. 2

DESCRIPTION OF SERVICE (continued)

A3 Semipublic paystation service

Semipublic paystation service will be furnished in semipublic locations; in locations where there is a collective use of the service by a number of guests, members, employees, or occupants; or in locations where there is a combination of public and customer usage.

(continued)

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE

A1 Application for service

B1 Each applicant for telephone service may be required to sign an application for the service desired, on a form provided by the utility, as a condition precedent to the initial establishment of service.

B2 The application will generally set forth the following information:

C1 Name or names of applicant(s).

C2 Service address or location and telephone number.

C3 Billing address, if different than service address.

C4 Address and telephone number where service was provided previously.

C5 Date applicant will be ready for service.

C6 Indication of whether premises have been supplied with telephone utility service previously.

C7 Class of service to be provided.

C8 Indication of whether applicant is owner or tenant of or agent for the premises.

A2 The utility may require a new applicant for service to appear at the utility's designated place of business to produce proof of identify and sign the utility's application form.

A3 A written application will always be required when joint-user service or directory listing in connection with business service are requested and when an additional listing in connection with residence service is requested.

(continued)

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (continued)

A4 The utility may accept an oral or written application from a customer for additions to or changes in the present service of the customer.

A5 Any application is merely a request for service and does not in itself bind the utility to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service.

A6 Cancellation of application

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

B1 Cancelled by applicant

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (continued)

A6 Cancellation of application (continued)

B2 Cancelled by the utility

C1 If applicant refuses to comply with the requirements set forth in the utility's tariff schedules prior to the establishment of service, the utility will cancel the application, in which case any amounts collected from the applicant will be refunded.

A7 Limit of conversation and emergency use

B1 Applications for party line service will be accepted by the utility with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by other customers on the same line. When the duration or number of local messages sent or received by a party line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line or where the use may be such as to cause disturbance to others sharing the line, the utility shall have the right to discontinue the service of the customer in question upon his refusal to accept a grade of service suitable to his needs.

(continued)

SCHEDULE NO. AC

RULE NO. 3

APPLICATION FOR SERVICE (continued)

A8 Responsibility for payment of bills

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

A9 Service not to be immediately used

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

(continued)

SCHEDULE NO. AC

RULE NO. 4

CONTRACTS

A1 Contracts will not be required as a condition precedent to service except:

B1 Where required by provision contained in a filed rate schedule, in which the term of the contract will be that specified in the schedule.

B2 Where temporary service is to be furnished under the provision of Rule No. 11, in which case the term of the contract will be of sufficient length to cover the period of contemplated operations but not more than three years.

(continued)

SCHEDULE NO. AC

RULE NO. 5

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

A1 Establishment of credit - temporary service

B1 An applicant for temporary telephone service with no unpaid balance from any previous service will be required to establish credit by payment of the deposit prescribed in Rule No. 6 before service is connected.

A2 Establishment of credit - other applicants

B1 Each applicant for telephone service will be required to establish credit, which will be deemed established upon qualifying under any one of the following:

C1 Applicant is a customer of the utility or any other telephone utility in Arizona for a similar class of service and has paid all bills for service without having been temporarily or permanently discontinued for nonpayment thereof for a period of twelve consecutive months immediately prior to the date of the present application.

C2 Applicant has been a customer of the utility or any other telephone utility in Arizona in the last two years and during the last twelve consecutive months that service was provided has paid all bills for such service, without having been temporarily or permanently discontinued for nonpayment thereof.

C3 Applicant is the owner of the premises upon which the utility is requested to furnish service, or is the owner of other local real estate; in the case of business service, real estate must be business property.

C4 Applicant for residence service has been continuously employed by his present employer (including military) for a period of two years or more, or is retired on pension.

C5 Applicant furnishes a guarantor satisfactory to the utility to secure payment of bills of applicant for telephone service requested in the application.

C6 Applicant's credit is otherwise established to the satisfaction of the utility.

C7 Applicant makes the deposit prescribed in Rule No. 6.

(continued)

SCHEDULE NO. AC

RULE NO. 5

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT (continued)

A3 Reestablishment of credit - temporary services

B1 A customer whose service has been discontinued for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the utility for the premises for which service is to be restored and to reestablish credit by making the additional deposit prescribed in Rule No. 6 and may be required to pay a "Restoration - Reconnection Charge" as prescribed in Rule No. 9, before service is restored.

B2 An applicant for temporary telephone service with an unpaid bill from any previous service will be required to pay such bills in full and to reestablish credit by making the deposit prescribed in Rule No. 6 before service is connected.

B3 An applicant for temporary telephone service to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons.

A4 Reestablishment of credit - other applicants

B1 A customer whose service has been discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility for the premises for which service is to be restored and may be required to pay a reconnection charge as prescribed in Rule No. 9 under "Restoration - Reconnection Charge" and to establish credit by making the deposit prescribed in Rule No. 6 before service is restored.

B2 An applicant who previously has been a customer of the utility and during the last twelve months of that prior service has had service temporarily or permanently discontinued for nonpayment of bills will be required to pay any unpaid balance due the utility, and will be required to reestablish credit by making the deposit prescribed in Rule No. 6.

(continued)

SCHEDULE NO. AC

RULE NO. 6

DEPOSITS

A1 Amount of deposit - temporary service

B1 The amount of deposit required to establish - or reestablish credit is an amount equal to the estimated usage for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the utility.

B2 If, at any time after service is established, the deposit is less than an estimated future two months usage, or the duration of the service is less than two months, based on billed and unbilled charges; the customer shall pay upon demand within seven days, an additional deposit equal to the increased usage. The additional deposit may be a cash deposit, a noncancelable letter of credit, or a combination of these, at the option of the utility. If the additional deposit is not paid within seven days, the service shall be temporarily discontinued without further notice.

A2 Amount of deposit - other applicants

B1 Residential customer deposits shall not exceed two times that customer's estimated average monthly bill or the average monthly bill for the customer class for that customer whichever is greater.

B2 Nonresidential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.

B3 The utility may review the customer's usage after service has been connected and adjust the deposit amount based upon the customer's actual usage.

(continued)

SCHEDULE NO. AC

RULE NO. 6

DEPOSITS (continued)

A3 The utility shall not require a deposit from a new applicant for residential service if the applicant is able to meet any of the following requirements:

B1 The applicant has had continuous telephone service of a comparable nature with the utility at another service location within the past two (2) years and was not delinquent in payment more than once during the last twelve (12) consecutive months or disconnected for nonpayment.

B2 The applicant can produce a letter regarding credit or verification from a telephone utility where service of a comparable nature was last received which states:

C1 Applicant had a timely payment history at time of service discontinuation.

C2 Applicant has no outstanding liability from prior service.

C3 In lieu of a deposit, a new applicant may provide a Letter of Guarantee from an existing customer with service who is acceptable to the utility or a surety bond as security for the utility. The utility shall review and release an existing customer as a guarantor for the new applicant after twelve (12) consecutive months if no obligations are delinquent and has maintained a timely payment history.

A4 The utility may require a residential customer to establish a deposit if the customer becomes delinquent in the payment of two or more bills within a twelve (12) consecutive month period or has been disconnected for service during the last twelve (12) months.

(continued)

SCHEDULE NO. AC

RULE NO. 6

DEPOSITS (continued)

A5 Return of deposits

B1 The utility will refund the deposit in accordance with the following:

C1 Temporary service

D1 Deposits will be retained for the duration of the service. When service is permanently discontinued, the deposit will be applied to unpaid bills for any temporary service of the customer and the balance, if any, will be refunded.

C2 Other Service

D1 When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.

D2 When the customer's credit may be otherwise established in accordance with Rule No. 5, and upon the customer's request for return of the deposit with interest.

D3 Upon discontinuance of telephone service, the utility will refund with interest the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.

D4 After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the utility will refund the deposit with interest.

A6 Interest on deposits

B1 The utility will pay simple interest at the rate of 1/2 percent per month on deposits held, except as mentioned in B2 below. Such interest will be paid at the time the deposit is returned.

B2 No interest will be paid if deposit is held less than full month increments.

(continued)

SCHEDULE NO. AC

RULE NO. 7

NOTICES

A1 Notices to customers

B1 Notices from the utility to a customer normally will be given in writing, either delivered to him or mailed to his address.

B2 In emergencies, where delay may result in impaired service or in hazards to the customer, the public, or the utility's facilities, the utility may resort to verbal notices given by telephone or by personal contact.

A2 Notices from customers

Notices from a customer to the utility may be given verbally by him or his authorized agent at the utility's office, or by written communications mailed thereto.

(continued)

SCHEDULE NO. AC

RULE NO. 8

RENDERING AND PAYMENT OF BILLS

A1 Billing terms

B1 The billing date shall be printed on the bill and the date rendered shall be the date the bill is mailed or e-mailed.

B2 Bills for telephone services may be considered delinquent fifteen (15) days after the date the bill is rendered.

B3 Delinquent accounts for which payment has not been received may be terminated twenty-two (22) days after the date the bill is rendered.

B4 All payments shall be made at or mailed to the office of the utility or to the utility's duly authorized representative or made by electronic payment.

B5 Applicable tariffs, prepayment, failure to receive, commencement date, taxes.

C1 Each customer shall be billed under the applicable tariff.

C2 Each utility shall make provisions for advance payment for utility services. Services such as New Number Call Routing may be provided by the Utility for a period that extends past the service disconnection date per customer request. Advance payment for the service period, which may extend for several months, may be required.

C3 Failure to receive bills or notices which have been properly placed in the United States mail or mailed electronically shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.

C4 Charges for service commence when the service is installed and connection made, whether used or not.

C5 In addition to the collection of regular rates, the utility may collect from the customer a proportionate share of any privilege, sales or use tax, or other imposition based on the gross revenues received by the utility.

(continued)

SCHEDULE NO. AC

RULE NO. 8

RENDERING AND PAYMENT OF BILLS (continued)

A2 Rendering of bills

B1 Special bills

C1 The utility may render a special bill for accumulated exchange and toll service charges at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service. The utility may also render special bills for exchange and toll service on a weekly or other periodic basis, in lieu of a requirement for a cash deposit for reestablishment of credit, as set forth in Rule No. 5.

B2 Computation of bills

C1 Opening and closing bills, except those involving the minimum billing period and bills for telephone service normally furnished on a monthly basis rendered for periods in excess of or less than a billing month will be prorated in the proportion of the number of days in the period involved to the number of calendar days in the billing month.

B3 Rates applicable during temporary disconnection of service for nonpayment

C1 Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed 15 days subsequent to the date of temporary disconnection.

B4 Electronic Bills

Customers have the option of receiving their telephone bill electronically. The bill will include the bill face, summary of current charges, and call detail.

(continued)

SCHEDULE NO. AC

RULE NO. 8

RENDERING AND PAYMENT OF BILLS (continued)

A3 Payment of bills

B1 Payment of bills for telephone service should be made at the office of the utility or to a duly authorized collector of the utility. All charges for exchange and toll service are payable in lawful money of the United States only. Electronic payment is available as an alternate payment method for customers. Frontier does not charge the customer a fee for its electronic payment service. However, if the customer has enrolled with a vendor for electronic payment service, the vendor may charge the customer a fee. The customer is responsible for paying bills in accordance with the rules and regulations contained herein.

B2 Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous services are payable upon presentation. Service connection, installation, outside plant facility charges, deposits and advance payments for the establishment or reestablishment of credit or in conjunction with temporary service or service to speculative projects, and other advance payments are payable before service is installed or restored.

B3 Insufficient fund (NSF) check service charge

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

B4 When the utility is notified by the customer's bank that there are insufficient funds to cover the check tendered for utility service, the utility may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to the utility.

B5 A customer who tenders an insufficient check shall in no way be relieved of the obligation to render payment to the utility under the original terms of the bill nor defer the utility's provision for termination of service for nonpayment of bills.

(continued)

SCHEDULE NO. AC

RULE NO. 8

RENDERING AND PAYMENT OF BILLS (continued)

A4 Customer service complaints

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

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

D1 Name and address of complainant
D2 Date and nature of the complaint
D3 Disposition of the complaint
D4 A copy of any correspondence between the utility, the customer, and/or the Commission

A5 Customer bill disputes

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

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

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

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

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

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 8

RENDERING AND PAYMENT OF BILLS (continued)

A6 Late Payment Charge

B1 The late payment charge of 1.5 percent applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance of $20.00 or more carried forward. The 1.5 percent charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill.

B2 A late payment charge will apply if payment is not received at the Utility or one of its payment agents by the late payment date printed on the bill. The late payment date will not be less than 22 days from the date the bill is mailed or sent electronically by the Utility.

B3 When a customer claims that the late payment date was less than 22 days from the date of the mailing, the Utility will research and determine the actual date of mailing from its internal records. If the late payment date printed on the bill is less than 22 days from the date of mailing, the customer will be allowed at least 22 days from the date of actual mailing in which to make payment before a late payment charge is imposed.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE

A1 Reasons for discontinuance of service

B1 Customer's request for service discontinuance

C1 A customer may have his telephone service discontinued by giving notice of his desire not less than two days before its effective date. The utility will hold the customer responsible for payment of all bills for service furnished until the date specified by the customer.

C2 The utility will hold a customer about to vacate premises responsible for all service rendered up to and including the date service is to be discontinued, or the date the utility discovered the removal.

B2 Nonpayment of bills

C1 Monthly bills shall be considered past due if they are not paid within 15 days after date of presentation.

D1 All classes, types and grades of exchange and toll service

E1 Service to a particular premises, separately served and billed, may be temporarily or permanently discontinued for the nonpayment of a bill for the service furnished, provided the bill therefore has not been paid within the period specified below and the utility informs the customer with a written 5-day notice:

Thirty calendar days after presentation when bills re rendered yearly;
Five calendar days after presentation of special bills;
Fifteen calendar days after presentation of all other bills.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B2 Nonpayment of bills (continued)

C2 Application of unused portion of prepayments or deposits for telephone service

D1 Telephone service will be temporarily or permanently discontinued and the amount of the charges therefore will be charged against the deposits on hand: any amount of unused deposit will be returned to the customer but in no case in less than the above-prescribed number of days after the first day of presentation of that bill. (T)

C3 Former service

D1 A customer's telephone service may be temporarily or permanently discontinued for nonpayment of a bill for the same class of service (residence or business) previously furnished at a location served by the utility, provided said bill is not paid within 15 days after the date of presentation at the location of the new or existing service. The written five-day notice required as specified above is applicable prior to discontinuance of a customer's telephone service.

C4 Joint use service

D1 The utility may refuse to establish joint user service or it may discontinue an existing joint user service where the joint user or person or concern desiring joint user service is indebted to the utility for business telephone service previously furnished.

C5 Residential service will not be discontinued because of nonpayment of bills for other classes of service.

C6 Under no circumstances may service be discontinued for nonpayment of a bill to correct for previously billed and paid incorrect charges, unless such incorrect charges have resulted from the customer not abiding by the filed rules.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B2 Nonpayment of bills (continued)

C7 Disputed bills

D1 See Rule No. 8.

C8 Prior customer disconnected for nonpayment of bills.

Residence Service

The utility may not discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment except where it is found that the delinquent customer still resides at that same premises.

The utility may require a written statement from a newly connecting customer stating that the former customer at that address was and is not a member of the household, provided:

D1 There have been at least two terminations of service at the same premises, within the preceding twelve (12) months, without full payment of delinquent bills, or

D2 The utility secures evidence from an external source that a fraudulent pattern of nonpayment is probable.

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the utility by the previous customer and shall also be liable for a deposit.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B2 Nonpayment of bills (continued)

C8 Prior customer disconnected for nonpayment of bills (continued)

Business Service

The utility may not discontinue or deny service at a premises where services provided to a prior customer were disconnected for nonpayment, except where it is found that the delinquent customer still occupies the same premises or is affiliated with the newly connecting customers.

The utility may require a written statement from a newly connecting customer stating that the former customer at that address was and is not affiliated with their business.

In the event that the statement is falsified, the new customer will be held liable for the entire delinquent bill owed the utility by the previous customer and shall also be liable for a deposit.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B3 Unsafe or prohibited facilities, appliances, or apparatus

C1 The utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe or causing harm to utility facilities, and may refuse to furnish telephone service on such premises until the applicant or customer shall have remedied the condition.

B4 Service detrimental to other customers

C1 The utility will not establish service which will be detrimental to the service of its other customers, and will discontinue telephone service to any customer utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the utility to cease so doing.

B5 Fraud

C1 The utility shall have the right to refuse or to discontinue telephone service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the utility.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B6 Failure to establish or to reestablish credit

C1 If, for any applicant's convenience, the utility provides telephone service before credit is established, or continues service to a customer pending reestablishment of credit in accordance with Rule No. 5 and he fails, upon written notice, to establish his credit, the utility may discontinue service but not sooner than 5 days after giving such notice.

The utility may refuse to furnish service on the premises of an applicant for telephone service and may discontinue a customer's telephone service for failure of the applicant/customer to pay the required deposit as set forth in Rule No. 6 preceding but not sooner than 15 days after giving written notification.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B7 Noncompliance with the utility's rules

C1 The utility may discontinue service if a customer fails to comply with any of the rules herein, provided such failure is not remedied within a reasonable time, after due written notice has been given, except as otherwise provided in the rules.

C2 Except as provided by these rules, the utility will not temporarily or permanently discontinue telephone service to any customer for violation of any rule except upon written notice of at least five days, advising the customer in what particular rule has been violated for which telephone service will be discontinued if the violation is not remedied. This notice may be waived in cases of an emergency or in the event of the discovery of a dangerous condition of the customer's premises or in the case of the customer's utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises, thus rendering the immediate discontinuance of service to the premises imperative.

B8 Revocation of permission to use property

C1 If the utility's outside plant facilities to the customer are installed on property other than the customer's property and the owner of such property revokes his permission to use it, the utility shall have the right to discontinue service upon 10 days' written notice without obligation or liability to the customer. If service is discontinued under these conditions, the customer may have service reestablished under the provisions of Rule 13 or Schedule A-2.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B9 Abusive language by customers

C1 The utility may discontinue the telephone service of any customer who uses vile, abusive or profane language, or impersonates any other individual with fraudulent intent, over any line connected to the utility's system, after the customer has been advised of that fact.

B10 Directory advertising charges

C1 A customer's telephone service will not be temporarily or permanently discontinued for failure of that customer to pay charges for advertising in the telephone directory.

B11 Impairment of service

C1 Where the intended or actual use of any equipment or service, in the opinion of the utility, will injuriously affect or does so affect the efficiency of the telephone facilities utilized in furnishing telephone service to other customers, the utility may refuse to provide such equipment or establish such service for any applicant, and it may discontinue or disconnect without notice such equipment or service furnished to a customer.

B12 False or misleading information

C1 The utility has the right to refuse telephone service t any premises, and at any time to discontinue telephone service, in order to protect itself if it finds that an applicant or customer has furnished the utility with false or misleading information in obtaining telephone service or credit from the utility.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B13 Abuse of service

C1 The utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service, if it finds it necessary to do so to protect itself against abuse. Abuse of service includes, without limiting the generality of the foregoing, the use of service or facilities of the utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of abuse is an uninterrupted connection of one exchange station to another station within the same exchange which permits the use of the facilities in a manner similar to private line service.

B14 Foreign attachments

C1 The utility shall have the right to disconnect foreign attachments which are unlawfully connected to telephone service and will, upon notice, discontinue service to the customer should this condition persist in violation of these Rules.

B15 Reasonable access

C1 The utility shall have the right to disconnect service with notice if the customer fails to provide the utility reasonable access to its equipment and property.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B16 Breach of contract

C1 The utility shall have the right to disconnect, with notice, customer breach of contract for service between the utility and the customer.

B17 Governmental agency

C1 The utility shall have the right to disconnect, with notice, when it is necessary for the utility to comply with an order of any governmental agency having such jurisdiction.

B18 Unauthorized resale

C1 The utility shall have the right to disconnect, with notice, when unauthorized resale of equipment or service is discovered.

B19 Telephone solicitation by use of Automatic Dialing and Answering-Announcing Devices

C1 For the purposes outlined herein, an Automatic Dialing-Announcing Device (ADAD) is any automatic terminal equipment which incorporates the following features:

D1 Storage capability of numbers to be called; or

D2 A random or sequential number generator that produces numbers to be called;

D3 An ability to dial a call.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B19 Telephone solicitation by use of Automatic Dialing and Answering-Announcing Devices (continued)

C2 An ADAD may not be operated while connected to the telephone network except under the following conditions:

D1 An ADAD may be used pursuant to a prior agreement from the called party that (s)he desires to receive such telephone communication;

D2 An ADAD may be used if the recorded message is preceded by an announcement made by a human operator who:

E1 States the nature and length in minutes of the recorded message; and

E2 Identifies the individual, business, group, or organization calling; and

E3 Asks the called party whether (s)he is willing to listen to the recorded message; and

E4 Disconnects from the called party's line if the called party is unwilling to listen to the recorded message.

C3 Before an ADAD may be operated while connected to the telephone network, the potential user of such device shall notify the telephone utility in writing of the intended use of the ADAD equipment. The written notice shall contain a statement of the calendar days and clock hours during which the ADAD(s) will be used and include an estimate of the expected traffic volume in terms of message attempts per hour and average length of completed message.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B19 Telephone solicitation by use of Automatic Dialing and Answering-Announcing Devices (continued)

C4 The telephone utility shall review the statement of intended use of ADAD equipment to determine whether there is a reasonable probability that use of the equipment will cause overload of the utility's network. If the utility finds that a reasonable probability exists that the ADAD operation will overload its network, the utility may refuse to provide connections for the ADAD(s) or provide them subject to conditions necessary to prevent an overload. If, after service has been established, it is determined that the volume of calling originated by the ADAD is degrading the service furnished to others below the standard level of use, the utility may discontinue the service after five days' notice to the customer. If use of the ADAD creates a call blockage in a telephone company switching office, the utility may disconnect the service with no prior notice.

C5 The telephone customer who uses ADAD equipment shall notify the utility in writing within 30 days of any change in the ADAD operation which results in either an increase or decrease in traffic volume.

C6 No ADAD shall be connected to the network until the telephone utility has determined that the equipment can effectively preclude calls to any number or series of telephone numbers on a list of telephone subscribers who may be in the future designated by the utility, by regulation or by statute, as customers who are not to receive ADAD calls.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A1 Reasons for discontinuance of service (continued)

B19 Telephone solicitation by use of Automatic Dialing and Answering-Announcing Devices (continued)

C7 The telephone utility may discontinue the telephone service of any customer who uses an ADAD in violation of the provisions of this rule provided that the customer is given five days' notice or with no prior notice if use of the ADAD creates a call blockage in a telephone company switching office.

C8 Any dispute involving application of this rule may be referred to the Arizona Corporation Commission for review. Any request for deviation shall be made to the Commission.

C9 Before being connected to the switched network, an ADAD must also be certificated for interconnection pursuant to the Arizona Corporation Commission or approved for interconnection by the Federal Communications Commission.

C10 It is prohibited to use an ADAD to randomly or sequentially dial telephone numbers between 9 p.m. and 9 a.m. This does not apply when an ADAD is used to contact business associates, customers, persons with an established relationship to the user or when requested by the recipient.

B20 If a check received for a deposit as set forth in Rule No. 6 preceding is returned, establishment of service will be denied until the amount of the returned check and the returned check charge is paid or, if already connected, will be discontinued until the amount of the check, the reconnection charge and the returned check charge, as set forth in Rule No. 8, is paid.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A2 A utility may not disconnect service for any of the reasons stated below:

B1 Delinquency in payment for services rendered to a prior customer at the premises where service is being provided except in the instance where the prior customer continues to reside on the premises.

B2 Failure of the customer to pay for services or equipment which are not regulated by the Commission.

B3 Failure to pay for a bill to correct a billing error if the customer agrees to pay over a reasonable period of time.

B4 Failure to pay the bill of another customer as guarantor thereof unless guarantor does not make acceptable payment arrangements.

B5 Disputed bills where the customer has complied with the Commission's rules on complaints.

A3 Restoration - reconnection charge

B1 When restoring service which has either been temporarily or permanently discontinued in accordance with provisions of this rule, appropriate service connection charges set forth in Schedule No. A-5 will apply.

B2 The utility shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the utility.

B3 Each utility shall maintain a record of all terminations of service with or without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A4 Discontinuance notice requirements

B1 The utility shall not disconnect service to any of its customers without providing advance written notice to the customer of the utility's intent to disconnect service, except under those conditions specified where advance written notice is not required.

B2 Such advance written notice shall contain, at a minimum, the following information:

C1 The name of the person whose service is to be terminated and the telephone number where service is being rendered.

C2 The utility rules or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay n accordance with the payment policy of the utility, if applicable.

C3 The date on or after which service may be terminated.

C4 A statement advising the customer to contact the utility at a specific phone number for information regarding any deferred billing or other procedures which the utility may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.

A5 Timing of terminations with notice

B1 Each utility shall be required to give at least five (5) days advance written notice prior to the termination date.

B2 Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address.

B3 If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the utility for the payment thereof or in the case of a violation of the utility's rules the customer has not satisfied the utility that such violation has ceased, the utility may then terminate service on or after the day specified in the notice without given further notice.

B4 The utility may terminate service on a temporary basis by discontinuing the customer's line access at the central office.

(continued)

SCHEDULE NO. AC

RULE NO. 9

DISCONTINUANCE, REFUSAL AND RESTORATION OF SERVICE (continued)

A6 Grounds for refusal of service

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

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

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

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

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

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

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

C7 Service which has been disconnected for nonpayment at the premises will not be reestablished for another applicant, married or otherwise, if the delinquent customer still resides on the premises.

(continued)

SCHEDULE NO. AC

RULE NO. 10

RATES AND OPTIONAL RATES

A1 Effective rates

B1 The rates to be charged by and paid to the utility for telephone service will be the rates legally in effect and on file with the Public Service Commission of the State of Arizona. Schedules of rates for exchange service in effect in a particular territory will be kept at all times at a location where they will be available for public inspection. A notice indicating the place where such schedules are available will be posted in conspicuous places in the utility's business office.

A2 Optional rates

B1 Where two or more rate schedules are applicable to any class of service, each will be called to an applicant's attention and he will designate the schedule under which he then desires service.

A3 New rates

B1 When new schedules of rates are established, the utility will use such means as may be practicable to bring them to the attention of those of its customers who may be affected thereby.

A4 Change of schedule by customer

B1 When a customer applies for service under a schedule different from that applicable to his present service, the rates for the new service will be applied on the effective date of the change.

(continued)

SCHEDULE NO. AC

RULE NO. 11

TEMPORARY SERVICE

A1 Establishment of temporary service

B1 The utility will, if no undue service impairment to its existing customers will result there from, furnish temporary service or service to speculative projects under the following conditions: (T)

C1 The applicant shall pay, in advance or otherwise as required by the utility, the estimated cost installed plus the estimated cost of removal, less the estimated salvage of the facilities necessary for furnishing service.

C2 The applicant shall establish or reestablish credit as required by Rule No. 5 except that the amount of deposit prescribed in Rule No. 6 shall not exceed the estimated bill for duration of service.

A2 Change to permanent status

B1 If temporary telephone service, excluding election service, is provided to a customer on a continuous, intermittent or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule the service shall be classified as permanent and the payment made in excess of that required for permanent service or under the outside plant facilities' schedule for permanent service shall be refunded.

B2 If at any time the character of a customer's operations changes so that in the opinion of the utility the customer's service, excluding election service, may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded to the customer immediately.

A3 Refunds

B1 Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advanced, except for the amount of deposit made in accordance with Rule No. 6, to establish credit.

(continued)

SCHEDULE NO. AC

RULE NO. 12

INTERRUPTIONS AND FAILURES OF SERVICE

A1 Service Interruptions and Failures

B1 Customers experiencing a service outage exceeding 24 hours will receive either a credit allowance as calculated in B2.C1 following or a service guarantee credit as calculated in B3.C1 following.

C1 The credit allowance is a prorated amount based upon the number of 24 hour periods the customer's service has been interrupted.

C2 The service guarantee credit is equal to one month's local exchange service applied to the customer's bill for each service outage exceeding 24 hours.

C3 For each service outage in excess of 30 days the utility will calculate the credit allowance in B2.C1 following. For each service outage less than 30 days but greater than 24 hours, the service guarantee as shown in B3.C1 below will be applied. The utility will apply the greater of the calculated credit allowance or the service guarantee credit, but in no instance will both credits be applied.

B2 Credit Allowance for Interruption of Service

C1 On the customer's bill are listed "Service and Equipment Charges," which may include any or all of the following:

1.	Network Access Line Service	_____
2.	Touchtone Service	_____
3.	Rotary Hunting Service	_____
4.	Direct Inward Dialing Service	_____
5.	Toll Restriction Service	_____
6.	Directory Listing Service	_____
7.	Private Line Service	_____
		Total

(continued)

SCHEDULE NO. AC

RULE NO. 12

INTERRUPTIONS AND FAILURES OF SERVICE (continued)

A1 Service Interruptions and Failures (continued)

B2 Credit Allowance for Interruption of Service (continued)

C1 (continued)

When there is an interruption in exchange telephone service exceeding 30 days, measured from the time either reported by the customer or detected by the utility, and not due to failure of facilities provided by the customer, then an amount equal to the "total" calculated above (sum of monthly fixed charges) multiplied by the ration of the days of interruption to thirty days may be credited to the customer's next bill.

For example, if the customer's total charges for the month are $15 and an outage lasted thirty-two days, then his credit would be $15 X 32/30 = $16.

C2 The credit allowance will be given in 24 hour multiples.

C3 In no case will the interruption of service credit allowance for any period exceed the total fixed charges for exchange service for that period.

B3 Frontier Service Guarantee

C1 When there is a service outage of the access line, trunk, or circuit exceeding 24 hours but less than 30 days, measured from the time reported to the time cleared, then an amount equal to the total for any or all services shown in A1 B2.C1 above may be credited to the customer's next bill.

If the customer is a Lifeline customer, the Lifeline credit shown under "Other Charges and Credits" should be included in the total shown under "Service and Equipment Charges."

(continued)

SCHEDULE NO. AC

RULE NO. 12

INTERRUPTIONS AND FAILURES OF SERVICE (continued)

A1 Service Interruptions and Failures (continued)

B3 Frontier Service Guarantee (continued)

C1 (continued)

For example, if a customer subscribed to Network Access Line Service, Touchtone and Directory Listing Services and the total charges for those services equaled $10.00, the customer will receive a credit for $10.00.

Business: Credit will be provided in accordance with the above conditions at the request of the customer. The Service Performance Guarantee will be in the form of either a bill credit or other incentive of at least equal value, as determined by the Utility.

Residence: Credit will be provided in accordance with the above conditions at the request of the customer. The Service Performance Guarantee will be in the form of either a bill credit or other incentive of at least equal value, as determined by the Utility.

The credit will apply, when due to the fault of the utility, a commitment date for installation of primary service is missed.

B4 Conditions for the application of this rule are as follows:

C1 Credit will apply for accidents, weather, or any act of God that results in a service outage over 24 hours.

C2 Outages caused by customer premised equipment (CPE) will be excluded from receiving the credit.

(continued)

SCHEDULE NO. AC

RULE NO. 12

INTERRUPTIONS AND FAILURES OF SERVICE (continued)

A1 Service Interruptions and Failures (continued)

B4 Conditions for the application of this rule are as follows:

C3 Multiple credit allowances for the Frontier service guarantee will be permitted in the same month.

C4 No credit will apply to non-pay disconnects; as well as willful negligence, misuse, or abuse of facilities by the customer.

C5 The credit allowance, under A1, and the service guarantee credit allowance will not be applied together. Only the greater credit of the two will be applied.

A2 Temporary Suspension for Repairs

B1 The utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the utility will give the customer who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers.

B2 When the utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

A3 Errors in Transmitting, Receiving, or Delivering Oral Messages by Telephone

B1 The utility shall not be liable for errors in transmitting, receiving or delivering oral messages by telephone over the lines of the utility and connecting utilities.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS

A1 General

B1 Except as otherwise provided in these Rules, the utility will, at its expense, construct, own and maintain all outside plant facilities necessary to serve applicants in accordance with its rates, rules, and current construction standards, provided dedicated streets are available or acceptable easements can be obtained without charge or condemnation.

B2 Where an applicant requests a route or type of construction which is feasible but differs from that determined by the utility, he will be required to pay the estimated additional cost involved.

B3 In lieu of all or part of the payment in B2 above, the applicant may furnish such materials or perform such work as may be mutually agreed between the utility and the applicant. Upon acceptance by the utility, ownership of any materials so furnished shall vest in the utility except that portion of underground supporting structures located on private property.

B4 Charges for extending outside plant facilities and service connections in suburban areas are set forth in Schedule No. A-2.

B5 Outside plant facilities and service connection provisions for temporary or speculative service are set forth in Rule No. 11.

B6 Where its own operating conditions warrant, the utility will extend and maintain its outside plant facilities underground at its expense.

B7 If an applicant elects to be served by aerial electrical facilities which are not in violation of a legal prohibition imposed by a municipality, the Arizona Corporation Commission, or other governmental agency having jurisdiction, the utility is not obligated to construct underground.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 General (continued)

B8 Only underground outside plant facilities and service connections will be constructed to and within the following types of new subdivisions (as defined in Rule No. 1) or new real estate developments; i.e., projects which do not satisfy the density requirement for a subdivision. (See B7 above and B9 below.)

C1 Five or more lots for single-family and/or multi-family dwellings; unless

D1 The minimum parcel size within the new residential subdivision or real estate development, identifiable by a map filed with the local governmental authority is three acres and the applicant for the extension to outside plant facilities shows that all of the following conditions exist

E1 Local ordinances do not require underground construction.

E2 Local ordinances or land use policies do not permit further division of the parcels involved so that parcel sizes less than three acres can be formed.

E3 Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on each parcel or any portion of a parcel of less than three acres.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 General (continued)

B8 (continued)

C1 (continued)

D1 (continued)

E4 New aerial plant extensions and service connections constructed to or within a residential subdivision or real estate development would not be in proximity to,[1] and visible from, [2] a designated scenic highway, state or national park, or other area determined by a governmental agency to be of unusual scenic interest to the general public.

E5 Exceptional circumstances do not exist which in the utility's opinion warrant the installation of extension to underground plant and service connection facilities. Whenever the utility invokes this provision, the circumstances shall be described promptly in a letter to the Arizona Corporation Commission, with a copy to the applicant.

E6 The utility does not elect to install the plant underground for its own operating convenience. Whenever the utility elects to install the plant underground for its operating convenience, the extra cost compared with overhead shall be borne by the utility.

[1] "In proximity to" shall mean within 1,000 feet from each edge of the right-of-way of designated state scenic highways and from the boundaries of designated parks and scenic areas.

[2] "Visible from" shall mean that overhead distribution facilities could be seen by motorists or pedestrians traveling along scenic highways or visiting parks or scenic areas.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A1 General (continued)

B8 (continued)

C2 Five or more dwelling units in two or more buildings located on a single parcel of land.

C3 Two or more enterprises on a single parcel or on two or more contiguous parcels of land; where each enterprise is to be engaged in trade, the furnishing of services, or a process which creates a product or changes materials into another form or product (e.g., shopping centers; sales, commercial or industrial enterprises; business offices; professional offices; educational or government complexes; shops; and factories).

B9 In exceptional circumstances, when the application of these rules appears impractical or unjust, the utility or the applicant may refer the matter to the Arizona Corporation Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

B10 Any applicant for service requesting the utility to prepare detailed plans, specifications, or cost estimates of construction, for commercial and residential multi-unit projects or real estate subdivisions will be required to deposit with the utility an amount equal to the cost of preparation. The utility shall provide the requested documents within 90 days after receipt of deposit.

C1 When the applicant authorizes the utility to proceed with the construction of the project, the deposit shall be credited to the project cost, otherwise cost of preparation for services stated above will be retained by the utility.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A2 Aerial plant extensions

Aerial plant extensions will be constructed at the utility's expense subject to the general provisions in A1 above.

A3 Underground plant extensions

B1 Within new subdivisions in their entirety where all requirements will be for residential service or where buried cable is to be used for plant facilities.

C1 The utility will construct underground plant facilities at its expense. Trenches will be occupied jointly, where economy dictates. The applicant will perform or pay for all necessary trenching and backfilling required (includes all items specified in Rule No. 1, Trenching Costs).

C2 The applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final subgrade, all in time to give the utility a reasonable construction period.

B2 Within new subdivisions in their entirety where all or a portion of the requirement will be for business service and the utility determines an underground supporting structure is needed.

C1 The utility will provide the conduit material and metallic manhole covers where specified, or where mutually agreeable, the applicant may provide the conduit material to the utility's specifications and the utility will reimburse the applicant at the utility's current cost or the applicant's actual cost, whichever is less, for that type of conduit.

C2 The applicant will construct the utility's specifications and deed to the utility the complete underground supporting structure.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A3 Underground plant facilities (continued)

B2 (continued)

C3 If the specifications in C2 above include transiting conduit to serve parcels outside the subdivision, the utility will provide all conduit material and reimburse the applicant his incremental cost attributable to transiting conduits in any section of the underground supporting structure. The applicant and the utility shall agree upon the amount of such reimbursement before construction begins.

C4 The utility will complete the plant facilities at its expense, subject to the provisions of C1 above, where buried cable is to be used.

C5 The applicant shall be responsible for loss, unreasonable breakage, and any liability in connection with the conduit material or manhole covers provided to the applicant by the utility.

B3 From new subdivisions to the utility's existing distribution facilities

C1 Responsibilities for the cost of construction of that portion of plant which is 200 feet or less in length and is adjacent to the boundary of a new subdivision will be the same as those within a subdivision as determined by B1 or B2 above for the type of construction employed.

C2 For the remainder of plant construction outside the boundary of a new subdivision, the applicant will pay in advance a nonrefundable amount equal to three-fourths of the estimated difference in cost between underground and aerial facilities.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A3 Underground plant facilities (continued)

B4 Plant facilities to and within new real estate developments in their entirety which do not satisfy the density requirement for a subdivision, will be constructed in the manner determined in B1 through B3 above provided.

C1 The applicant will pay in advance the estimated total cost of the utility's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 60 days after completion of the utility's construction. This adjusted advance, excluding any payments required by B1.C1 and B1.C2; B2.C1 and B2.C2; and B3.C2 above, is refundable as provided in C2 below.

C2 When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the utility will refund the refundable advance in C1 above. If, at the end of the three-year period the subdivision density requirement has not been met, the utility will refund that portion of the refundable advance proportional to the ratio of the then permanent main telephone and PBX trunk line termination density to the subdivision density requirement. No interest will be paid on such advances.

B5 In cases other than those included in B1 through B4 above, if the applicant requests or is required to have underground plant facilities he will pay in advance three-fourths of the estimated difference in cost between underground and equivalent aerial facilities.

A4 Aerial service connections

B1 Aerial service connections from aerial distribution facilities are furnished at the utility's expense except as set forth in A1 above.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A4 Aerial service connections (continued)

B2 Aerial service connections from underground distribution facilities are not provided unless an applicant specifically requests such an arrangement. Such an arrangement must be feasible and permissible, in which case applicant will be required to pay in advance a nonrefundable amount equal to the estimated total cost of arranging the distribution facilities to accommodate an aerial service connection.

B3 Applicant or customer will provide and maintain a suitable point of attachment on the building housing the premises served to give clearance between the service connection wire or cable and ground and other objects as required by applicable laws, ordinances, rules or regulations of public authorities.

A5 Underground service connections

When applicant requests or is required to have underground facilities, the utility will furnish them under the following conditions.

B1 To property to be served

C1 Subdivisions

The utility will construct underground service connections without charge where right-of-way can be obtained without charge or condemnation. Where an underground plant facility is being constructed for a new real estate development as provided in A3.B4 above, the utility's cost of such underground service connections is also subject to the advance and refund provisions of A3.B4 above. Trenches will be occupied jointly, where economy dictates. The applicant will perform or pay for all necessary trenching and backfilling required (includes all items specified in Rule No. 1, Trenching Costs).

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A5 Underground service connections (continued)

B1 To property to be served (continued)

C2 All other cases

The utility will construct underground service connections from aerial distribution facilities upon payment in advance by the applicant of a nonrefundable amount equal to three-fourths of the estimated difference in the cost of constructing underground and equivalent aerial facilities.

B2 On property to be served

C1 Subdivisions

The utility will construct underground service connections without charge where right-of-way can be obtained without charge or condemnation. Where an underground plant facility is being constructed for a new real estate development as provided in A3.B4 above, the utility's cost of such underground service connections is also subject to the advance and refund provisions of A3.B4 above. Trenches will be occupied jointly, where economy dictates. The applicant will perform or pay for all necessary trenching and backfilling required (includes all items specified in Rule No. 1, Trenching Costs). (T)

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A5 Underground service connections (continued)

B2 On property to be served (continued)

C1 Subdivisions (continued)

D1 For the purpose of this rule: A service connection (or a branch thereof) intended to serve all or a portion of one building is denoted as being "separate." Where a single service connection is intended to serve two or more buildings on one continuous property, the section extending from the property line and excluding the "separate" branches to individual buildings is denoted as the "common portion."

E1 The trench or underground supporting structure for a "separate" service connection, and for any "common portion" for which an easement acceptable to the utility (see C2 below) is not obtainable without charge or condemnation, will be provided as follows

F1 Where the utility determines that buried wire or cable is to be used for the service connection, the applicant or customer will provide the trench or pay the trenching costs. Such trench will be to the utility's plans and specifications between designated points on the building served and the boundary of the "common portion" easement, utility easement or dedicated street, as required.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A5 Underground service connections (continued)

B2 On property to be served (continued)

C1 Subdivisions (continued)

D1 (continued)

E1 (continued)

F2 Where the utility determines that conduit is to be used for the service connection, the applicant or customer will construct, own and maintain at his expense the underground supporting structure. Such underground supporting structure will be to the utility's plans and specifications between designated points on the building served and the boundary of the "common portion" easement, utility easement or dedicated street, as required.

C2 Where feasible, a single service connection will be constructed to serve two or more buildings on one continuous property. The trench or underground supporting structure or the "common portion" and those segments of "separate" portions lying within the boundary of the easement of such an arrangement will be constructed as follows, provided an easement acceptable to the utility for such "common portion" has been obtained without charge or condemnation. Unless otherwise agreed between the applicant and the utility, the width of such easement shall not exceed five feet. Where the easement of the "common portion" is adjacent to or within the paved area of a private street giving access to two or more buildings, such easement shall be broadened, where required, to include those portions of "separate" service connections that will be constructed beneath the street pavement.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A5 Underground service connections (continued)

B2 On property to be served (continued)

C2 (continued)

D1 Where all requirements will be for residential service the utility will provide the trench or underground supporting structure at its expense, and the applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final grade, all in time to give the utility a reasonable construction period.

D2 Where all or a portion of the requirement will be for business service and the utility determines that buried wire or cable is to be used, the utility will provide the trench at its expense, and the applicant will perform or pay for any pavement cutting and repaving, and for clearing the route and grading it to within six inches of final grade, all in time to give the utility a reasonable construction period.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A5 Underground service connections (continued)

B2 On property to be served (continued)

C2 (continued)

D3 Where all or a portion of the requirement will be for business service and the utility determines that an underground supporting structure is required, the utility will provide the conduit material, and metallic manhole covers where specified, or where mutually agreeable, the applicant may provide the conduit material to the utility's specifications and the utility will reimburse the applicant at the utility's current cost or the applicant's actual cost, whichever is less, for that type of conduit. The applicant will construct to the utility's specifications and deed to the utility the complete underground supporting structure. The applicant shall be responsible for loss, unreasonable breakage and any liability in connection with the conduit material or manhole covers provided to the applicant by the utility.

C3 In either C1 or C2 above the utility will, at its expense, furnish, install and maintain the service connection wire or cable.

(continued)

SCHEDULE NO. AC

RULE NO. 13

OUTSIDE PLANT FACILITIES AND SERVICE CONNECTIONS (continued)

A6 Existing service connections will be reinforced as required to accommodate added service requests under the conditions set forth above.

A7 Interior wiring

B1 The interior wiring in buildings to provide telephone service to the occupants will be furnished, installed and maintained by either the utility or the customer. If the customer elects to furnish and install interior wiring, such wire must conform with the specifications of the utility. The cost of maintenance of inside wire is not included in the local access rates. Customers requesting utility-provided maintenance will be billed applicable charges in Schedule No. A-7.

B2 The utility will determine the type and location of protective apparatus, on and within a building.

B3 Where a service is to be extended between premises of an applicant or customer in separate buildings on continuous property and underground or aerial construction is either requested or required, the applicant or customer shall provide the necessary facilities.

B4 In exceptional circumstances, when the application of this rule appears impractical or unjust, the utility or the applicant may refer the matter to the Arizona Corporation Commission for special ruling or for approval of mutually agreed upon special conditions prior to commencing construction.

B5 The customer or an applicant (contractor) shall provide a large enough covered enclosure, with outside access from the ground floor, in a location mutually agreeable to the customer or an applicant (contractor) and the utililty, to house the utility Standard Network Interface (SNI).

(continued)

SCHEDULE NO. AC

RULE NO. 14

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A1 Ownership of telephone directories

B1 Telephone directories containing the listings of customers within a specified area, issued from time to time by the utility, are and remain the property of the utility. Directories shall not be mutilated and shall be surrendered, upon request, to the carrier who delivers the subsequent issue.

A2 Directory listings

B1 The utility will enter listings of telephone numbers of its customers in its telephone directories with essential information whereby telephone users may ascertain the numbers of the desired telephone stations, as set forth in the tariff schedules.

B2 The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the utility harmless of and from any claims, loss, damage, or liability which may result from the sue of such listing. The utility does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the utility.

B3 The telephone utility is liable for errors and omissions in the listings of its customers in telephone directories in accordance with the following:

C1 When a listing is furnished without additional charge in an alphabetical or a classified telephone directory, the liability will be an amount not in excess of the charge for the exchange service (excluding the charge for messages in excess of those included in the minimum monthly rate) during the effective life of the directory in which the error or omission occurs.

C2 When a listing is furnished at an additional charge in an alphabetical telephone directory, the liability will be an amount not in excess of the charge for that listing during the effective omission occurs.

(continued)

SCHEDULE NO. AC

RULE NO. 15

CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC USE

A1 Telephone service, other than "public" and "semipublic" service, is furnished for the use of the customer, his family and persons residing in his home, or his employees or representatives, except as service may be extended to "joint users."

A2 If it is found that the customer is permitting public use of service furnished him for his private use, the utility will thereafter provide "public" or "semipublic" service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to his attention.

A3 If it is found that the customer is sharing the use of his business service with an individual or concern, other than an employee, member, or officer of the customer's concern or of a "joint user," the utility will thereafter require the customer to take "joint user" service except where the customer permits no further joint sue of the service after the matter has been called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

(continued)

SCHEDULE NO. AC

RULE NO. 16

BUSINESS AND RESIDENCE SERVICE

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

A1 Business rates apply at the following locations

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

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

B3 At any location when the listing of "office" is provided, or when any title indicting a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph A2 below, regardless of the form of listing, when additional service is provided to a place not a part of a domestic establishment.

B4 At a residence location when the customer has no regular business telephone service and the use of the service by himself, members of his household, or his guests is more of a business than residential nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

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

A2 Residence rates apply at the following locations

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

B2 In the homes of nurses.

A3 Change from residence to business service

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

(continued)

SCHEDULE NO. AC

RULE NO. 16

BUSINESS AND RESIDENCE SERVICE (continued)

A4 Change from business to residence service

B1 The utility will require that a number change be made when a customer changes from a business to a residence service. Applicable residence service connection charges as set forth in Schedule No. A-3 will apply.

(continued)

SCHEDULE NO. AC

RULE NO. 17

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A1 Priority of service application

Applications for service will be completed in accordance with the chronological order of their receipt insofar as practicable and in accordance with economical administration except in the following cases in which deviation may be made in the following order in accordance with the facilities available:

B1 Applications for service where serious sickness, public safety, public necessity, or war conditions are involved will be given priority over all other applications included under Sections B2, B3, and B4 below.

B2 Applications where the facilities are in place on the premises to which the application applies, and where service to these facilities has not been permanently discontinued and assigned to another customer, will be given priority over all other applications referred to under Sections B3 and B4 below.

B3 Application of a party who has been a customer of the utility within a one-month period immediately prior to the date of the application will be given priority over other applications referred to under Section B4 below.

B4 Application for a business service will be given priority over applications for residence service which have been held for a period of less than two months.

B5 Telecommunications Service Priority (TSP) System provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) Telecommunications services. The TSP System applies only to NSEP services and provides a guide to the sequence in which services are to be provisioned and/or restored. Provisions for TSP are set forth under Frontier's Tariff FCC No. 6, Access Service, Section 8, Telecommunications Service Priority.

A2 Supersedure

B1 An applicant who otherwise qualifies for the immediate establishment of service under A1 of this rule may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where that service is being rendered when a written notice to that effect from both the customer and applicant is presented to the utility and where an arrangement acceptable to the utility is made to pay outstanding charges against the service.

(continued)

SCHEDULE NO. AC

RULE NO. 17

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE (continued)

A3 Service Establishments

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

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

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

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 18

RIGHT OF ACCESS

A1 The utility's authorized employees may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by the tariff schedules.

A2 The utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariff schedules.

(continued)

SCHEDULE NO. AC

RULE NO. 19

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER

A1 Ownership and use of facilities on customer's premises

B1 Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the utility where such connections are made in accordance with the provisions of the Federal Communications Commission's Rules, Regulations, and Decisions.

B2 All facilities furnished by the utility in connection with a customer's service shall be carefully used and only authorized employees of the utility shall be allowed to connect, disconnect, move, change, or alter in any manner any or all of such facilities.

B3 The customer will be held responsible for loss or damage to any facilities furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.

(continued)

SCHEDULE NO. AC

RULE NO. 19

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER (continued)

A2 Customer premises equipment

B1 General

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

C2 Grandfathered equipment may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with the Federal Communications Commission's Rules, Regulations, and Decisions.

C3 The utility may make changes in its equipment, operations or procedures where such action is not inconsistent with the Federal Communications Commission's Rules, Regulations, and Decisions.

C4 Ringer equivalence of customer premises equipment connected to the same line will not exceed the allowable maximum for that line as determined by the utility.

(continued)

SCHEDULE NO. AC

RULE NO. 19

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER (continued)

A2 Customer premises equipment (continued)

B2 Responsibility of the utility

C1 In compliance with Part 68 of the Federal Communications Commission's Rules and Regulations, the utility will not be responsible to the customer or otherwise should necessary changes be made in utility's facilities, operations or procedures which may render any customer premises equipment obsolete, required modification or alteration to such equipment or otherwise affect its use or performance.

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

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

C4 Disconnection of customer premises equipment causing harm to the utility facilities may be made in accordance with Rule No. 9, Discontinuance and Restoration of Service.

(continued)

SCHEDULE NO. AC

RULE NO. 19

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER (continued)

A2 Customer premises equipment (continued)

B2 Responsibility of the utility (continued)

C5 While the utility's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the utility.

(continued)

SCHEDULE NO. AC

RULE NO. 19

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER (continued)

A2 Customer premises equipment (continued)

B3 Responsibility of the customer

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

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

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

C4 The customer shall be responsible for payment of all utility charges for visits by the utility to the customer's premises where a service difficulty or trouble report results from customer premises equipment. The amount to be charged will be computed as set forth in Schedule No. A-3, Service Connection Charges.

(continued)

SCHEDULE NO. AC

RULE NO. 19

CONNECTION OF SERVICE AND FACILITIES ON PREMISES OF CUSTOMER (continued)

A2 Customer premises equipment (continued)

B4 Violation of tariffs

C1 Except as set forth in Part 68 of the Federal Communications Commission's Rules and Regulations where any customer premises equipment is used in violation of any of the provisions of the tariff, the utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 10 days, following the receipt of written notice from the utility, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the utility within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs.

(continued)

SCHEDULE NO. AC

RULE NO. 20

HIGH TOLL USAGE MONITORING AND NOTIFICATION PROCEDURES

A1 The utility may establish a high toll usage monitoring/notification system to identify unexplained or excessive increases in customer toll usage during interim periods between the issuance of bills in accordance with the utility's established billing cycle. The intent of such a monitoring/notification system is to enable the utility to identify situations where it is unlikely that the customer will be able to pay for toll services already provided, as well as to prevent the accrual of additional billings when the risk of loss is increasingly evident.

A2 The utility shall develop and operate such system by the following provisions and procedures:

B1 The utility shall establish a "normal" amount of toll usage by customer class and length of service.

B2 The normal amount of toll usage shall be based upon the actual average usage by the customer class.

B3 Increases in toll usage shall not be considered unexplained or excessive until the amount of toll usage incurred between billing periods is at least two times the normal amount of monthly toll usage for that customer or customer class.

B4 When this situation occurs, the utility shall review:

C1 The individual customer's billing history to determine if the volume of toll usage should be considered excessive for that particular customer.

C2 Prior payment history.

C3 Amount of customer deposit held, if any.

C4 Length of customer service to assess the ability of the customer to pay such toll charges according to the payment terms of the utility when a normal billing is rendered.

(continued)

SCHEDULE NO. AC

RULE NO. 20

HIGH TOLL USAGE MONITORING AND NOTIFICATION PROCEDURES (continued)

A2 The utility shall develop and operate such system by the following provisions and procedures: (continued)

B5 If the review of the customer's previous billing and payment history indicates it is unlikely that the customer shall be able to pay such bill, the utility may contact the customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the utility may require security and/or payment of charges on the account to continue service.

B6 The utility may terminate service provided the customer is given 48 hours advance notice and the customer makes no further attempt to secure and/or pay the account in order to continue service. The 48-hour notification rule shall be waived and service may be terminated immediately in those situations where intentional customer abuse of toll usage is evident.

(continued)

SCHEDULE NO. AC

RULE NO. 21

TERMINATION LIABILITY

A1 In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

25% x MRC x # of Lines/Channels/Paths x # of Months Remaining = Termination Charge

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, the customer may terminate the service without incurring an early termination charge.

A2 Renewal Options

B1 Prior to the end of the term commitment period, the customer may:

C1 Renew their term commitment,

C2 Commit to a new term period,

C3 Change service, or

C4 May arrange for termination of service at the end of the term.

B2 In the event the customer does not select one of the above renewal options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to-month, one year, etc.) for the same service. If the customer is converted in this way, an early termination charge will not apply should the customer subsequently discontinue service.

A3 Early termination charges will not be assessed under the following circumstances:

B1 Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.

B2 Customer moves existing service to a new location where the service is unavailable.

B3 Customer renegotiates a new term commitment plan for the same service before the initial term commitment expires and the value of the new term commitment is equal to or greater than the value of the initial term commitment.

(continued)

SCHEDULE NO. AC

RULE NO. 21 (continued)

TERMINATION LIABILITY (continued)

A3 Early termination charges will not be assessed under the following circumstances: (continued)

B4 Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

C1 The value of the new term commitment is of equal or greater monetary value than the initial term commitment.

C2 The Company provides the new service via tariff or on an individual case basis (ICB).

C3 The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

(continued)

SCHEDULE NO. AC

RULE NO. 22

TELEPHONE NUMBERS

A1 Change in Telephone Numbers

B1 The assignment of a telephone number to a customer's telephone service will be made at the discretion of the utility. The customer has no proprietary right in the number and the utility will make such reasonable changes in telephone numbers and central office designations as the requirements of the service demand. The utility will give the customers who may be affected by such changes in telephone numbers as reasonable notice thereof as circumstances will permit.

A2 Working Numbers Requirement

B1 Blocks of Numbers - PBX and Customized Multi-line Telephone Service customers are required to keep 50% or more of their assigned numbers working at all times in order to retain assignment of their entire block of numbers. Customers must notify the Utility if their usage level drops below 50% so that action can be initiated to reclaim numbers. (T)

A3 Assigned Customized Multi-line Telephone Service Telephone Numbers (T)

Customers are required to keep 50% or more of their assigned telephone numbers working, in order to retain them. The Company will notify customers annually if the quantity of working numbers drops below 50% of their assigned numbers, so that action can be initiated by the customer to increase their number of assigned numbers working, or by Frontier to reclaim numbers. Telephone numbers working periodically for regular intervals of time, such as those assigned to student residences, are “working at all times” to the extent that they work for a minimum of 90 non-consecutive days during each calendar year in which they are assigned to the customer.

SCHEDULE NO. AC

RULE NO. 23 (N)

RESIDENCE CUSTOMER INCENTIVE PROGRAM

A1 General

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

A2 Regulations

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

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

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

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

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 23 (continued) (N)

RESIDENCE CUSTOMER INCENTIVE PROGRAM (continued)

A2 Regulations (continued)

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

C1 The sales channel through which the products are sold.

C2 A specific geographic area.

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

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

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

B8 The Company reserves the right to discontinue this offer.

A3 Rates and Charges

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

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

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

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

C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum ofC3 above, shall be used.

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

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

SCHEDULE NO. AC

RULE NO. 24 (N)

BUSINESS CUSTOMER INCENTIVE PROGRAM

A1 General

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

A2 Regulations

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

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

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

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

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

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

(continued)

SCHEDULE NO. AC

RULE NO. 24 (continued) (N)

BUSINESS CUSTOMER INCENTIVE PROGRAM (continued)

A2 Regulations (continued)

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

C1 The sales channel through which the products are sold.

C2 A specific geographic area.

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

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

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

B8 The Company reserves the right to discontinue this offer.

A3 Rates and Charges

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

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

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

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

C4 A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum ofC3 above, shall be used.

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

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

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 39 of this schedule are effective as of the date shown on each sheet.

Sheets	Number of Revision
1	**12th Revised**
2	4th Revised
3	Original
4	Original
5	Original
6	Original
7	Original
8	2nd Revised
9	2nd Revised
10	1st Revised
11	1st Revised
12	1st Revised
13	1st Revised
14	1st Revised
15	Original
16	1st Revised
17	1st Revised
18	1st Revised
19	3rd Revised
20	3rd Revised
21	1st Revised
22	1st Revised
23	Original
24	Original
25	3rd Revised
26	Original
27	Original
28	1st Revised
29	Original
30	1st Revised
31	1st Revised
32	Original
33	**5th Revised**
34	2nd Revised

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

LIST OF EFFECTIVE SHEETS (continued)

Sheets	Number of Revision
35	Original
36	2nd Revised
37	1st Revised
38	Original
39	Original
40	**1st Revised**

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

APPLICABILITY

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

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedule.

EXTENDED AREA SERVICE CALLING AREAS

Calling Exchange	Called Exchange
Bouse	Bouse, Arizona Parker, Arizona
Ehrenberg	Ehrenberg, Arizona Blythe, California Palo Verde (Cibola), Arizona Palo Verde, California
Palo Verde (Cibola)	Ehrenberg, Arizona Blythe, California
Parker	Bouse, Arizona Earp, California Parker, Arizona Parker Dam, Arizona Parker Dam, California Poston, Arizona
Parker Dam	Earp, California Parker, Arizona Parker Dam, Arizona Parker Dam, California Poston, Arizona

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

EXTENDED AREA SERVICE CALLING AREAS (continued)

Calling Exchange	Called Exchange
Poston	Earp, California
	Parker, Arizona
	Parker Dam, Arizona
	Parker Dam, California
	Poston, Arizona

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES

			One-Party	Multi-Line
A1	Local exchange access lines			
	B1	Business - extended area primary service		
		BRA	$ 42.35	$ 42.35
		BRA	42.35	42.35
			PBX Trunk	
		BRA	$ 55.15	

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

A1 Local exchange access lines (continued)

		One-Party
B2	Residence - extended area primary service	
	BRA	$ 15.75
	BRA	15.75

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)	Monthly Rate	Message Charge
A2 Optional services		
B1 Combination of lines		
C1 Business	One-party access line rate	
C2 Residence	One-party access line rate	
B2 Rotary hunting, each number arranged	$ 1.75	
B3 Touchtone service		
C1 Each access line		
D1 Business	1.00	
D2 Residence	1.00	
B4 Messages charges		Message Charge
C1 Local exchanges		
D1 Each public or semipublic telephone message		$ .25
D2 Each operator-assisted call (operator handled, third number and/or credit card, or person-to-person) from a payphone		See Schedule No. B-1
C2 Nonlocal exchanges - toll		
D1 Message toll service		See Schedule No. B-1
D2 Wide area telephone service		See Schedule No. B-2
B5 Public Paystation Service	0.00	

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

			Monthly Rate [1] Business [2]	Residence	
A3	Custom Calling Service				
B1	Individual Features, each line [3]				
C1	Basic Call Forward		$3.50	$2.50	(T)
C2	Call Forward Variable		$3.50	$2.50	
C3	Call Forward Busy		$3.50	$2.50	
C4	Call Forward No Answer		$3.50	$2.50	
C5	Call Forward Busy/No Answer		$3.50	$2.50	
C6	Call Waiting/Cancel Call Waiting		3.50	2.50	
C7	3 Way Calling				(T)
	D1	per line	3.50	2.50	
	D2	per use [4, 5]	0.75	0.75	
C8	Speed Call 8 [6]		3.50	2.50	(T)(C)
C9	Speed Call 30		3.95	2.50	(T)
C10	*69 Return Call				(T)
	D1	per line	6.00	5.00	
	D2	per use [3, 4]	0.75	0.75	
C11	Anonymous Call Rejection		3.00	1.00	(T)
C12	*66 Busy Number Redial				(T)
	D1	per line	5.00	5.00	
	D2	per use [3, 4]	0.75	0.75	

[1] Plus applicable service connection charges as shown in Schedule No. A-3.
[2] Custom calling services for business may be purchased with B1 lines and Digital Centrex Service where facilities and conditions allow.
[3] Includes all stations on the line.
[4] Application of the per use charge is limited to the first ten (10) occurrences per month.
[5] Provision of the per use option of this feature may be blocked at the request of the customer.
[6] This service offering is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)	Monthly Rate [1] Business [2]	Residence	
A3 Custom Calling Service (continued)			
B1 Individual Features, each line [3] (continued)			
C13 Call Trace			(T)
D1 per line	$6.00	$5.00	
D2 per use [4]	2.00	2.00	
C14 Caller ID	9.50	7.95	(T)
C15 Distinctive Ring	8.00	6.00	
C16 Selective Call Forward	5.00	5.00	
C17 Multiple Simultaneous Call Forward	11.00		
C18 Priority Call	4.00	3.50	
C19 Selective Call Rejection	4.50	3.50	
C20 Selective Call Acceptance	4.50	3.50	
			(T)

[1] Plus applicable service connection charges as shown in Schedule No. A-3.
[2] Custom calling services for business may be purchased with B1 lines and Digital Centrex Service where facilities and conditions allow.
[3] Includes all stations on the line.
[4] Provision of the per use option of this feature may be blocked at the request of the customer.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)			Monthly Rate [1] Business	Monthly Rate [1] Residence	
A3	Custom Calling Service (continued)				(T)
B2	Two Feature Packages, each line [2]				
C1	Basic Call Forward and Call Waiting/Cancel Call Waiting		$5.00	$4.00	(T)
C2	Basic Call Forward and 3 Way Calling		5.00	4.00	
C3	Call Waiting/Cancel Call Waiting and 3 Way Calling		5.00	4.00	
C4	Basic Call Forward and Speed Call 8 [3]		5.00	4.00	(C)
C5	Call Waiting/Cancel Call Waiting and Speed Call 8 [3]		5.00	4.00	
C6	3 Way Calling and Speed Call 8 [3]		5.00	4.00	(T)(C)
B3	Three-feature packages, each line [2]				
C1	Call Forward, Call Waiting/Cancel Call Waiting and				(T)
	D1	3 Way Calling	6.50	5.50	
	D2	Speed Call 8 [3]	6.50	5.50	(T)(C)

[1] Plus applicable service connection charges as shown in Schedule No. A-3.
[2] Includes all stations on the line.
[3] Speed Call 8 is limited to all existing subscribers at their existing locations as of November 15, 2015. (N)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)			Monthly Rate [1] Business	Monthly Rate [1] Residence	
A3	Custom Calling Service (continued)				(T)
B3	Three-feature packages, each line [2] (continued)				
C2	Call Waiting/Cancel Call Waiting, 3 Way Calling and Speed Call 8 [3]		$6.50	$5.50	(T) (T)(C)
C3	3 Way Calling, Basic Call Forward and Speed Call 8 [3]		6.50	5.50	(T)(C)
B4	Four-feature packages, each line [2]				
C1	Call Forward, Call Waiting/Cancel Call Waiting, 3 Way Calling and Speed Call 8 [3]		8.00	7.00	(T) (T)(C)

			Charge	
A4	Local directory assistance service			
B1	COPT access line service, per call		$ .50	
B2	First two telephone numbers requested from directory assistance operator, per line, per month		No Charge	
B3	Each additional request		.50	
B4	Customer places call through "O" operator per call		1.50	

[1] Plus applicable service connection charges as shown in Schedule No. A-3.
[2] Includes all stations on the line.
[3] Speed Call 8 is limited to all existing subscribers at their existing locations as of November 15, 2015.

(N)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)			Nonrecurring Charge	Monthly Rate [1]	
A5	Direct-inward-dialing (DID)				
	B1	Each trunk arranged for DID	-	$ 13.00	
	B2	First block of 100 directory numbers	$ 700.00	65.00	
	B3	Each additional block of 100 directory numbers	300.00	65.00	
					(D)
					(D)
A6	Toll restriction service, per line		-	3.00	(T)

[1] Plus applicable service connection charges as shown in Schedule No. A-3.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)		Nonrecurring Charge	Monthly Rate	
A8	900 Blocking [1]			
B1	Initial business or residence request to block access to 900 service	No Charge		
B2	Each business or residence request to remove (unblock) blocking from access to 900 service	No Charge		
B3	Subsequent business or residence request for blocking access to 900 service, per line	[2]		
A9	Remote Call Forward Service [1]			(T)
B1	First network access line equipped		$33.60 [3]	
B2	Additional network access line equipped		33.60 [3]	

		Monthly Rate		
		Business	Residential	(N)
A10	Remote Activated Call Forward	$6.99	$6.50	(N)

		Business and Residential	
A11	New Number Call Routing Service		(T)
B1	Basic New Number Call Routing Service First 30 Days	No Charge	
B2	Extended Basic New Number Call Routing, per month [4, 5]		
	First Month	$ 20.00	
	Each Additional Month	10.00	

1 Service is provided only where facilities are available.
2 Applicable Special Services charge in Schedule No. A-3 will apply.
3 In addition to residence and business one-party service rate in Schedule No. A-1 and applicable service order charge in Schedule No. A-3.
4 Maximum order is 12 months, including the first 30 days offered under Basic New Number Call Routing.
5 Total amount billed for all months on customer's final bill.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

RATES (continued)

		Residential	Business
A11	New Number Call Routing Service - Continued		
B3	New Number Call Routing / Internet Call Messenger Service, [1]		
C1	New Number Call Routing / Internet Call Messenger Service, each month or fraction thereof	$ 15.00 [2]	$ 25.00 [2]
C2	Customized Recording Set-Up Fee, initial or subsequent order	25.00	25.00

A12 Vacation Service * (C)

		Nonrecurring Charge [3]		Monthly Rate	
		Bus	Res	Bus	Res
B1	Vacation Service [4, 5]			[6]	$1.50
C1	Special Order Charge	$ 9.00	$ 9.00		
	Reconnection Charge	35.00	30.00		

1 No initial free period offered with this service. Minimum subscription period of one month; maximum of twelve months.
2 Charge applies for the number of months selected by the customer. The total amount is billed on customer's final bill for the disconnected telephone number.
3 No additional service charges apply to restore service at the completion of the Vacation Service period.
4 Vertical services or miscellaneous services associated directly with the line service will not be charged during the period the customer is furnished Vacation Service.
5 Any miscellaneous services not directly associated with the line service, such as Directory Listing or Operator Services, will continue at the standard tariff rates.
6 Rate is 50% of monthly local exchange service charge as set forth in Schedule No. A-1, Section A1.B1.

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

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS

A1 Service under this schedule will be provided outside the base rate areas and within the exchange areas at the above rates plus outside plant facility rate as shown in Schedule No. A-2.

A2 Combination of line service

B1 Service connected under this service must be applied for by the same customer of record and shall be for the use of such customer.

B2 Where selective ringing is requested by the customer, additional bells may be provided at rates and charges shown in Schedule No. X-1.

A3 Touch calling service

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

A4 Reserved for future use.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A5 Reserved for Future Use

A6 Custom Calling Service

B1 Custom Calling Service requires special central office equipment and will be provided for one-party business and residence service and where facilities are available. Certain services such as *69 Call Return, Anonymous Call Rejection, *66 Busy Number Redial, Call Trace, Caller ID, Selective Call Forward, Per Line and Per Call Rejection require that calls be placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information. (T) (T)

B2 Custom Calling Service will not be provided in connection with semipublic paystation service, private branch exchange trunk access line service or Centrex service.

B3 Description of Service

C1 Call Forward (T)

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

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

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

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

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

C2 Call Waiting/Cancel Call Waiting (T)

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

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A6 Custom calling service (continued)

B3 Description of service (continued)

C3 3 Way Calling (T)

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. [1]

C4 Speed Call

Speed Call 8 [2] - This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity.

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

C5 *69 Call Return

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

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

[1] See A6, B4 & B5 following for conditions pertaining to Per Use calling features.

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

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A6 Custom calling service (continued)

B3 Description of service (continued)

C6 Anonymous Call Rejection (T)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name only. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name.

C7 *66 Busy Redial

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

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

C8 Call Trace (T)

Allows a customer to automatically activate a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer acknowledges their understanding that under no circumstances will trace results be provided directly to the customer. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (T)

[1] See A6, B4 & B5 following for conditions pertaining to Per Use calling features.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A6 Custom calling service (continued)

B3 Description of service (continued)

C9 Caller ID

Permits a customer to receive the calling telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, and provided the calling party has not activated the per call restrict options. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

C10 Caller ID with Name

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code.

C11 Distinctive Ring

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

C12 Selective Call Forward

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forwarding list will be forwarded to the predetermined telephone number. Selective Call Forwarding is accessed by dialing "*63" or “1163” from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forwarding list, as well as the forward-to telephone number, can be changed at any time. (T) (T)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A6 Custom calling service (continued)

B3 Description of service (continued)

C13 Multiple Simultaneous Call Forward

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forwarding Busy and Call Forward No answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

C14 Priority Call

Is an incoming call management feature which will allow the subscriber to define a list of calling directory numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing. Any numbers which are not on the list or which cannot be identified will be given standard treatment. To gain access to this service, the customer dials "*61" or "1161" on a rotary telephone.

C15 Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement.

C16 Selective Call Acceptance

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "*64" or “1164” on a rotary telephone. (T) | (T)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A6 Custom calling service (continued)

B4 Custom Calling features 3 Way Calling, *69 Return Call, *66 Busy Redial, and Call Trace are offered on a per line or per use basis. When 3 Way Calling, *69 Return Call, or *66 Busy Redial are activated on a per use basis, the per use rate applies each time the feature is activated, up to 10 occurrences per month, per feature. When Call Trace is activated on a per use basis, the per use rate applies each time the feature is activated. Provision of the per use option of these features may be blocked at the request of the customer free of charge. For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1", and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply. (T) (T)

B5 Customers can receive a one time adjustment for charges when a customer claims unknown, unauthorized or denied use of any of the features named in B4 above, by calling their Utility Billing Representative at the telephone number listed in their telephone directory under the heading, "WHERE TO REACH FRONTIER", for billing. FRONTIER will arrange for the service to be "blocked" at the customer's request.

B6 Custom calling services for business may be purchased with B1 lines and Digital Centrex Service where facilities and conditions allow.

B7 The call forwarding service customer is responsible for the payment of applicable charges for each completed call between his call forwarding equipped station and the station to which the call is forwarded. This charge, local or dial station toll, applies to all forwarded calls that are answered at the station to which the calls are forwarded.

Charges between the originating station and the call forwarding equipped station are applicable in accordance with regularly filed tariffs, local, dial station, operator station or person toll.

B8 The quality of transmission of calls which are forwarded or on 3 Way Calling may vary depending on the distance and the routing necessary to complete each call, and normal transmission is not guaranteed on any forwarded call or 3 Way Call. (T) (T)

B9 Where a change of telephone set is made at the customer's request and not necessitated by the provision of a custom calling service feature, the charge for service connection charges, as set forth in Schedule No. A-3, will apply.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A7 Vacation Service * (C)

B1 Vacation Service is available to customers who subscribe to B1 business or residential non-measured class of service. Vacation Service is not available to Lifeline Service customers.

B2 Vacation Service allows customers to suspend their service and reserve their existing telephone numbers and facilities during the service period. During the service period ("Vacation Service Period"), no outward or inward calls may be completed with the exception that access to 9-1-1 emergency services will be available.

B3 Vacation Service will not be made available for a period of less than one month.

Vacation Service is available to customers for a maximum period of nine months. The customers' numbers must be working for at least 90 days in a calendar year.

B4 During the Vacation Service Period, no installations, moves, changes or maintenance will be provided. Changes to the billing address are allowed.

B5 The customer may request a restoration date in advance of the maximum allowable Vacation Service Period; otherwise, the customer's original services and billing will be restored on the last day of the maximum allowable Vacation Service Period of nine months.

B6 Monthly bills for line service are rendered at the Vacation Service rate during the Vacation Service Period and are to be paid in accordance with regular collection practices.

B7 Vacation Service will be billed at 50% of the customer's monthly local exchange service charge. Customers will also continue to pay the full Federal End User Common Line charge as set forth in Frontier's Tariff FCC No. 6 and other applicable taxes and surcharges.

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

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A8 IntraLATA Directory Assistance Service

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

A9 Senior Telephone Discount Program (STDP)

B1 The STDP provides for a credit against the recurring monthly rate for the provision of local residence service for certain low-income customers.

B2 The STDP credit is only available to low-income customers who meet eligibility requirements established by A.R.S. 42-5106, 46-701, 702, 703, 704. Applicants must be a head of household, be sixty-five (65) years of age or older, and have a household income at or below poverty level. (See A9, B7)

B3 The monthly credit will be based on the sum of a 17% discount on the following local exchange service offerings.

C1 One-party service, Inside Wire Maintenance, and one service connection per year.

B4 The STDP credit will begin with the date the utility receives a valid application from the customer or when new service is established for a qualifying customer. The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.

B5 The regular service connection charges and regulations applicable to these service offerings will apply. The service connection charges to change to or from this program due to eligibility status will be waived.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Senior Telephone Discount Program (STDP) (continued)

B6 Customers of this service will receive a seventeen (17) percent reduction on the service connection charge once during a calendar year. The credit is applicable only to the customer's principal residence line.

B7 Customers of STDP Service that also meet the Lifeline Service low-income eligibility requirements, as specified in this tariff, also qualify for Lifeline Service benefits.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A9 Senior Telephone Discount Program (STDP) (continued)

B7 Low-income customers who qualify under the Senior Telephone Discount Program, (otherwise known as Arizona's Low Income Telephone Assistance Program (ALITAP)) may receive an allowance equal to the current federally mandated primary residence End User Common Line (EUCL) charge which is discounted 100% as set forth in Frontier's Tariff FCC No. 6, as well as an additional allowance equal to the current Federal Lifeline Support credit. STDP/ALITAP customers are eligible to receive additional state support in an amount equal to 17% discount of local service charges. (C) (T)

(D)

(D)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A10 Direct-Inward-Dialing (DID)

B1 DID is a central office trunking feature and will be provided only where facilities are available.

B2 The DID rates above are for service offered only in exchanges served by a digital central office. DID service will be offered in exchanges served by a nondigital central office on a special assemblies basis only.

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

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

B5 The service must be provided on all lines in a trunk group arranged for inward service. Each trunk group shall be considered a separate service.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

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

B6 Operational characteristics of interface signals between the utility-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the utility considers necessary to maintain proper standards.

B7 One primary listing will be furnished without charge for each separate trunk group. Additional listings may be obtained as specified in Schedule No. A-4.

B8 The customer shall be responsible for providing interception of calls to vacant and nonworking assigned DID numbers by means of attendant intercept or recorded announcement service.

All calls intercepted by the attendant will be considered to be completed and subject to a charge for the call.

B9 DID numbers in groups of 100 may be reserved for future use at rates specified herein. The #king feature and will be provided only where facilities are available.

B10 If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

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

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A11 Reserved For Future Use (T)

A12 Reserved For Future Use (L)(T)

(L)

A13 Toll restriction service (T)

B1 Toll restriction service provides the customer with local dialing capabilities, including local measured service, but blocks any call that has a long distance or premium service charge associated.

Allowed
9-1-1
All local calls

B2 Toll restriction is offered to Business and Residence one-party network access line service customers, both flat and measured rate, where facilities and operating conditions permit. This offering does not include CENTREX lines.

B3 The subscriber to toll restriction service is responsible for collect, third number billed, and credit card calls billed to this line.

B4 The rate for toll restriction service is in addition to applicable rates and charges associated with network access line service.

(L) Material relocated to Schedule No. A-16. (N)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A14 900 Blocking

B1 Customers served from digital offices may request 900 blocking on an individual case basis.

B2 900 blocking will not be provided for an individual NXX. When 900 blocking is ordered by a customer, all 900 NXXs will be blocked.

B3 There is no charge to establish 900 blocking nor to remove 900 blocking from an access line.

B4 Should a customer request the cancellation of 900 blocking and subsequently request that 900 blocking be reinstated, applicable charges as stated under RATES preceding will apply.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A15 Remote Call Forward Service (RCF) (T)

B1 RCF Service requires special central office equipment and will be provided only where facilities are available. (T)

B2 RCF Service is an arrangement which furnishes a telephone number to a customer which permits call completion by forwarding the call to another telephone number. (T)

B3 The customers to RCF Service are not required to have a premises in the exchange in which the RCF service network is furnished. (T)

B4 RCF Service does not include an instrument in the exchange in which the service is located. (T)

B5 RCF Service is subject to transmission limitations, so that the quality of transmission of calls which are forwarded may vary depending on the distance and the routing necessary to complete each call. Normal transmission is not guaranteed on any forwarded call. This service is not represented as being suitable for the transmission of data or for connection to other services beyond the premises of the terminating primary station. (T)

B6 RCF Service is furnished for a minimum period of 30 days. (T)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A15 Remote Call Forward Service (RCF) (continued) (T)

B7 Applicable rates for toll calls are as follows: (continued)

C1 On a Person-to-Person or Operator Station-to-Station call other than collect, the originating customer is charged the respective Person-to-Person or Operator Station-to-Station rate for that portion of the call from the originating station to the call forwarding location.

C2 The Dial Station-to-Station rate is charged to the call forwarding customer for that portion of the call from the call forwarding location to the terminating station designated by the call forwarding customer.

C3 On a collect call placed to a call forwarding telephone number, the collect charges apply to the portion of the call between the rate center of the originating number and the rate center of the call forwarding location. The portion between the rate center of the call forwarding location and the terminating rate center of the customer will be billed at the Dial Station-to-Station rate.

C4 On a Person-to-Person or collect call that is not accepted, the Call Forwarding customer will be charged the Dial Station-to-Station rate for that portion of the call from the call forwarded location to the terminating location.

B8 Directory listings for RCF (T)

C1 Listings in the directory service the exchange in which the RCF Service is located will be furnished equivalent to those provided for business and residence one-party service in Schedule No. A-4. (T)

C2 The network access and/or listed name of the RCF service may be changed at the charges as shown in Schedule No. A-4. (T)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A16 Lifeline Service

B1 General

Lifeline Service is a basic single line residential service that provides voice grade access to the public switched network and includes touch calling, a standard white page listing, access to emergency services (e.g., 911, E911), access to operator services, access to interexchange services, access to directory assistance and toll restriction services.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A16 Lifeline Service (Continued)

B2 Application

C1 Tribal Land low-income customers who qualify for Arizona's Lifeline and Tribal Link Up will receive an allowance equal to the current federally mandated primary residence End User Common Line (EUCL) charge, a 100% reduction, up to $100.00 in Tribal Link Up installation credits to establish telephone service, as well as an additional allowance equal to the current federal Lifeline Support credit. Lifeline customers are also eligible to receive additional state Lifeline support in an amount equal to 17% discount of local service charges.

	Monthly Rate	
Federal and State Lifeline Credits for a One-Party Line:		
a. Federal Lifeline Support Credit – Broadband * (includes Federal End User Common Line Credit of $6.50 and remainder $2.75 credit covers basic service)	$9.25	
b. Federal Lifeline Support Credit – Voice Only *	$5.25	(R) (D) (D)
c. STDP Discount Amount	2.68	

To be eligible for Lifeline, the applicant's total household gross income must not exceed 135% [1] of the federally established poverty levels set forth for the number of persons in the applicant's household, as updated, by providing proof of income that he/she or the family unit receives, or is eligible to receive benefits from a public program.

D1 Effective December 16, 2005, applicants may produce the following income documentation as proof of total household gross income:

- E1 Most recent state, federal or tribal tax return
- E2 Three consecutive months of all income statements for applicant's household within the same calendar year
- E3 Social Security statement of benefits
- E4 Veterans Administration statement of benefits
- E5 Retirement/pension statement of benefits
- E6 Unemployment/Workmen's Compensation statement of benefits
- E7 Federal or tribal notice letter of participation in Bureau of Indian Affairs General Assistance
- E8 Divorce Degree
- E9 Child Support Document

* Broadband: Service that includes qualifying broadband service.
Voice Only: Voice with no qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2).

[1] To be implemented effective 12/01/16.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A16 Lifeline Service (Continued)

B2 Application (Continued)

C1 - (Continued)

D2 Lifeline Assistance is available to all residential customers who meet the qualifications in 47 CFR 54.409. (C) (C)

(D)

(D)

D3 Subscriber certification will comply with 47 CFR 54.410(a)-(e) and (g). (N)

C2 Lifeline Service includes an allowance equal to the current federally mandated primary residence End User Common Line (EUCL) charge for Lifeline customers which is discounted 100% as set forth in Frontier's Tariff FCC No. 6.

C3 The Lifeline Service credit will begin with the date the utility receives a valid application from the customer or when new service is established for a qualifying customer. The credit will not exceed what has been billed to the customer.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A16 Lifeline Service (continued)

B2 Application (Continued)

C5 Lifeline Service can only be associated with the primary residential connection.

C6 Touch Calling Service is provided as specified in A2.B3 of this tariff. Toll Restriction Service, as specified in A12 of this tariff, is available to Lifeline Telephone Service customers at no charge.

C7 Funding for Lifeline Service (baseline and supplemental amounts) is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

C8 Lifeline Service may not be disconnected for non-payment of toll charges.

C9 Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.

C10 Participants in the Senior Telephone Discount Program (STDP) are eligible to receive benefits under Lifeline Service, provided the STDP customer meets low-income eligibility requirements as specified in C1 preceding.

C11 Partial bill payments from Lifeline Service customers will be applied first to local services and then to toll charges.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A16 Lifeline Service (continued)

B3 Rates and Charges

C1 A credit amount listed in Schedule No. A-1 A16 per month, which is in compliance with FCC Docket No. 12-11, is applicable to the local single line residential rate of qualifying Lifeline Service customers.

C2 All recurring and nonrecurring charges for any service ordered by the customer shall be billed at tariffed rates, with the exception of the initial installation charges, (see Tribal Link Up in Schedule No. A-1 A17 following).

C3 When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified in C1 preceding, will be discontinued and regular tariffed rates and charges will apply. The customer is responsible for notifying the Utility of any change in any condition that occurs that would cause the household to no longer qualify for Lifeline Service. Upon receipt of notification, the Utility will change the service to regular tariffed rates for the service furnished. Service Connection charges will not apply to the change in service.

C4 The Utility shall verify eligibility of all Lifeline customers annually. (T)

D1 For program-based customers, customers will provide a copy of their Medicaid card or other Lifeline qualifying public assistance card and self-certify, under penalty of perjury, that they continue to participate in a Lifeline-qualifying public assistance program.

D2 For income-based customers, customers will provide a copy of current Income Documentation as listed A16 B2 C1 D1. The customer must also self-certify, under penalty of perjury, the number of individuals in their household and that the documentation presented accurately represents their annual household income.

C5 The Utility shall retain signed forms for three years.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A17 Native American Lifeline Service

Residential customers who reside on federally-recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to $25.00 per month if the individual participates in any state or federal programs identified in Schedule A-1, Sheet A1-34, or in one of the following assistance programs: (T)

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard) I
- Food Distribution Program on Indian Reservations (FDPIR) I

If a resident of a federally-recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Schedule A-1, Sheet A1-34, the resident will receive the state support, as well as the additional enhanced federal support. I

(D)
|
(D)

The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

Reservation	Exchange	
Colorado River Indian Tribes of the Colorado River Indian Reservation	Poston Parker Ehrenberg	(T) | | (T)

See Schedule A-3, Sheet Nos. A3-2 and A3-9 for additional credits available under Tribal Link Up. (T)I

(D)

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A18 New Number Call Routing Service

B1 General

C1 New Number Call Routing Service is provided to customers who have moved to a new location, disconnected telephone service, or requested a telephone number change. Calls to the intercepted telephone number are referred to an operator or routed to a pre-recorded announcement that informs the caller of the status of that number. At the customer's request, the new number may be included in the basic recording. If a customized option is selected, additional information can be included in the recording for an additional fee. No charges apply when New Number Call Routing Service is provided due to a Company error.

C2 The Company reserves the right to refuse any customer-requested message deemed to be in violation of the Rules as specified in Schedule No. AC.

C3 New Number Call Routing Service is provided where facilities and numbers are available.

C4 Charges are applicable on a monthly basis for each full or partial subsequent month that service is provided.

C5 Basic New Number Call Routing service and Extended Basic New Number Call Routing service is available for Centrex customers.

C6 All applicable charges for New Number Call Routing Service will be billed in advance as a one-time charge. Customers will be billed for the total requested New Number Call Routing Service time period on their next billing statement.

C7 One month is equivalent to 30 days of service for New Number Call Routing Service offerings.

C8 Personalized recorded message services such as Extended Basic New Number Call Routing or New Number Call Routing /Internet Call Messenger Service will not be provided to customers who have been disconnected for nonpayment.

B2 Service Description

C1 Basic New Number Call Routing Service

D1 Basic New Number Call Routing service provides a pre-recorded announcement stating that the called number has been disconnected or changed. At the customer's request, the new number may be included in the basic recording. Basic New Number Call Routing service is provided free of charge for 60 days to both residential and business customers.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A18 New Number Call Routing Service (continued)

B2 Service Description (continued)

C2 Extended Basic New Number Call Routing Service

D1 Extended Basic New Number Call Routing service includes the features of Basic New Number Call Routing service and provides customers the ability to extend Basic New Number Call Routing service beyond the initial 30-day period for a fee. The minimum subscription period for Extended Basic New Number Call Routing service is one additional month, and the maximum period is eleven additional months.

C3 New Number Call Routing /Internet Call Messenger Service

D1 New Number Call Routing /Internet Call Messenger Service is an optional customized intercept service available to residential and business customers who have relocated or changed telephone numbers and request more than the Basic New Number Call Routing announcement. The customer may specify the wording for the referral announcement (up to 240 characters). The announcement may include referral information such as line status, names, new telephone number, new address, zip code, and business hours, but may not include any advertising as determined solely by the Company.

New Number Call Routing /Internet Call Messenger Service may be requested when a disconnected number has been in use by more than one customer (e.g., business partnership, members of the same household), and each party wishes to receive calls at their new number. A customized recording is created using each party's name and associated new number as directed by the customers.

New Number Call Routing /Internet Call Messenger Service is offered for a minimum of one month and a maximum of twelve months.

B3 Application of Rates and Charges

C1 The rates and charges specified in RATES, A10, are in addition to any other applicable rates and charges.

C2 In addition to the monthly charge for New Number Call Routing /Internet Call Messenger Service, a Customized Recording Set-Up Fee will apply.

C3 The Customized Recording Set-Up Fee applies to all initial and subsequent orders for New Number Call Routing /Internet Call Messenger Service.

(continued)

SCHEDULE NO. A-1

NETWORK ACCESS LINE SERVICE (continued)

CONDITIONS (continued)

A19 Vacation Get Away Service

B1 General

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

B2 Conditions

C1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.

C2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.

C3. Vacation Get Away Service will not be made available for periods of less than two (2) months.

C4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.

C5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.

C6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A service order confirmation will be sent to the customer at the time of restoral. (C)

(D)
(D)

C8. Vacation Get Away Service will be available where technically feasible.

C9. Charges for Vacation Get Away Service will be a monthly recurring charge. (C)

B3 RATES:

	NONRECURRING CHARGE*	
	(Grandfathered)	(N)
	$39.99	

:	MONTHLY RECURRING CHARGE	(N)
	$5.00	

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

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 13 of this schedule are effective as of the date shown thereon.

Sheets	Number of Revision
1	**2nd Revised**
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	**1st Revised**
10	Original
11	Original
12	1st Revised
13	Original

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

APPLICABILITY

Applicable to services offered involving plant facility charges within exchange areas.

TERRITORY

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

RATES	Charges
A1 Nonrecurring facility charges	
B1 Aerial, or, at the utility's option, underground reinforcements to outside plant facilities along existing exchange or suitable toll telephone circuits of this utility	No charge
B2 Aerial, or, at utility's option, underground outside plant facilities extended beyond existing exchange or suitable toll circuits of this utility: (Not applicable to subdivisions, real estate development or service of a temporary or speculative nature)	
C1 Free footage allowance	
The utility will construct at its expense a maximum of 700 feet of line extension and/or a maximum of 300 feet of service connection per applicant	No charge

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)				Monthly Rate
A1	Nonrecurring facility charges (continued)			
	B2	(continued)		
		C2	Plant facilities exceeding free footage allowance	
			D1 First 100 feet or fraction thereof of line extension and/or service connection per applicant	$ 130.00
			D2 Each additional foot or fraction thereof of line extension and/or service connection	1.30
A2	Recurring facility rates			
	B1	On/off premises network access facilities		
		C1	Where the terminals are in different buildings on the same continuous property	
			D1 Under 300 feet	No charge
			D2 Each ¼ mile or fraction thereof	2.95
		C2	Where the terminals are in different buildings on noncontinuous property	
			D1 First ¼ mile or fraction thereof	5.85
			D2 Each additional ¼ mile or raction thereof	2.95

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

RATES (continued)	Monthly Rate
A2 Recurring facility rates (continued)	
B2 Each tie line between private branch exchange systems	
C1 Same customer	
D1 On the same premises	$ 4.90
D2 On different premises	
E1 First ¼ mile or fraction thereof	5.85
E2 Each additional ¼ mile or fraction thereof	2.95
C2 Different customer	
D1 First ¼ mile or fraction thereof	23.95
D2 Each additional ¼ mile or fraction thereof	2.95
B3 Private line	
C1 Intraexchange service	See Schedule No. G-1
C2 Interexchange service	See Frontier Communications of the Southwest, Inc. – Arizona Intrastate Access Service tariff.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges

B1 General

C1 Charges under this schedule are for abnormally long plant extensions to prevent unreasonably burdening the general body of existing customers. This charge is in addition to the regular rates and charges applicable for the service provided.

C2 Charges in this schedule are

D1 Applicable to aerial and underground facilities whether utility or jointly owned or rented and to all classes, types and grades of service;

D2 Not applicable to new subdivisions and real estate developments (Condition B9), and tree-contact-type construction;

D3 In addition to any charges or contributions applicable under Rule No. 13.

C3 In lieu of charges under this schedule for footage in excess of the free footage, applicant may, for that excess, clear the right-of-way, furnish and set the poles where aerial construction is employed, or furnish and install the underground supporting structure, all in accordance with the utility's construction specifications; the utility in that case, will furnish and install the fixtures and wire or cable at its expense. Ownership of facilities so provided by applicant shall be vested in the utility, except that underground supporting structures for service connections on private property shall be owned and maintained by the customer.

C4 Charges under this schedule are payable in advance and, except as described in Conditions A1, B5, and B9 below, are not refundable.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B2 Route, type and measurement of plant extensions and service connections

C1 The distance for determining free footage and charge for line extension is the point of connection from the existing distribution facility to the property line. The service connection free footage allowance is from the property line to the point of connection with the interior wiring at the building being served. (See Condition A1, B4, C2, D2).

C2 Where the proposed route over private property will be part of the route to serve two or more customers, or where, at the utility's option, the route will be on private property rather than on public roads, such routes will be treated as being on public roads.

B3 Collective application and grouping of applicants

C1 When construction is required to serve a new applicant, a survey is made of all prospects who might be served from the new construction or plant extensions thereof and who might benefit by being included in the project. Allowances are made only for those prospective customers making bona fide applications for service.

C2 All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile. Two or more projects are combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B3 Collective application and grouping of applicants (continued)

C3 An applicant at any premises receives only a single plant extension allowance regardless of the number of services ordered at that premises.

C4 When an applicant orders service at more than one premises, he is treated as being a separate applicant at each premises for purposes of this schedule.

B4 Apportionment of charges to group of applicants

C1 Applicants are divided into two groups. The first group includes all applicants whose collective allowance equals or exceeds the construction required to serve them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The overall charges for the project is divided equally among all applicants in the second group.

C2 Exceptions

D1 No applicant is required to pay a higher charge than he would if the project were established for him alone. Any difference between this charge and the average charge for the group is absorbed by the utility.

D2 Charges for plant extensions to plant on private property are assumed by applicants on whose property such plant extensions are made. These charges are not included in the overall charges for the project. Likewise, the free footage allowance on private property is not included in the collective allowance for the project, except for Condition A1, B2, C2.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B5 Charges to subsequent applicants

C1 When a new applicant is secured who can be served from a completed project, within three years from the date service was initially established for such project, the charges for the entire project are recomputed to include the new applicant. The new applicant pays a prorate of the plant extension charge based upon the number of months (a fraction of a month is counted as a full month) remaining in the original three-year term, the time to be computed from the date service is established for the new applicant.

C2 Where additional construction is required for an applicant to be served from a project less than 3 years old, the cost of the project is recomputed as above if such recomputation does not increase the charges to those customers served from the existing project. Otherwise, a new project will be established.

B6 Adjustment in charges when additional applicants are connected

C1 When a project is refigured as described in Conditions A1, B5, above, existing customers will be refunded a prorate of the difference between the original charges and the refigured charges, based on the remainder of the three-year term. Recomputation of charges due to the addition of new applicants is made on the assumption that there have been no disconnects.

C2 In the event the utility attaches interexchange toll facilities to the plant extension within the three-year period, the utility will refund a prorated amount to cover the unexpired portion of the plant extension charges for that part of the plant extension facilities so used.

C3 Where construction on private property is subsequently treated as being on public roads or where a private road is dedicated to the public use, within three years of completion of the original project the plant extension charges shall be recomputed and refunds made to the initial applicants where applicable.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B7 Disconnects

When one or more customers on a project disconnect within the three-year term, no refund is made of the plant extension charge to the disconnected customers. Charges to remaining customers are not affected by disconnects. (T)

B8 Reuse of facilities

C1 When a customer disconnects service or moves off the project and service is established for a new applicant at the same location, any adjustment in charges is a matter for negotiation between the original customer and the new applicant.

C2 Where a customer is disconnected for any reason and subsequently reapplies for service from the same premises, the customer will not be required to pay any additional plant extension charges in addition to his total original obligation.

C3 Where a customer has paid plant extension charges for service at a premises on a given project and subsequently applies for service at a different premises on the same project, the customer will not be assessed additional plant extension charges greater than his original obligation unless additional construction is required.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B9 Outside plant extensions to serve new subdivisions or real estate developments in their entirety.

C1 Where requested and permissible, aerial facilities to and within real estate developments will be provided under the following conditions.

D1 The applicant, in addition to any labor or material to be furnished by him, will pay in advance the estimated total cost of the utility's construction. Any difference between the amount advanced and the actual cost shall be advanced or refunded, as the case may be, within 60 days after completion of the utility's construction.

D2 When, within the first three-year period after completion of construction, the subdivision density requirement has been met, the utility will refund the advance in D1 above. If, at the end of the three-year period the subdivision density requirements has not been met, the utility will refund that portion of the advance proportional to the ratio of the then permanent network access line terminations density to the subdivision density requirement. No interest will be paid on such advances.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B10 Temporary or speculative service

C1 Plant extensions to provide service to an applicant engaged in temporary or speculative business will be made on the condition that applicant pays to the utility the total cost of the construction and removal of the line necessary in furnishing the service less the salvage value of the materials used.

C2 If a customer maintains for 36 consecutive months a service installation which was originally established on a temporary or speculative basis, and if his business or operation at the end of that time has proven its permanency to the satisfaction of the utility, there will be refunded to the customer an amount equal to the difference between the payment made pursuant to Condition B10 C1 above and the normal plant extension charge which would have been applicable at the time the customer's service was installed.

C3 In no event shall service installation be classed as temporary or speculative for more than six years. Refunded provisions of Condition B10 C2 apply at the end of not more than six years.

B11 Contracts

Contracts covering periods of not to exceed three years of telephone service may be required by the utility as a condition precedent to establishment of the service when outside plant extensions are necessary. Such contracts will not require advance or unusual payments in excess of those otherwise required by this schedule, and shall not interfere with the utility's right to collect amounts as provided for elsewhere in its tariff schedules.

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A1 Nonrecurring facility charges (continued)

B12 Extraordinary costs

C1 The applicant will be required to pay the representative costs below in addition to the associated plant extension charges when the utility incurs extraordinary costs for:

D1 Obtaining rights-of-way and easements for, i.e., railroad crossings, Bureau of Land Management, Forest Service, environmental impact studies, etc.

D2 Rule No. 11 will apply to projects of a temporary or speculative nature.

D3 Rule No. 13 will apply to customer requested route changes or construction differences.

C2 Customers to plant extensions regarding rights-of-way or easements which require payment (or annual fees) must negotiate with the necessary agency.

B13 Disputes

In case of disagreement or dispute regarding the application of any provision of this rule, or in circumstances where the application of this rule appears impracticable or unjust to either party, the utility, applicant, or applicants may refer the matter to the Arizona Corporation Commission for ruling.

B14 Relocation of Utility Facilities (N)

When an applicant, customer, association, government entity or political division or other third-party requests a change in the type, location or the relocation of aerial or underground of communications facilities used to provide telephone service, the requestor shall be required to pay the cost incurred by the Utility for such change or relocation of facilities. Payment for the cost of the change or relocation must be made prior to the change or relocation. (N)

(continued)

SCHEDULE NO. A-2

OUTSIDE PLANT FACILITIES (continued)

CONDITIONS

A2 Recurring facility charges

B1 Recurring facility charges under this schedule are in addition to other rates applicable to the services provided.

B2 Recurring facility charges under Rates A2, B1 above are applicable in all exchanges, and are based on air line mileage which is the air line measurement between terminals. These rates are applicable in connection with telephones which terminate off the premises on which the customers primary service is located.

B3 When any tie line service involves more than two terminals, the air line distance in quarter miles will be computed separately between each pair of terminals, fractional quarter miles being considered as whole quarter miles. The sum of the air line distances in quarter miles, between outside plant facilities in a tie line service where more than two terminals are involved, will be charged for at the above rates, except that only one first quarter mile charge will be made, the balance of the quarter miles of air line mileage being charged for at the rates for additional quarter miles.

B4 The above rates also provide for the furnishing of two-point connections.

C1 Between any two telephones connected to and on the same premises as the attendant's positions in which a tie line terminates.

C2 Connection of a single tie access line (at either end but not both ends simultaneously) to an exchange trunk line or, where facilities and operating conditions permit, to an interexchange private line telephone service line.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 10 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**1st Revised**
2	**1st Revised**
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	**1st Revised**
10	**1st Revised**

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

APPLICABILITY

Applicable to service connection charges.

TERRITORY

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

	CHARGES [1]	Nonrecurring Charge	
A1	Service connection, each new or additional network access line or centrex intragroup calling service line:		
	Business	$ 70.00	
	Residence	60.00	
A2	Telephone number change or reconnection of a network access line, each number change or line:		
	Business	35.00	
	Residence	30.00	
A3	Special services, each requested order		
	Business	9.00	
	Residence	9.00	
A4	COPT Service connection, per line	56.00	
A5	Insufficient check charge for each check processed for insufficient funds as set forth in Rule No. 8.	10.00	
A6	Lifeline connection assistance (Tribal Link Up) credit access per line	[2]	I
A7	Native American Lifeline connection and line extension assistance (Tribal Link Up)	[2]	I I

[1] See Conditions for Senior Telephone Discount Program and Tribal Link Up for discounts to eligible applicants.
[2] Available only to customers who reside in exchanges reflected in Schedule A-1, Sheets A1-3 and A1-4. I
See conditions for Tribal Link Up and Native American Lifeline discounts to eligible applicants, Schedule A-1. I

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CHARGES (continued)		Time and Material Charges		
		Schedule 1	Schedule 2	Schedule 3
A8	Customer premises work			
B1	First 15 minutes or fraction thereof of billable work at or on the customer premises	$ 40.00	$ 45.00	$ 50.00
B2	Each additional 15 minutes or fraction thereof of billable work at or on the customer premises	13.00	15.00	17.00
B3	Material, each outlet	4.50		

- Schedule 1 is applicable to work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m., except holidays.
- Schedule 2 is applicable to work performed Monday through Friday at hours other than Schedule 1 and all day Saturday, except holidays.
- Schedule 3 is applicable to work performed on Sundays and holidays observed by the utility.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS

A1 Charges shown above are applicable to all installations and moves and changes of services and facilities of the utility and customer premises work unless otherwise specified in the tariff.

A2 Application of service charges

B1 Service connection charge is for recording and processing information necessary to execute customer's request pertaining to telephone service, including the central office line, outside plant, drop wire and protector. This charge will also apply to:

C1 Supersedure of Service

C2 Customers Returning to the Utility (Winback)

When a customer elects to return to Frontier from a facilities-based Competitive Local Exchange Carrier (CLEC), the service connection charge will apply for each residence and business class of service.

If a customer alleges that this service order activity is the result of an unauthorized change of local service provider, see Access Service Tariff, Section 7.11.

B2 Telephone number change charge is for all customer-requested number changes and reconnection of services discontinued for nonpayment.

B3 Special services charge is for existing customers requesting the following service:

C1 Applicable whenever a service order is generated to establish a supplemental service at the request of the customer.
C2 Changes in class of service
C3 Changes in type of service
C4 Directory listing changes or additions
C5 Personalized telephone number
C6 900 Blocking – Subsequent Request

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A2 Application of service charges (continued)

B4 Customer premises charges will be applied on a time and material basis.

C1 Customer premises work charge applies to work performed on or at the customer premises by the utility or a utility representative at the customer's request and not covered by other charges. The time and material includes work preparation, actual work, and cleanup. Billable time begins upon arrival on or at the customer premises.

C2 Charges for equipment and service charges as shown in this and other tariff schedules may be applicable in addition to the time and material charge.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A3 Service Connection charges do not apply as follows:

B1 When a move or change is initiated by the utility.

B2 To the disconnection of a network access line or other services.

B3 To the reestablishment of service after the destruction or partial destruction of the customer's premises by means beyond the control of the customer.

B4 When the service is assumed by a receiver or trustee, executor, or administrator of an estate.

B5 When the customer's name has been changed by marriage or court order.

B6 When a change in billing address is required.

B7 When a number change is made due to annoyance calls.

B8 To an upgrade of service.

B9 Where the name of a business concern is changed without a change in responsibility for payment of the telephone bills.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A3 Service Connection charges do not apply as follows: (continued)

B10 Residence service only

C1 When service is assumed by a member of the former customer's family located in the same premises.

C2 Where there is no change in the individuality of the recipient.

C3 When an employee personally assumes the responsibilities of his employer, or when an employer assumes the responsibility for an employee's residence service which had previously been the personal responsibility of the employee.

A4 Charges shown under Rates A1 above are applicable to reconnection of a customer disconnected for nonpayment.

A5 Installment billing

B1 This is an optional method of payment for service connection (one-time) charges for residential services. This optional method of payment will be provided at no extra charge to residential customers over three equal monthly payments.

B2 Installment billing provides for billing charges in monthly installments where a customer desires the optional payments. The monthly installments normally begin with the first bill rendered after completion of the work involved.

B3 The optional payment plan will not be applicable to subsequent additions or changes of services at customer's premises already receiving local exchange service from the utility.

B4 In the event service is discontinued prior to payment of all amounts due under the provisions of the installment payment plan, the outstanding balance will become due and payable in full upon demand of the utility.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A6 The customer releases, indemnifies, holds harmless the utility from any and all liability, damages, losses, claims or demands of any kind arising out of any act or omission of the customer or any other person in connection with pickup, removal, or return of the telephone(s) to a designated point.

A7 COPT service connection charge shown above applies only to the installation or change of COPT service.

A8 Senior Telephone Discount Program (STDP)

B1 The STDP provides for a credit on service connection charges (also see Schedule No. A-1) for the provision of local residence service for certain low-income customers (see Schedule No. A-1 for conditions).

B2 The service connection charges to change to or from this program due to eligibility status will be waived.

B3 A seventeen (17) percent reduction on service connection charges will be allowed once during a calendar year on the customer's principal residence line.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A9 Tribal Link Up I

This is the Federal Communication Commission's Tribal Link Up program of Lifeline Connection Assistance. I

This discount applies on a single line at the principal place of Tribal Land residence for the applicant. I

(D)

(D)

B1 An applicant must meet the following criteria in order to qualify for residence Lifeline Connection Assistance:

C1 The applicant must have resided at the address prior to the request for Lifeline Connection Assistance.

C2 The applicant must meet the same eligibility requirements shown in Lifeline Service, as set forth in Schedule A-1. I

C3 The residence premises at which the service is requested is the applicant's principal place of residence. Customers qualifying for Tribal Link Up will be entitled to one installation per residential address. I

C4 There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

B2 Applicant must also qualify for benefits under Lifeline Service (see Schedule No. A-1 for conditions).

1 Available only to customers who reside in exchanges reflected in Schedule A-1, Sheets A1-3 and A1-4.

(continued)

SCHEDULE NO. A-3

SERVICE CONNECTION CHARGES (continued)

CONDITIONS (continued)

A9 Tribal Link Up (Continued) I

B3 Eligible recipients of this service may have up to one (1) year to pay the utility for the reduced Service Connection Charges. A waiver of all interest on installment billing of Service Connection charges in an amount of up to a maximum of $200 shall apply.

(D)
|
(D)

(continued)

SCHEDULE NO. A-4

DIRECTORY LISTINGS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 7 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**1st Revised**
2	Original
3	**1st Revised**
4	Original
5	Original
6	**1st Revised**
7	**1st Revised**

SCHEDULE NO. A-4

DIRECTORY LISTINGS (continued)

APPLICABILITY

Applicable to listings in the alphabetical section of the telephone directory.

TERRITORY

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

RATES

A1	Primary service listings		
B1	One listing for each		
C1	Each local network access line service		No Charge
C2	Interexchange receiving service		No Charge
C3	Primary radiotelephone service		No Charge
C4	Each dual listing		No Charge
C5	Each joint user service		No Charge

(continued)

SCHEDULE NO. A-4

DIRECTORY LISTINGS (continued)

RATES (continued)			Nonrecurring Selection Charge [1]	Monthly Rate [1]	
A2	Additional listings and lines of information				
	B1	Each business listing		$ 1.30	
	B2	Each residence listing		.70	
	B3	Each listing of guests at a hotel or motel		.70	
	B4	Each reference to another service of same customer		.70	
	B5	Each reference to service of a different customer		.70	
	B6	Each cross reference listing		.70	
	B7	Each line of information in addition to a listing		.70	
	B8	Each dual listing		.70	
A3	Each listing in the local directory of a foreign primary service				
	B1	Business		1.30	
	B2	Residence		.70	
A4	Nonpublished telephone number service				
	B1	Each nonpublished telephone number		2.00	
A5	Non-Listing			3.60	(N)
A6	Personalized telephone number service				(T)
	B1	Business	$ 38.00	3.50	
	B2	Residence	10.00	1.50	

1 Plus applicable service connection charges as shown in Schedule No. A-3.

(continued)

SCHEDULE NO. A-4

DIRECTORY LISTINGS (continued)

CONDITIONS

A1 Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying customers' telephone numbers as an aid to the use of telephone service. Telephone directories remain the property of the utility and may be collected upon issuance of new directories.

A2 Business listings consist of a name, the address of the premises in which the primary station, private branch exchange switchboard, or receiving station is located, and the telephone number. A designation descriptive of the business or profession will be included, if the name does not indicate the nature of the business.

A3 Business listings may be those of an individual engaged in a business or profession, names of firms, or members thereof, the names of corporations or the officers thereof, the names of employees or departments and branches of the business. When an additional listing involves the name of a member of a firm or an officer of a corporation, or a name of an employee, or department or branch of the same business, or a trade name, the listing shall include a reference to the name of the firm, company, or corporation subscribing to the telephone service and may include the same business designation as the primary service listing. A trade name may be used as a listing when the business is conducted under that name, as may be evidenced by the fact that the telephone service is so subscribed for, or in the case of an extra listing, is authorized in writing by the proper authority.

A4 All additional listings in connection with a customer's service, except night service, must bear the same address and telephone number as the primary listing except that additional listings in connection with private branch exchange stations and stations not located on the same premises as the primary station may show the address at which the station is located. Listings in connection with joint user service must bear the same address and telephone number as the listed service of the customer at the address at which joint user service is rendered.

A5 Residence listings consist of a name, an abbreviation indicating "residence," the address of the premise at which service is furnished and the telephone number.

(continued)

SCHEDULE NO. A-4

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A6 Residence listings may be those of the customer or members of the customer's domestic establishment residing in the premises in which the customer's service is provided.

A7 Residence listings of professional customers may indicate the same designations of title or profession as their business service listings. When professional customers are not customers of business service, the listings may include designations of title. Residence listings of clergymen, professors, military or naval officers may, for the purpose of identification, include designations of title.

A8 The charges for additional listings begin with the day they are entered in the information records and when such listings are included in the directory they may not be discontinued until the end of the directory period unless the listed party of concern vacates the customer's premises or subscribes for service of the same class as furnished the customer or unless the customer's service is discontinued or, in the case of a guest listing, the listed party becomes a customer of residence service in his own name in the same exchange.

A9 All applications for additional listings and lines of information shall be made by the customer or authorized agent.

A10 Telephone numbers of public telephones will not be listed in the telephone directory.

A11 All applications for reference listings to be service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents. The charges for listings referring to the service of another customer begin with the day they are entered in the information record and, when such listings are included in the directory, they may not be discontinued until the end of the directory period. Listings will be discontinued at the end of the directory period upon the written order of either of the customers concerned or his authorized agent.

(continued)

SCHEDULE NO. A-4

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A12 All applications for alternate listings referencing the service of another customer shall be signed by both customers who are parties to the arrangement or by their authorized agents.

A13 The option to list an additional name in the primary listing will be extended to (1) two adults who share a common surname and live at the same address, (2) women whose husbands are deceased, and (3) persons known by more than one name, provided that the surname is the same. This applies to residence listings only.

A14 Nonpublished numbers

B1 The utility will take reasonable precautions not to publish the telephone number of customers subscribing to nonpublished telephone number service in any of its publicly distributed directories.

B2 The utility will not disclose the telephone number of customers subscribing to nonpublished telephone number service to any person except the following:

C1 When required by duly authorized representatives of law enforcement agencies.

C2 To its own employees for use in compiling service records and billing information.

C3 To authorized public safety agencies, providers of emergency services, and providers of emergency support services and their authorized agencies, where calls are places to the emergency number 911, solely for the purpose of delivering and assisting in the delivery of emergency services and emergency notification services pursuant to 47 USC §222(g).

B3 Customers subscribing to nonpublished telephone number service release, indemnify and hold harmless the utility from any and all loss, claims, demands, suits or other action or any liability whatsoever whether suffered, made, instituted or asserted by the customer or by any other party or person caused or claimed to have been caused directly or indirectly by its publication of such number or the disclosing of said number to any person.

A15 Non-Listing (N)

B1 A listing that is available in directory assistance but not printed in the telephone directory. (N)

(continued)

SCHEDULE NO. A-4

DIRECTORY LISTINGS (continued)

CONDITIONS (continued)

A16 Personalized telephone number service (T)

B1 Personalized telephone number (PTN) service provides the customer with a specifically requested telephone number.

B2 PTN service is subject to Rule No. 22 (A1.B1), which states in part "the customer has no proprietary right in the number."

B3 If the utility finds it necessary to change the personalized customer's telephone number, the PTN customer will be granted a refund of the service charge.

B4 All customer requested telephone numbers are subject to availability and provided at the discretion of the utility.

B5 PTN will not be offered to (800) service.

B6 The PTN will appear as numeric in the directory.

B7 The PTN selection charge applies to each customer requested PTN, when the utility is able to provide the requested number.

(continued)

SCHEDULE NO. A-5

INSIDE WIRE MAINTENANCE SERVICE AND FRONTIER WIRE CARE ALTERNATIVE OFFER

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	2nd Revised
2	2nd Revised
3	Original
4	Original

(continued)

SCHEDULE NO. A-5

INSIDE WIRE MAINTENANCE SERVICE AND FRONTIER WIRE CARE ALTERNATIVE OFFER
(continued)

APPLICABILITY

Applicable to utility-provided maintenance on inside wire for single-line residence/business one-party service and semipublic service. Not applicable to multi-line, key line and/or PBX type service.

TERRITORY

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

RATES		Monthly Charge
A1	Plan I, Wire Care Plus	
B1	Residence	$ .90
B2	Business	.90
A2	Plan II, per maintenance visit	
B1	Residence and/or business	Customer premises work charges shown in Schedule No. A-3.

A3 Frontier Wire Care Alternative Offer – single-line Residence/Business one-party service (C)

		Non-Recurring Charge	Monthly Rate	
B1	Initial charge for immediate coverage	$39.95		
B2	Residence and Business single-line one-party service without a package/bundle subscription, Each Line, with a 12-month commitment		$6.99	(C)
B3	Charge for cancellation prior to the end of the 12-month period Early termination fee	50.00		

(continued)

SCHEDULE NO. A-5

INSIDE WIRE MAINTENANCE SERVICE (continued)

CONDITIONS

A1 The rate for the exchange access line service does not include utility maintenance of inside wire and associated jacks located on the customer side of the Point of Demarcation or exchange access line termination associated with the exchange service.

B1 Customers may:

C1 Subscribe to the utility-provided maintenance of customer premises inside wire or

C2 Provide their own maintenance.

A2 Two plans are available to customers for the maintenance of inside wire.

B1 Plan I – a monthly recurring charge for maintaining inside wire per exchange access line, per premises. The customer's inside wire must be in working condition at the time of enrollment.

C1 There is no charge to isolate trouble when it is in the customer's inside wire, or jack(s), or telephone set.

C2 There is no charge to repair or replace the inside wire or jacks.

B2 Plan II – a nonrecurring charge per maintenance visit for maintenance work performed.

C1 Where customer premises inside wire is installed according to technical standards but the customer does not elect to have the utility maintain the customer premises inside wire under Plan I, the customer shall be subject to the customer premises work charges as set forth in Schedule No. A-3 in those instances where the utility makes a repair visit to the customer's premises and the trouble condition is found to be in the inside wire and/or jack, in the customer's equipment, or beyond the inside wire on the customer's side of the Point of Demarcation. Prior to performing any work at the customer's premises, the utility will inform the customer of competitive alternatives for the repair of inside wire.

(continued)

SCHEDULE NO. A-5

INSIDE WIRE MAINTENANCE SERVICE (continued)

CONDITIONS (continued)

A2 Two plans are available to customers subscribing to utility-provided maintenance of inside wire. (continued)

B2 Plan II – a nonrecurring charge per maintenance visit for maintenance work performed. (continued)

C2 Should the customer request to have the utility repair their inside wire, the utility will schedule an appointment to meet the customer at their premises. The utility will commit to a four hour period within which the repairs will be made.

D1 If the utility's representative is unable to gain access to the customer's premises within the time frame set in C2 above, a "no show" charge of $27.00 may be applied.

D2 If the utility fails to keep the scheduled appointment within the time frame set in C2 above, the utility will reschedule the work and make the necessary repairs to the inside wire at no charge to the customer.

A3 The special service charge in Schedule No. A-3 will be assessed to existing customers only when changing to Plan I.

A4 Installation of demarcation devices by nonutility installers, absent agreement with the utility, is prohibited.

(continued)

SCHEDULE NO. A-6

EMPLOYEES' SERVICE

LIST OF EFFECTIVE SHEETS

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

Sheet	Number of Revision
1	**2nd Revised**
2	1st Revised
3	**1st Revised**

(continued)

SCHEDULE NO. A-6

EMPLOYEES' SERVICE (continued)

APPLICABILITY

Applicable to residence telephone service provided to regular employees and retired employees of Frontier California Incorporated – Arizona receiving a pension under the Utility's established pension plan.

TERRITORY

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

RATES

A1 Each Non-management Employee's Residence Service (T)

B1 One local access line, including service connection and nonrecurring charges associated therewith, at 50% concession.

B2 All other services, including usage, will be provided at regular filed rates.

A2 Each Management Employee's Residence Service (T)

B1 One local access line, including service connection and nonrecurring charges associated therewith, at 100% concession.

B2 All other services including usage, will be provided at regular filed rates, except as provided for in Condition No. A2 following.

(continued)

SCHEDULE NO. A-6

EMPLOYEES' SERVICE (continued)

CONDITIONS

A1 The preceding rate treatment does not apply to directory listings except as reflected in Condition No. A2 below.

A2 The Utility may provide primary service including supplemental service, directory listings and all required service connection and nonrecurring charges at 100% concession to management employees who are required to make regular use of their residence service line for business of the Utility.

A3 Under this schedule "regular employees" means those persons permanently employed by the Utility on a full or part-time basis, including those persons on military leave of absence who were receiving "Employee's Service" at the beginning of their official leave.

A4 The rate treatment applicable to an employee's service prior to military leave may be extended by the Utility during the period of military leave.

A5 The rate treatment applicable to employees retired prior to XXXX XX, XXXX benefits will remain as follows:

B1 Non-management

Basic one-party flat rate residence telephone line and a three feature custom calling package consisting of Call Waiting/Cancel Call Waiting, call forwarding, and 3 Way Calling. (T) (T)

B2 Management

Basic one-party flat rate residence telephone line and a four feature custom calling package consisting of Call Waiting/Cancel Call Waiting, Basic Call Forward, 3 Way Calling and Speed Call 8 [1]. (T) (T)(C)

A6 Employees who retire after XXXX XX, XXXX will be eligible for continuance of rate treatment in effect under this schedule.

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

(continued)

SCHEDULE NO. A-7

INTEREXCHANGE RECEIVING SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 and 2 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	Original
2	Original

(continued)

SCHEDULE NO. A-7

INTEREXCHANGE RECEIVING SERVICE (continued)

APPLICABILITY

Applicable to interexchange receiving service.

TERRITORY

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

RATES	Monthly Rate [1]
Each interexchange receiving service	$ 10.95

CONDITIONS

A1 Interexchange receiving service is only available to customers of business one-party, private branch exchange, key line and multiline network access line service.

A2 Interexchange receiving service is not available to customers of semipublic paystation service.

A3 Customers to interexchange receiving service will be billed for all toll messages to him from those exchanges in which he subscribes for this service. All toll messages billed under this schedule will be billed at the station-to-station rate.

A4 A telephone number designation will be assigned to each service in each exchange in which the service is subscribed for. Only calls to this number which originate in the exchange in which the service is subscribed for will come within the scope of the service under this schedule.

[1] In addition to applicable service connection charges as shown in Schedule No. A-3.

(continued)

SCHEDULE NO. A-8

JOINT USER SERVICE

LIST OF EFFECTIVE SHEETS

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

Sheet	Number of Revision
1	Original
2	Original
3	Original

(continued)

SCHEDULE NO. A-8

JOINT USER SERVICE (continued)

APPLICABILITY

Applicable to joint user service.

TERRITORY

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

RATES		Monthly Rate [1]
A1	Each joint user service	$ 2.50

CONDITIONS

A1 The applicability of joint user service is determined by the obvious or actual use made of the service. The customer's facilities are not to be extended off the premises on which the primary telephone service is located to provide joint user service only.

A2 The rate for joint user service includes a listing in the telephone directory and applies in addition to the rates and charges for the facilities and all other service provided. Joint user service is applicable and is furnished upon application made by the primary customer and the joint user as follows:

B1 Application for the use of the primary customer's service by an individual, firm, company, or association occupying jointly or in part the premises on which the primary customer's off-premises telephone set is located.

B2 Application for the use of the primary customer's service for another business conducted separately by the same customer and differing in character or name from that for which the facilities are provided.

[1] In addition to applicable service connection charges as shown in Schedule No. A-3.

(continued)

SCHEDULE NO. A-8

JOINT USER SERVICE (continued)

CONDITIONS (continued)

A2 (continued)

B3 Application for service to be furnished over the facilities utilized in furnishing service to the primary customer, in the name of another individual, firm, company, corporation, or association represented by the primary customer, and the use of the name to be listed is authorized by the owner of the name.

B4 The directory listing representing the joint user service shall in all cases include the name under which the business is publicly conducted and the same address and telephone number of the primary customer.

A3 In the case of individuals, firms, companies and associations engaged in the same business or profession, utilizing a common reception room with offices opening thereon or adjoining thereto, one of the members may become the primary customer and the remainder joint users.

A4 The minimum charge for joint user service shall be the monthly rate, provided that if the listing is included in the telephone directory it shall be paid for until the end of the directory period unless the joint user vacates the primary customer's premises of "customer location" on which the service is provided or the primary customer's service is disconnected.

A5 Joint user service is not available to residence telephone service.

(continued)

SCHEDULE NO. A-9

MISCELLANEOUS SERVICE (T)

LIST OF EFFECTIVE SHEETS

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

Sheet	Number of Revision
1	**1st Revised**
2	1st Revised
3	1st Revised
4	**1st Revised**

(continued)

SCHEDULE NO. A-9

MISCELLANEOUS SERVICE (continued)

MISCELLANEOUS BILLING SERVICE

APPLICABILITY

Applicable to special billing services furnished in connection with business and residence services as provided in Schedule No. A-1.

TERRITORY

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

RATES

		Residence[1]	Business[1]	
A1	Duplicate Bill Charge			(C) (D)
B1	Duplicate Bill Charge, per copy of bill requested	$5.00	$5.00	(I) (C) (D)

		Monthly Rate [1]
A2	Call Screening	
B1	Restricts incoming toll calls to prohibit third number billed calls	$ 1.50
B2	Restricts incoming toll calls to prohibit collect billed calls	1.50
B3	Restricts incoming toll calls to prohibit collect and third number billed calls	2.00

[1] In addition to applicable service connection charges as shown in Schedule No. A-3.

(continued)

SCHEDULE NO. A-9

MISCELLANEOUS SERVICE (continued)

MISCELLANEOUS BILLING SERVICE (continued)

CONDITIONS

A1 Duplicate Bill Charge (C)

B1 A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing. (C)(D)

(D)

A2 Call Screening

B1 If collect calls bypass the screening capability of the operator processing the call and is put through and accepted by the customer with call screening, the call will be billed to the customer and may not be disputed or adjusted.

B2 Collect billed call screening is not allowed on Official (Frontier) accounts.

(continued)

SCHEDULE NO. A-9

MISCELLANEOUS SERVICE (continued)

CONVENIENCE FEE

A1 GENERAL

A convenience fee is a charge that is added onto a customer's account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

A2 RATES AND CHARGES

	Nonrecurring Charge
Convenience Fee, per occurrence	$4.50

DIGITAL BILLING (N)

A1 GENERAL

Digital billing provides a complete version of the bill, including bill detail, bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

A2 RATES

	Residential	Business	
Rate for Digital billing with Duplicate paper bill:	$5.00	$5.00	(N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 45 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision	Sheet	Number of Revision
1	**2nd Revised**	35	Original
2	Original	36	Original
3	Original	37	Original
4	Original	38	Original
5	Original	39	Original
6	Original	40	Original
7	Original	41	Original
8	Original	42	Original
9	**1st Revised**	43	Original
10	Original	44	Original
11	Original	45	Original
12	Original		
13	Original		
14	**1st Revised**		
15	Original		
16	**1st Revised**		
17	Original		
18	Original		
19	Original		
20	Original		
21	Original		
22	Original		
23	Original		
24	**1st Revised**		
25	**1st Revised**		
26	Original		
27	Original		
28	Original		
29	**1st Revised**		
30	Original		
31	Original		
32	**1st Revised**		
33	**1st Revised**		
34	**1st Revised**		

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

APPLICABILITY

Digital Centrex Service, a central office based touch-tone service provided from the telephone company's suitably equipped digital central office facilities for business customers. This offering is a central office service which is an alternative or enhancement to customer PBX, multifunction and key systems.

The equipment permits lines connected to the service to dial each other and to dial outgoing calls directly. Incoming calls are received by direct inward dialing from the calling party to the station line or through a console attendant. The number of centrex lines which will be allowed to access the network at any given time will be restricted by virtual facility group (VFG) software. This number will be based on the individual customer's requirements.

Digital Centrex Service consists of standard features and an assortment of optional features. Additional features are offered on an optional basis subject to the availability of facilities. The service does not include any customer premises equipment.

If the Digital Centrex system falls below two lines it will no longer be considered a Digital Centrex system. The remaining line will be converted to an individual business line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply.

TERRITORY

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

RATES

A1 Rates for .5 to 3 miles options of intragroup services set forth below are applicable when switching equipment is located in the utility's central office. The rates for the 0.0 miles option are applicable when the utility's switching equipment is located at the customer's primary service location, and all wiring beyond the switching equipment is owned and maintained by the customer.

A2 In lieu of rates specified below, business one-party rates, Schedule No. A-1, Network Access Line Service, are applicable to those lines designated as unrestricted outside access lines. When the service is used as an enhancement to a key telephone, multiline, or PBX system, then the key line, multiline, or PBX line, access line rate will apply, respectively.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup Calling Services [1]

# Lines	Monthly Rates Per Line Distance from Central Office (Miles) 0.0 [2]	0.5	1.0
3 Year Plan			
2 - 100	-	$ 14.10	$ 16.65
101 - 200 [3]	$ 10.15	13.40	15.50
5 Year Plan			
2 - 100	-	13.30	15.35
101 - 200 [3]	10.15	12.75	14.40

[1] A termination agreement is required except for 2-100 lines at the three-year plan. Service offering is limited to availability of facilities and construction requirements.

[2] In addition to this rate, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the utility's central office will be established on an individual basis and filed in this tariff under special assemblies.

[3] For more than 200 lines see Condition No. A10.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup Calling Services [1] (continued)

# Lines	Monthly Rates Per Line Distance from Central Office (Miles) 1.5	2.0	2.5	3.0
3 Year Plan				
2 - 100	$ 19.95	$ 21.85	$ 24.40	$ 27.35
101 - 200 [2]	17.60	19.75	21.80	24.35
5 Year Plan				
2 - 100	17.40	19.45	21.50	23.85
101 - 200 [2]	16.10	17.80	19.45	21.45

[1] A termination agreement is required except for 2-100 lines at the three-year plan. Service offering is limited to availability of facilities and construction requirements.

[2] For more than 200 lines see Condition No. A10.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup Calling Services [1]

# Lines	Monthly Rates Per Line Distance from Central Office (Miles) 0.0 [2]	0.5	1.0
7 Year Plan			
2 - 100	-	$ 12.95	$ 14.80
101 - 200 [3]	$ 10.15	12.45	13.95
9 Year Plan			
2 - 100	-	12.80	14.50
101 - 200 [3]	10.15	12.35	13.75

[1] A termination agreement is required except for 2-100 lines at the three-year plan. Service offering is limited to availability of facilities and construction requirements.

[2] In addition to this rate, a charge to cover the cost of providing facilities to connect the remote switch at the customer's location to the utility's central office will be established on an individual basis and filed in this tariff under special assemblies.

[3] For more than 200 lines see Condition No. A10.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A3 Intragroup Calling Services [1] (continued)

# Lines	Monthly Rates Per Line Distance from Central Office (Miles) 1.5	2.0	2.5	3.0
7 Year Plan				
2 - 100	$ 16.65	$ 18.50	$ 20.30	$ 22.40
101 - 200 [2]	15.45	17.00	18.45	20.25
9 Year Plan				
2 - 100	16.25	17.95	19.65	21.65
101 - 200 [2]	15.15	16.55	17.95	19.65

[1] A termination agreement is required except for 2-100 lines at the three-year plan. Service offering is limited to availability of facilities and construction requirements.

[2] For more than 200 lines see Condition No. A10.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A4 Installation and/or change charges as set forth in Schedule No. A-3, Service Connection Charges, are applicable to access lines and intragroup calling service lines. All feature and service rates listed below are per line, per month.

A5 Features and Services

		Monthly Rate
B1	Basic Features and Services	
C1	Access Lines and Intragroup Calling Service Lines	
D1	2 - 100, each line	$ 3.75
D2	101 to 200, each line	3.50
D3	Additional features or services, each (See Rates A5, B1, C3)	.25

C2 Standard Services included at no additional charge

D1 Code Call Access
D2 Code Restrictions
D3 Data Call Protections
D4 Data Pulse Conversion
D5 Dial Tone upon Trunk Seizure
D6 End-to-End Signaling
D7 Flexible Intercept
D8 Individual Line Business Service, PBX Application
D9 Multicustomer Operation
D10 Off-Premises Station and Extensions

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A5 Features and Services (continued)

B1 Basic Features and Services (continued)

C2 Standard Services included at no additional charge (continued)

D11 Simplified Dialing
D12 Station-to-Station Calling
D13 Tandem Switching of Special Service Circuits
D14 Uniform Numbering Plan Capability
D15 Tone Detection
D16 Direct Inward Dialing (DID)
D17 Direct Outward Dialing (DOD)
D18 Foreign Exchange (FX) Line - Analog
D19 Foreign Exchange (FX) Trunk, Digital 2-Way

C3 The basic feature and service package may include up to a total of six of the following standard features or standard services (or combination thereof), with additional features at $.25 each:

D1 Standard Features

E1 Automatic Line
E2 Call Forward (includes the following)
F1 All Calls
F2 Busy
F3 No Answer
E3 Call Pickup
E4 Call Transfer

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A5 Features and Services (continued)

B1 Basic Features and Services (continued)

C3 Basic feature and service package may include up to a total of six of the following standard features or standard services (or combination thereof), with additional features at $.25 each: (continued)

D1 Standard Features (continued)

E5	Call Waiting including:	
	F1 Cancel Call Waiting	
	F2 Call Waiting for 3 Way Calling	(T)
E6	Call Hold	
E7	Meet-me Conference	
E8	Ring Again (Automatic Call-Back Calling)	
E9	Speed Call (includes one Speed Call 30 and one Speed Call 8 [1] per station)	(T)(C)
E10	Speed Call – group – long list	(T)
E11	Call Park	
E12	3 Way Calling/Transfer	(T)
	F1 3 Way Calling	
	F2 Call Transfer of Incoming Calls	
	F3 Call Transfer of Outgoing Calls	
	F4 Call Transfer of All Calls	
E13	*66 Busy Number Redial	(T)
E14	Consultation Hold	

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

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A5 Features and Services (continued)

B1 Basic Features and Services (continued)

C3 Basic feature and service package may include up to a total of six of the following standard features or standard services (or combination thereof), with additional features at $.25 each: (continued)

D2 Standard Services

E1 Fully Restricted - Class of Service
E2 Semirestricted - Class of Service
E3 Toll Restricted - Class of Service
E4 Unrestricted Service - Class of Service
E5 Dictation Access and Control (DTMF only)
E6 Hunting
E7 Loudspeaker to Radio Paging Access
E8 Loudspeaker Paging - Line Termination
E9 Loudspeaker Paging - Answer
E10 Night Service - Fixed
E11 Night Service - Flexible
E12 Night Service - Trunk Answer from Any Station
E13 Six-port Conference Circuit - Use Control
E14 Storing of 24 Dialed Digits
E15 Six-port Conference/Authorization Code Interaction
E16 Authorization Codes

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A6 Attendant Features

Attendant features will include any six of the following features with additional features at $.25 each:

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

B1 Standard Features

- C1 Access to Paging
- C2 Call Park Recall Timer
- C3 Call Selection
- C4 Camp-On
- C5 Attendant - Conference (max. six conferees)
- C6 Console Display
- C7 Control of Trunk Group Access
- C8 Locked Loop Operation
- C9 Release Upon Completion of Dialing
- C10 Speed Calling
- C11 Recorded Announcement
- C12 Transfer
- C13 Automatic Recall
- C14 Busy Verification
  - D1 Stations
  - D2 Trunks
- C15 Call Hold
- C16 Call Park
- C17 Code Calling Line Termination
- C18 Console Test
- C19 Delayed Operation
- C20 Interposition Calls
- C21 Lockout

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A6 Attendant Features (continued)

Attendant features will include any six of the following features with additional features at $.25 each:

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

B1 Standard Features

B1 Standard Features (continued)

C22 Maintenance and Administration Position (MAP) display for attendant operational measurements
C23 Multiple Console Operation
C24 Multiple Listed Directory Numbers
C25 Position Busy
C26 Secrecy
C27 Serial Call
C28 Straightforward Onward Completion
C29 Supervisory Console (Basic)
C30 Switched Loop Operation
C31 Trunk Group Busy/Trunk Group Access Control Through Special Keys
C32 Through Dialing
C33 Timed Recall Set to Zero
C34 Trouble Key on System II Console
C35 Trunk Group Busy Indication
C36 2-Way Splitting
C37 Uniform Call Distribution From Queue
C38 Wild Card Key
C39 Automatic Dial

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

			Rate
A7	Enhanced Features & Services [1]		
	B1	Enhanced Business Service	$ 2.00
		C1 Additional features or services, each (see Rates B15)	.25
	B2	Virtual Facility Group (VFG)	1.50
	B3	Automatic Route Selection (ARS)	1.50
	B4	Business Set (excludes customer premises equipment)	2.00
	B5	Datapath - Basic	4.00
	B6	Console Alerting	.60
	B7	Electronic Switched Network - Basic (ESN)	4.25
	B8	Cut-Thru Dialing	.60
	B9	Large Conference	Negotiated
	B10	Station Message Detail Recording (SMDR)	Negotiated
	B11	Enhanced Station Message Detail Recording (SMDR) (Basic SMDR Features Included)	Negotiated
	B12	Remote Activated Call Forward with Barge-In includes Nonbarge-In	2.00
	B13	Network Name Display	2.00
	B14	Calling Name Display	2.00

[1] Feature and service rates are applicable for both Digital Centrex Service access lines and Intragroup Calling Service lines except the VFG rate which apply only to those lines designated as access lines. The VFG rate does not apply if the customer requests the same number of access lines as stations.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A7 Enhanced Features & Services [1]

B15 Enhanced business service will include up to six of the following features with additional features at $.25 each: [2]

C1 Audio input on incoming calls in queue (attendant and uniform call distribution)
C2 Distinctive Ring (T)
C3 Distinctive Call Waiting Tones
C4 Executive Busy Override
C5 Intergroup Calling
C6 Uniform Call Distribution (UCD)
C7 Queuing – Call Back
C8 Queuing – Off-hook
C9 Expensive Route Warning Tone
C10 Station – Activated Do Not Disturb with Feature Active Reminder
C11 Origination Restrictions
C12 Station Control Conference (Six Ports Maximum)
C13 Dual Tone Multifrequency (DTMF) Outpulsing On A Line

[1] Feature and service rates are applicable for both Digital Centrex Service access lines and Intragroup Calling Service lines except the VFG rate which apply only to those lines designated as access lines. The VFG rate does not apply if the customer requests the same number of access lines as stations.

[2] Additional descriptions and limitations of the enhanced features and services listed above are maintained in the utility's service office.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A8 Business Set Features

B1 Business set features may include up to six of the following features, with additional features at $.25 each:

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

- C1 Auto Answerback
- C2 Automatic Dial
- C3 Automatic Line
- C4 Multiple Appearance Directory Number
- C5 Busy Override
- C6 Call-Back Queuing
- C7 Call Forward includes:
  - D1 CF Busy
  - D2 CF No Answer
  - D3 CF Universal
  - D4 CF Intragroup
- C8 Call Park including:
  - D1 Recall ID
- C9 Call Pickup
- C10 Call Waiting
- C11 Feature Code Access
- C12 Group Intercom All Calls
- C13 Held Calls
- C14 Individual Business Line
- C15 Intercom
- C16 Listen On Hold
- C17 Make Set Busy including:
  - D1 Except Group Intercom
- C18 Malicious Call Hold
- C19 Conference Interaction

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

A8 Business Set Features (continued)

B1 Business set features may include up to six of the following features, with additional features at $.25 each: (continued)

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

C20 Ring Again
C21 Short Hunt
C22 Six-port Conference
C23 Speed Calling including:
- D1 Personal List
- D2 Group List
- D3 Network

C24 3 Way Calling/Call Transfer (T)
C25 Call Forward/Automatic Dial Display
C26 Call Forward Reason Display
C27 Display Called Number
C28 Display Calling Number
C29 Enhanced Median Business Set Reason Display
C30 Feature Display
C31 Display Sets (M5000 series of terminals)
C32 Query Time Key
C33 Privacy Release Conference Control
C34 Specific Key Ringback on Ring
C35 Again Requests
C36 Programmable Prime Line Select
C37 Enhanced MADN Call Control
C38 Business Set Inspect Key
C39 Leave Word Calling
C40 UCD on EBS Set and UCD on Signal Distributor Points

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

RATES (continued)

			Rate
A9	Music-On-Hold feature		
	B1	Each customer	$ 10.00
	B2	Each access line	1.00
	B3	Each station	.25

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

CONDITIONS

A1 All equipment provided by the customer must be compatible with the services and equipment provided by the utility.

A2 Service is only offered where utility facilities are available.

A3 Service area is limited to manufacturer's equipment specifications.

A4 The minimum charge for service provided under this tariff shall be one month except where termination agreement is required.

A5 The customer must subscribe to a minimum of two centrex lines. The customer must subscribe to touchtone service for all centrex lines.

B1 If the Digital Centrex system falls below two lines it will no longer be considered a Digital Centrex system. The remaining line will be converted to an individual business line with no features. All existing tariff rules, regulations, rates and charges associated with the conversion will apply.

A6 The customer may choose one of four plans requiring either a three, five, seven or nine year termination agreement at the rates stated under Rates above.

A7 The utility will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in Schedule No. A-4, Directory Listings of this tariff, or my be provided free if in the judgment of the utility such listings will improve service to the public, reduce utility operating costs, or both.

A8 Extended Area Service (EAS) is provided with this service in the event the customer's central office exchange has EAS.

A9 Usage pricing will be provided with this service in the event the customer's central office exchange has usage pricing. Rates will be established as each central office is equipped to provide this service.

A10 Rates for this service over 200 lines or greater than three miles from the central office will be provided under specific contract/agreement subject to Arizona Corporation Commission approval.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A11 Intragroup Calling Service rates apply to all lines not designated as outside access lines and restricted by the Virtual Facility Group feature to intragroup calls.

A12 The quantity of outside access lines will be designated based on the individual customer's traffic requirements.

A13 Explanation of Terms

B1 Intragroup calling service lines - lines designated as restricted lines which provide communication paths for calls within the customer location.

B2 The Virtual Facility Group (VFG) - A software package which simulates a trunk group such that the number of centrex lines which have access to the network, at any one time, is restricted.

B3 Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

B4 Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A14 Lump Sum Payments

The customer has the option of making a partial lump sum payment (PLSP) at the time of installation or a total lump sum payment (TLSP) at the time of installation or at any other time during the term of the service period selected.

For partial payments, the sum payable will be a minimum of $10,000.00 and may be increased in increments of $10,000.00. The partial payment will reduce the monthly rate per line by the monthly annuity amount per line of the lump sum payment. The monthly annuity amount is the annual amount divided by 12. The annual annuity amount is determined by the following formula:

$$A = P \frac{i(1+i)^n}{(1+i)^n - 1}$$

Where A is the annual annuity amount
P is the lump sum amount
i is the interest rate that is paid on subscriber deposits
n is the number of payment periods remaining in years

Therefore, the reduced Digital Centrex Service (DCS) monthly rates per line is determined as follows:

$$\text{Reduced monthly rate per line} = MR - \frac{A/12}{\text{\# of lines}}$$

Where MR is the original DCS monthly rate per line
A is the annual annuity amount

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

CONDITIONS (continued)

A14 Lump Sum Payments (continued)

The total lump sum payment will be determined by the application of the following formula:

TLSP = (MR)(n)(epdf)

Where TLSP is the total lump sum payment
MR is the monthly rate of service including lines and features
n is the number of monthly payment periods remaining
epdf is the early payment discount factor based on the interest rate paid on subscriber deposits and is kept on file by the utility.

A15 Termination Liability

B1 See Schedule No. AC, Rule No. 21, for termination liability rules.

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (N)

B1 GENERAL

C1 Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.

C2 Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.

C3 Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.

Feature availability is based on central office technology serving any given exchange.

C4 Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.

C5 Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this tariff.

C6 Service charges as specified in this tariff apply to all customer requested moves and changes performed at the customer's premises.

C7 Maintenance of Service Charges, as set forth in this tariff apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.

C8 The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this tariff.

C9 Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.

C10 Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Tariff.

C11 Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.

C12 The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.

C13 Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B2 VERSALINE CENTREX SERVICE ARRANGMENTS

C1 Subscription Components

D1 Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

D2 System Size Bands:

- 2 lines and greater

D3 Contract Terms:

Contract Periods

- 12 Months
- 24 Months
- 36 Months

D4 Optional Add-On Features listed in this tariff apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

B2 VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

C2 Service Features

D1 System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling *
- Off Premises Stations **
- Touch Calling
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy, fixed, variable, No Answer Variable, and No Answer (30 Seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ring (T)
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential

* Refer to the Calling Plan as specified in the Local Exchange Calling scope.

** Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

B2 VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

C2 Service Features (Continued)

D1 System and Station Features (Continued)

System Features (Continued)

- Last Number Redial
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call 8 [1]or 30 (T)(C)
- Station-to-station Dialing (4 digit)
- 3 Way Calling (T)
- Touch Tone

D2 Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangment
- Music On Hold
- OutWATS Access
- Paging Access – Loadspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

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

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B2 VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

C2 Service Features (Continued)

D3 Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Busy Verification
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B3 TERMS AND CONDITIONS

C1 Terms

D1 Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.

D2 Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this tariff.

D3 A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.

D4 In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.

D5 When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in the tariff in effect at that time. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS

C1 Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

C2 System and Station Features

D1 System Features Definitions

Automatic Identification of Outward Dialing (AIOD) identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing (DID) allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

Direct Outward Dialing (DOD) allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

Equal Access provides the ability to access an long distance carrier of choice.

Intercept Announcements - **Common** alerts callers when stations are disconnected with a standard office intercept announcement.

Intercom Dialing (Station to Station) allows abbreviated (4 digits) dialing between Versaline stations.

Local Exchange Calling provides a station user exchange network calling to and from a Versaline station.

Off Premises Stations allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

911 Emergency Service allows a station to report an emergency by dialing **911**. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)

D2 Station Features Definitions

Blind Transfer Recall allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Call Forward Busy provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises. (T) (T)

Call Forward Fixed provides an automatic connection between a calling station going off hook and a predetermined terminating number.

Call Forward No Answer provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number. (T) (T)

Call Forward Busy/No Answer Split is a single feature that allows the customer to specify the destination of a forwarded call.

Remote Activated Call Forward allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office. (T)

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

Call Forward No Answer (30 seconds) allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

Call Forward No Answer Variable Timer allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group

Call Forward of A Call Waiting Call allows a station user to have calls that are enqueued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)

D2 Station Features Definitions (Continued)

Call Hold allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

Call Park allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

Call Park Directed allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

Call Park Multiple allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

Call Pick-Up allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

Directed Call Pick-Up allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

Call Pick-Up Directed Any Station is a terminating line option which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

Call Pick-Up Directed Barge-In allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

Call Pick-Up Directed Exempt allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

Call Transfer allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)

D2 Station Features Definitions (Continued)

Call Waiting All Calls allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

Call Waiting (customer specific) informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

Call Waiting Cancel permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

Call Waiting Dial allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

Call Waiting Inhibit prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

Call Waiting Originating allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line allows a station user to automatically place a call to a pre-selected DN by lifting the receiver. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)

D2 Station Features Definitions (Continued)

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line**.**

Distinctive Call Waiting Tones permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

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

Do Not Disturb allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

Executive Busy Override allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

Executive Busy Override Exempt will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

Hunting (customer specific) is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available.

Directory Number Hunting (DNH) - may be either circular or sequential.

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

Multi-Line Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued)

B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)

D2 Station Features Definitions (Continued)

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

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

Line Restriction Fully permits the customer to restrict certain stations from making calls to and\or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and\or receiving calls from the attendant, thereby denying it indirect access to\from outside the customer group.

Line Restriction Semi permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and\or receive calls via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

Line Restriction Toll permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Code allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and\or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

C2 System and Station Features (Continued)

D2 Station Features Definitions (Continued)

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

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

Speed Calling Group List allows two or more station users within a customer group to have access to the same Speed Calling list. The list can be from 10 up to 69 numbers and can only be updated from a specified line, called the controller.

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone equips all station lines for touch call dialing.

3 Way Calling permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls. (T) (T)

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

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

D3 Optional Add-On Features

Authorization Codes (AC) allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

Automatic Call Distribution (ACD) provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

Automatic Route Selection (ARS) allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

Conference Calling - Six Port allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

Custom Intercept Announcements - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

Customer Data Changes (CDC) - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Delay Announcements for Queued Calls informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Meet-Me-Conference (Up to 30 ports) allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

Multiple Appearance Directory Numbers (MADNs) is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

D3 Optional Add-On Features (Continued)

Music On Hold allows a customer group to have music and\or an announcement applied to a calling line while on hold.

Paging Access provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

Queuing for Multiline Hunt Groups allows calls to hunt groups with all lines busy to be queued with an announcement or music.

Special Service Facilities Access allows station users to gain access to the following by dialing an access code:

- **Foreign Exchange (FX) Facilities Access** provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- **OutWATS Access** provides the customer access to an interexchange carrier for bulk toll calling.
- **Private Line Facilities Access** provides the customer access to a Private Line or Dedicated Circuit.
- **Tie Facility Access** provides the customer access to and from an InterLATA or IntraLATA tie facility.
- **800 Service Access** permits 800 Service Access to terminate in the Versaline Service System.

Station Message Detail Recording (SMDR) provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

D4 Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

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

Automatic Recall - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Busy Verification - feature allows an attendant to determine whether stations or trunks are busy or idle.

Call Hold - allows an attendant to hold a call manually on the loop by pressing a key.

Call Park - allows the attendant to park calls against any directory number in the customer group.

Call Selection - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

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

Code Calling Line Termination - Allows the attendant to access customer provided code-call equipment using an access code and a called party code.

Conference - allows the attendant to establish a conference with up to 30 conferees. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

D4 Attendant Feature Package (Continued)

Console Activation of Call Forward - allows attendants to activate, deactivate, and program Call Forwarding for stations.

Console Test - allows attendant to test the functional operations of a console.

Control of Trunk Group Access - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Delayed Operation - allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - allows an attendant to be alerted to a call requiring attention.

Interposition Calls - allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

Lockout - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - allows an attendant to be alerted to an enqueued emergency call while the console is idle, active on a call, position busy, or night service. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B4 DEFINITIONS (Continued)

D4 Attendant Feature Package (Continued)

Recorded Announcement - feature permits the routing of either originated or extended attendant calls to an optional announcement.

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

Serial Call - allows an attendant to extend a call to more than one station.

Speed Call - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - allows the attendant to talk privately to either the calling party of the called party.

Wildcard Key - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

B5 RATES AND CHARGES

C1 Recurring Charges

D1 Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in this tariff.

Period	Monthly Recurring Charge
Month to Month	$45.00
12 Month Contract	$44.00
24 Month Contract	$43.00
36 Month Contract	$42.00

(N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B5 RATES AND CHARGES (Continued)

C1 Recurring Charges (Continued)

D2 Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

E1 A $1.00 per month credit will be applied to each Versaline, if the customer selects Frontier Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).

E2 A $1.00 per month Credit will be applied to each Versaline if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.

E3 A $2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding). (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B5 RATES AND CHARGES (Continued)

C1 Recurring Charges (Continued)

D3 Optional Add on Features

Optional Add-On Features [a]	**MRC** [#]	**NRC** [*]
Authorization Codes (AC), per group 100	$ 0.30	$ 3.00
Automatic Call Distribution (ACD) [1]	ICB	ICB
Automatic Route Selection(ARS) [1]	ICB	ICB
Conference Calling (Six Port)	40.00	100.00
Custom Intercept Announcements, Each	40.00	50.00
Customer Data Changes (CDC) [1]	ICB	ICB
Delay Announcements for Queued Calls, per announcement	40.00	50.00
Meet-Me-Conference (Up to 30 ports)	450.00	100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	6.00	-
Multiple-Call-Arrangement (MCA) Each [2]	6.00	-
Music on Hold [3]	25.00	4.00

Notes:

a Optional features are available only were facilities and conditions permit.
\# Monthly Recurring Charge - MRC
* Non-recurring Charge - NRC
1 Offered on an Individual Case Basis (ICB) arrangement.
2 Available only within a Versaline customer group.
3 Does not include music source. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B5 RATES AND CHARGES (Continued)

C1 Recurring Charges (Continued)

D3 Optional Add on Features (Continued)

Optional Add-On Features [a]	**MRC #**	**NRC ***
Paging Access		
Loudspeaker Access	$40.00	$25.00
Code Access	40.00	25.00
Radio Access	40.00	25.00
Queuing for Multiline Hunt Groups	2.50	
Special Service Facilities Access [1]		
FX Facilities Access	Note 1	Note 1
OutWATS Access	Note 1	Note 1
Private Line Facilities Access	Note 1	Note 1
Tie Facility Access	Note 1	Note 1
800 Service Access	Note 1	Note 1
Station Message Detail Recording (SMDR) [2]	Note 1	Note 1

Notes:

a Optional features are available only were facilities and conditions permit.
\# Monthly Recurring Charge - MRC
* Non-recurring Charge - NRC
1 Refer to other companyTariffs for mileage and termination charges
2 Offered on an Individual Case Basis (ICB) arrangement.

(N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B5 RATES AND CHARGES (Continued)

C1 Recurring Charges (Continued)

D4 Attendant Feature Package

Attendant Feature Package	**MRC**
Attendant Feature Package [1] Per attendant	$65.00
See this tariff for package features	ICB

D5 PBX and Systems*

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

Attendant Feature Package	**MRC**
Versaline PBX Add-On Rate - Per Trunk	$7.95
Versaline Business Line Add-On Rate - Per Line	$7.95

Notes:

* Rates are subject to volume discounts.
[1] Available where facilities and conditions permit. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B5 RATES AND CHARGES (Continued)

C2 Database Modifications

	Nonrecurring Charge
Additions, changes, or deletions per hour, or fraction thereof	$50.00

B6 TELEPHONE NUMBERS AND FACILITES RESERVED FOR FUTURE USE

C1 General

D1 A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.

D2 Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.

D3 The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.

D4 The service is furnished subject to the availability of facilities and telephone numbers.

D5 Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this tariff.

D6 Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.

D7 Reserved numbers not assigned to a main station as agreed in this tariff will be billed at the following rates until removed from reserved status or billed as an active Versaline main station. (N)

(continued)

SCHEDULE NO. A-10

DIGITAL CENTREX SERVICE (continued)

A16 VERSALINE CENTREX SERVICE (Continued) (N)

B6 TELEPHONE NUMBERS AND FACILITES RESERVED FOR FUTURE USE (Continued)

C2 Rates and Charges

D1 Reserved Versaline Telephone Numbers

Reserved Numbers	**MRC #**
Month-to-Month	$15.24
12 Month Contract	14.34
24 Month Contract	13.86
36 Month Contract	13.41

(N)

SCHEDULE NO. A-11

SWITCHED DATA SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 13 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	Original
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

APPLICABILITY

Applicable to single line and Centrex Switched Data Services.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedule.

RATES			Monthly Rate [1]	Nonrecurring Charge [2]
A1	Switched Data Customer Line Services [3]			
	B1	Low Speed Line Services [4]		
		C1 Single Line, without Intercom, ea.	$ 38.00	$ 50.00
		C2 Centrex with Intercom		
		2 - 49 lines, ea.	38.00	50.00
		50 - 100 lines, ea.	38.00	50.00
		101 and above lines, ea.	38.00	50.00
	B2	High Speed Line Services [4]		
		C1 Single Line, without Intercom, ea.	42.00	50.00
		C2 Centrex with Intercom		
		2 - 49 lines, ea.	42.00	50.00
		50 - 100 lines, ea.	42.00	50.00
		101 and above lines, ea.	42.00	50.00

[1] Plus appropriate network access line rate in Schedule No. A-1.
[2] In addition to Service Connection Charges in Schedule No. A-3.
[3] In addition to the FCC End User Common Line (EUCL) Charge set forth in Frontier's Tariff FCC No. 6.
[4] For a definition of Low Speed and High Speed Line Services refer to Definition in Schedule A-11-7.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

RATES (continued)			Monthly Rate	Nonrecurring Charge [1]
A1	Switched Data Customer Line Services (continued)			
B3	Switched Data Channel Access [2, 3]		$ 270.00	$ 300.00
C1	Central Office Termination, per access arrangement		150.00	125.00
C2	Central Office Channelization, per channel activated		6.00	-
C3	Customer Premises Termination (optional), per access arrangement		130.00	75.00
C4	Customer Premises Channelization (optional), per channel activated		30.00	20.00

[1] In addition to Service Connection Charges in Schedule No. A-3.
[2] In addition to the 1.544 Mbps Special Transport Rates set forth in the Intrastate Access Tariff, Section 6.11.
[3] In addition to the FCC End User Common Line (EUCL) Charge set forth in Frontier's Tariff FCC No. 6.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

RATES (continued)			Monthly Rate	Nonrecurring Charge [1]
A1	Switched Data Customer Line Services (continued)			
	B4	Switched Data Individual Line Loop Extension Service [2, 3]		
		C1 Single Line Access [4]	50.00	50.00
		Single Line Extension Channel	12.00	50.00
		C2 Centrex Access [4]	50.00	50.00
		Centrex Extension Channel	15.00	50.00

1 In addition to Service Connection Charges in Schedule No. A-3.
2 Both the Access and the Extension Channel are required.
3 In addition to the Special Transport Rates set forth in the Intrastate Access Tariff, Section 6.
4 In addition to the FCC End User Common Line (EUCL) Charge set forth in Frontier's Tariff FCC No. 6.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

RATES (continued)			Monthly Rate [1]
A2	Switched Data Optional Services, per line		
	B1	Data Direct Connect	$ 1.00
	B2	Data Closed User Group	1.00
A3	Switched Data Optional Service Packages		
	B1	Feature Package Data 1000, each	3.00
	B2	Feature Package Data 2000, each	5.00

A4 Switched Data Network Usage [2]

Switched Data Network Usage will be billed in accordance with the rates and conditions for message toll calls as set forth in Schedule No. B-1, where applicable.

		Rate
A5	Switched Data Software Reconfiguration, per occurrence	$ 12.75

The Software Reconfiguration charge is applicable for any software changes that are required to make changes to Optional Features (e.g., change Speed Call Lists, Data Direct Connection Destination, etc.) or changes to Feature Packages (e.g., add, delete, or change features). The subsequent order charge as set forth in Schedule No. A-3 will apply.

[1] In addition to Service Connection charges in Schedule No. A-3.
[2] Network usage does not apply to Centrex intercom calls.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS

A1 Definitions

Asynchronous - A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit - A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second (bps) - The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital - Information which is expressed in discrete or noncontinuous form.

Full Duplex - Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex - Type of communication that supports transmission of data signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting - A search through a group of telephone numbers until an idle number is found or the last number of the group is reached.

Off-Peak - The Off-Peak period for usage rating is from 5:00 p.m. up to, but not including, 8:00 a.m.

Peak - The peak period for usage rating is from 8:00 a.m. up to, but not including, 5:00 p.m.

Synchronous - A method of transmitting data in which the data characters and bits are transmitting data in which the data characters and bits are transmitted at a fixed rate with the transmitter and receiver synchronized, eliminating the need for individual start bits and stop bits.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A2 Description of Services

Switched Data Services - Exchange network services which provide for digital, end-to-end data transport.

Low Speed Line Services - Low Speed Switched Data service supports 300, 1200, 2400, 4800, 9600, and 19,200 bits per second, asynchronous, full duplex or half duplex connections and 1200, 2400, 4800, 9600, and 19,200 bits per second synchronous full duplex or half duplex connections for single line and Centrex line applications.

High Speed Line Services - High Speed Line Services support 48,000, 56,000, and 64,000 bits per second synchronous full duplex connections for single line and Centrex line applications.

Switched Data Individual Line Loop Extension Service - An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension includes one channel which is used exclusively for data transmissions. Some technologies will permit transmissions up to 56,000 bits per second or up to 64,000 bits per second depending on technology.

Switched Data Channel Access - A 1.544 high capacity digital facility that transports Switched Data usage between the customer premises and the local serving central office on a channelized basis. Switched Data Channel Access provides 24 digital channels that support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

Data Line Security - Data Line Security prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A2 Description of Services (continued)

Intercom Dialing - Intercom Dialing allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. This feature is applicable to Centrex customer groups only and is restricted to the serving wire center only.

Direct Dialing - Direct Dialing allows the user to place local and long distance calls between Switched Data lines without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

Data Direct Connect - Data Direct Connect is an optional service which provides an automatic connection between a Switched Data calling line that goes off-hook at a predetermined location.

Data Closed User Group - Data Closed User Group is an optional service restricted to Centrex lines, which provide partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A2 Description of Services (continued)

B1 Packaged Services

C1 Feature Package Data 1000

Data Individual Speed Call-Short List - Individual Speed Call-Short List is limited to an individual Switched Data line. Short List permits up to eight stored numbers. Short List is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Call Forward (All/Busy/No Answer) - Data Call Forward permits incoming calls to be automatically forwarded to a predetermined number. All calls may be forwarded or calls can be forwarded according to busy or no answer conditions. Data Call Forward is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Last Number Redial - Data Last Number Redial permits redialing the last called number by depressing a single key. Redial is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Toll Restriction - Data Toll Restriction will block toll calling over Switched Data Lines.

Data Sequential Hunt Group - Data Sequential Hunt Group pilot telephone number assigned to a group of lines. Hunting is sequential, starting at the first line assigned to the pilot telephone number and ending at the last line.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A2 Description of Services (continued)

B1 Packaged Services (continued)

C2 Feature Package Data 2000. (In addition to services included in Feature Package Data 1000).

Data Call Back - Data Call Back notifies user encountering a busy station to be notified when the station becomes idle and automatically establishes the call. Data Call Back is available with Centrex intercom calling but not with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Saved Number Redial - Data Saved Number Redial allows for redialing a saved number by depressing a single key. Redial is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

Data Circular Hunting - Data Circular Hunting assigns a pilot telephone number to the hunt group. Hunting starts after the first idle line found by the previous hunt and continues until the hunting starting point is reached. Hunting is not available with Switched Data Channel Access nor with Switched Data Individual Line.

Data Group Speed Calling - Data Group Speed Calling permits abbreviated dialing for a list of numbers shared by a group of data lines. The list may be updated either by a service order or by a designated user (controller). Additions, changes, or deletions of numbers can be made only from the controller's line. Other lines with access to this list are restricted. Speed Calling is available with Centrex intercom calling but is not available with Data Channel Access nor with Switched Data Individual Line Loop Extension.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A2 Description of Services (continued)

B1 Packaged Services (continued)

C2 Feature Package Data 2000. (In addition to services included in Feature Package Data 1000) (continued)

Data Individual Speed Call-Long List - Long List is the same as the Data Individual Speed Call Short-List except a Long List permits up to thirty stored numbers. Long List is limited to Switched Data Lines but is not available with Switched Data Channel Access nor with Switched Data Individual Line Loop Extension.

A3 General

Switched Data Service will be furnished only where facilities are available. Service is offered on a limited basis by specific switching systems within certain geographical areas. Since this service is not offered in all areas, it is important to verify its availability by contacting your Company Account Representative of Business Office at the telephone number listed in your telephone directory for Installation/Service.

The minimum billing for which service is provided is one month.

Customer Premises Channelization may be provided by the customer or the Utility. If the Utility provides channelization at a customer's premises, the customer is not required to provide a channel access card. Channel termination equipment shall be placed at a single equipment location on the customer's premises. The customer must provide floor space, a temperature controlled environment, and a 120 volt, 60 Hz AC power service. Emergency backup power and ring generating equipment services are available at charges and rates developed for each individual case.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A4 Application of Rates

Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option to support premises channelization with CPE devices or equipment made available by the Utility. Channelization at the customer's premises when provided by the Utility is available at the rates specified under RATES A1 B3 preceding. Both the Customer Premises Channelization charge, per channel, and the Customer Premises Termination charge, per access arrangement (24 channels), will apply.

End User charges as specified in the End User Facilities for Interstate Access (FIA), Frontier's Tariff FCC No. 6, will apply to Switched Data service. For each Switched Data Channel Access and Switched Data Individual Line Loop Extension, the End User FIA charge will apply twice.

A5 Access Dialing

Access to Switched Data service is obtained through a dial connection via the public switched telephone network using the standard 7 through 10 digit methods.

(continued)

SCHEDULE NO. A-11

SWITCHED DATA SERVICE (continued)

CONDITIONS (continued)

A6 Technical Limitations

Switched Data Service requires the use of customer provided data equipment that is compatible with the Utility's equipment and facilities. Service Connection Charges, as set forth in Schedule A-3, apply for visits by the Utility to a customer's premises if a service difficulty results from customer-provided facilities or equipment.

Customers may be affected by technological limitations because of digital signal power loss. Beyond the following limitations, customers will be served with Switched Data Individual Line Loop Extensions or Switched Data Channel Access:

DMS-100: 42dB loss at 80 kilohertz, equating to a maximum route length ranging from 12,000 feet to 18,000 feet, depending on cable gauge and customer wiring.

5ESS (non-ISDN equipped): 42dB loss at 80 kilohertz, equating to a range from 12,000 feet to approximately 14,000 feet depending on cable gauge and including customer wiring.

If these losses are exceeded for a customer, the customer must subscribe to Switched Data Individual Line Loop Extension Service.

A7 Service Interruption

Provisions concerning allowance for interruptions in service are set forth in Schedule No. AC, Rule No. 12.

A8 Special Construction

All rates and charges set forth in this schedule apply if suitable facilities are available. If special construction is necessary, the special construction charges set forth in Schedule No. G-1 apply.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED AND OPERATED (COPT) SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 14 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**1st Revised**
2	Original
3	Original
4	Original
5	Original
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original
14	**1st Revised**

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

APPLICABILITY

Applicable to Customer Owned Pay Telephone (COPT) Service.

For Billing and Collecting of Pay Station Service Charge - the applicability of this tariff is under conditions permitting billing of customers of the Utility for services provided by others.

TERRITORY

Within all exchange areas, as those areas are defined by maps filed as part of Frontier Communications of the Southwest, Inc., - Arizona's tariff schedules.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

GENERAL

A1 Special Conditions

B1 The COPT Provider will be responsible for installing on or adjacent to each COPT a prominent display indicating the following in a well-lighted area and in clearly legible form in both English and Spanish:

C1 dialing instructions
C2 direct dial rates set by COPT owner
C3 owner name, address, and telephone number
C4 clearly stated procedures for registering complaints with COPT owner and claiming refunds from COPT owner
C5 rate for local call and any time limit imposed on local call duration plus any additional charges for additional time
C6 The phone is not owned by the local exchange carrier
C7 any usage charge rate for non-sent paid intraLATA or interLATA calls if in addition to utility's comparable charges
C8 any rates for nonlocal intraLATA calling which exceed utility's authorized rates for calls of the same distance from utility's public coin telephones at the same time of day or day of the week
C9 if the telephone is prepay or post-pay
C10 which credit cards the COPT set will accept
C11 the charge for directory assistance ("DA") calls
C12 whether coins are returned for uncompleted calls
C13 whether toll, operator-assisted, and credit card calls can be made
C14 an explanation on how to obtain refunds
C15 whether the phone makes change

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

GENERAL (continued)

A1 Special Conditions (continued)

B2 Customer-owned pay telephones (COPT) will have the following operational characteristics:

C1 Must be able to access the utility operator at no charge and without using a coin for emergency purposes.

C2 Must be able to access 911 Emergency Service, where available, at no charge, without using a coin or credit card and, when the COPT service is located in an exchange area which can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, when available.

C3 Must be able to access Repair Service, at no charge, without using a coin.

C4 Must be able to access 411 Directory Assistance Service, or directly dialed calls to Directory Assistance outside the caller's Area Code but within the LATA.

C5 Must comply with all applicable Federal, State and Local laws, rules and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

C6 Must return coins deposited in the event a call is not completed. In addition, the customer shall make refunds promptly upon plausible user complaint about failure of the COPT to return coins, poor transmission, premature disconnection, or other service problems.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

GENERAL (continued)

A1 Special Conditions (continued)

B3 The COPT Provider must affix in a clearly visible position on the face of the COPT a registration sticker, which shall include a registration number and the name and address of the owner and the telephone number to call for repair service of the COPT.

B4 The COPT Provider agrees to submit a new application form to the utility upon transfer of ownership, relocation, or replacement of the COPT, and understands that service may be terminated by the utility or the Commission for violation of this or any other tariff conditions.

B5 The COPT Provider will be required to route all intraLATA calls from their COPT through the utility's transmission facilities, and to route all interLATA calls from their COPT through the utility's access facilities.

B6 The COPT owner shall be responsible for the provision and replacement of telephone directories for use at each COPT. The COPT owner will be provided with one local telephone directory free of charge at initial installation and each time the directory is reissued by the utility. The utility will charge for any additional directories.

B7 In the event it becomes apparent that a customer-owned coin/coinless telephone is attached to a line not authorized for use with such a set, the utility reserves the right to disconnect that customer's service. However, should the customer so request, the utility will install a Coin Line at the rates and charges specified herein.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

GENERAL (continued)

A1 Special Conditions (continued)

B8 Coin sent-paid interLATA calls from COPT or IPP Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) to complete the call.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED AND OPERATED (COPT) SERVICE(continued)

COPT LINE SERVICE

A1 Rates and Charges

		Monthly Rate
B1	COPT Line Service	
C1	BRA	$ 46.30

A2 Optional Features

B1	Answer Supervision, per line	3.55

A3 Definitions and Requirements

B1 COPT Line Service provides an access line for use only with a customer-owned pay telephone (COPT). The COPT Line Service rate does not include a telephone set.

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

B2 Directory listings for subscribers to COPT Line Service are provided under conditions for furnishing business listings.

B3 Joint User Service is not furnished with COPT Line Service.

B4 Utility operator assistance on coin sent paid calls is denied.

B5 Utility will not offer or make refunds.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

COPT LINE SERVICE - Continued

A3 Definitions and Requirements - Continued

B6 Applicable rules, conditions, rates, and charges apply as described elsewhere in this tariff.

B7 A COPT Provider must order a separate COPT Line for each COPT installed and will be billed at the tariff rate.

B8 A COPT must be hearing-aid compatible and accessible to the handicapped.

B9 Minimum service period is one month.

B10 COPT Line Services will be considered a business service for the purpose of applying the conditions in the rules of this tariff concerning establishing/reestablishing credit.

B11 Access to 1 + 976 will be denied.

B12 This service is only available on a measured service basis where available or on a flat rate basis when measured service is not available. With the implementation of measured service within a central office, flat rate service will be automatically converted.

B13 Restrictions apply against the use of COPT Line Service with Foreign Exchange, Foreign District Area Service, Wide Area Telephone Service, Centrex, Custom Calling Service, RCF, Private Line Service and Channels for Data Transmission and all calling plans.

B14 The COPT Provider is responsible for the installation, operation and maintenance of any COPT used in connection with this service.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

COPT LINE SERVICE - Continued

A3 Definitions and Requirements - Continued

B15 The customer will be responsible for payment of utility and/or interexchange carrier toll rates for all sent paid toll calls originating from this service and for directory assistance charges incurred at the COPT. In addition, call screening, call blocking, and or call rating will be the responsibility of the customer.

B16 Customer-owned pay telephones must be registered in compliance with the FCC's Registration Program or connected behind a FCC registered coupler. A COPT must be installed in compliance with the National Electric Safety Standard.

B17 The customer shall be responsible for the payment of charges as set forth in Schedule No. A-3 for visits by a utility employee to the customer's COPT when the service difficulty is caused by customer-owned equipment or facilities.

B18 Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. COPT Answer Supervision will be provided for use with COPT Service as specified in this tariff schedule to assist in determining when billing for a specific call should commence. Applicable rules, conditions, rates, and charges apply as described elsewhere in this tariff.

B19 711 Telecommunications Relay Service must be accessible at no charge, without using a coin or credit card.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED AND OPERATED (COPT) SERVICE(continued)

COIN LINE SERVICE

A1 Rates and Charges

B1 COPT Coin Line Service is provided on a Fixed Rate basis. The following monthly rate is applicable for COPT Coin Line Service on a per-line basis.

		Monthly Rate
C1	Coin Line, per line	
D1	BRA	$ 48.30

A2 Definitions and Requirements

B1 Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-local Exchange Company customer-owned pay telephones.

B2 COPT Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

B3 A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off -premise extensions to a COPT Coin Line are not permitted.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

COIN LINE SERVICE - Continued

A2 Definitions and Requirements - Continued

B4 Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

B5 The Utility shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.

B6 The Utility shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

B7 COPT Coin Line Service will be provided from central offices where facilities are available.

B8 711 Telecommunications Relay Service must be accessible at no charge, without using a coin or credit card.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

COIN LINE SERVICE - Continued

A3 Features

B1 Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

B2 Service is provided on a one-way or a two-way basis at the customer's option.

B3 Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

B4 Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

B5 Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.

B6 Central office 900 and 976 blocking is provided.

B7 Standard recorded announcements used for calls from the Utility's Public Telephone Service pay telephones are used for calls that originate from a COPT Coin Line.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

COIN LINE SERVICE - Continued

A4 Responsibility of the Subscriber

B1 The subscriber is subject to the requirements for COPT Service as set forth in GENERAL, A1.

B2 The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

B3 Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.

B4 It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Utility's network.

A5 Rate Regulations

B1 No charge will be imposed for incoming calls.

B2 Sent-paid local calls will be rated by the Central Office.

B3 Operator assisted sent-paid local calls will be rated to the end-user at the rate of .20 cents per message, plus the appropriate additive operator service charges as specified in Schedule Cal. P.U.C. No. B-1. Non-sent paid local calls will be rated to the end-user at the rate of .20 cents per message and the appropriate additive operator service charges as specified in Schedule Cal. P.U.C. No. B-1.

(continued)

SCHEDULE NO. A-12

CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE (continued)

COIN LINE SERVICE - Continued

A5 Rate Regulations - Continued

B4 Operator assisted sent-paid toll calls will be rated to the end-user at the long distance rate, plus the appropriate additive operator service charges as specified in Schedule No. B-1. Non-sent paid Frontier Communications Online and Long Distance Inc. calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges as specified in Schedule No. B-1. (T) (T)

B5 The appropriate Service Connection Charges and/or Customer Premises Work as specified in Schedule No's. A-3 and A-5 are applicable for each COPT Coin Line installed, moved, or changed.

B6 Rates for Verification/Interrupt Service are as specified in Schedule No. B-1.

(continued)

SCHEDULE NO. A-13

PROMOTIONAL OFFERINGS

LIST OF EFFECTIVE SHEETS

Sheets 1 through 2 of this schedule are effective as of the date shown on each sheet.

Sheets	Number of Revision
1	**1st Revised**
2	**1st Revised**

(continued)

SCHEDULE NO. A-13

PROMOTIONAL OFFERINGS (T)

APPLICABILITY

Applicable to services offered in the Local Exchange tariffs.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedule.

GENERAL

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

(continued)

SCHEDULE NO. A-14

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

LIST OF EFFECTIVE SHEETS

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

Sheets	Number of Revision
1	**Original**
2	**Original**
3	**Original**

(continued)

SCHEDULE NO. A-14

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

A1 GENERAL

Integrated Services Digital Network (ISDN) **-** Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

APPLICABILITY

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

TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

A2 RATES

	Monthly Rate
2-Year Term [1]	
ISDN-PRI Bundle [2]	$575.00
ISDN-PRI Bundle with 20 DID Numbers [2]	590.00
ISDN-PRI Bundle with 50 DID Numbers [2]	595.00
ISDN-PRI Bundle with 100 DID Numbers [2]	600.00
3-Year Term [1]	
ISDN-PRI Bundle [2]	$475.00
ISDN-PRI Bundle with 20 DID Numbers [2]	490.00
ISDN-PRI Bundle with 50 DID Numbers [2]	495.00
ISDN-PRI Bundle with 100 DID Numbers [2]	500.00
5-Year Term [1]	
ISDN-PRI Bundle [2]	$425.00
ISDN-PRI Bundle with 20 DID Numbers [2]	440.00
ISDN-PRI Bundle with 50 DID Numbers [2]	445.00
ISDN-PRI Bundle with 100 DID Numbers [2]	450.00

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle. (N)

(continued)

SCHEDULE NO. A-14

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

A3 CONDITIONS

B1 ISDN PRI Bundle Service is available where technically feasible.

B2 The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

B3 A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

B4 When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

B5 ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

B6 Ports will be provided at the T-1 level only.

B7 Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

B8 The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

B9 The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this tariff.

B10 Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in A2 Rates preceding. (N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 28 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**13th Revised**
2	1st Revised
3	1st Revised
4	1st Revised
5	1st Revised
6	1st Revised
7	1st Revised
8	2nd Revised
9	2nd Revised
10	2nd Revised
11	1st Revised
12	1st Revised
13	2nd Revised
14	1st Revised
15	1st Revised
16	3rd Revised
17	1st Revised
18	3rd Revised
19	2nd Revised
20	2nd Revised
21	1st Revised
22	2nd Revised
23	2nd Revised
24	1st Revised
25	2nd Revised
26	2nd Revised
27	2nd Revised
28	1st Revised
29	1st Revised
30	1st Revised
31	1st Revised
32	2nd Revised
33	Original
34	Original
35	**Original**
36	**Original**

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A1 Frontier Digital Phone Essentials 3 – Grandfathered as of July 14, 2012 (C)

B1 General

The Frontier Digital Phone Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line, Unlimited Extended Area Service and a combination of local features. Customer's can take any combination of features for the same flat rate charge.

Basic Package

Flat Rate Access Line	Caller ID Plus Name
Unlimited Extended Area Service	Three-Way Calling
Call Waiting/Cancel Call Waiting	Extended Area Calling
Call Waiting ID	Touchtone

Unlimited Feature Pack

Features will be available to the Frontier Digital Phone Essentials 3 package at a special price. The following features are available:

Busy Redial	Distinctive Ringing
Special Call Acceptance	Blocked Call Rejection
Speed Calling 8	Automatic Call Return
VIP Alert	Caller ID
Anonymous Call Block	Call Forwarding Fixed
Call Trace	Call Waiting
Call Forwarding-Variable	Speed Calling 30
Call Forwarding Do Not Answer	

B2 Regulations

C1 The Frontier Digital Phone Essentials 3 is available where technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C3 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

C4 Customers may add or delete any features offered in the package without a service order charge.

C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

1 Frontier Digital Phone Essentials 3 – Grandfathered as of July 14, 2012 (Cont'd) (C)

B2 Regulations (Cont'd)

C6 Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes apply and will be billed in addition to the package.

C7 The package is offered on a month-to-month basis.

C8 The package will appear as a single line item on the bill.

C9 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C10 Frontier Digital Phone Essentials 3 is a residential service offering.

B3 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

C1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

C2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

C3 Customer's line will be available for 911 calls only at the time of suspension.

C4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

C5 The cost of the service includes the SLC.

C6 This service does not change any other terms and conditions of the product.

B4 Rates

	Monthly Rate
Frontier Digital Phone Essentials 3 Package	$21.99
Stay Connected Seasonal Offering	9.99
Unlimited Feature Pack	2.99

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A2 Frontier Digital Phone Nationwide Unlimited with Essentials 3 – Grandfathered as of July 14, 2012 (C)

B1 The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line, Unlimited Extended Area Service and the customer's choice of the features and services listed below.

Features and Services

Unlimited Extended Area Service	Touchtone
Call Forward Busy/No Answer (Variable)	Busy Redial
Caller ID - Name and Number	Speed Calling 8
Call Waiting/Cancel Call Waiting	Call Return

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited with Essentials 3 package at a special price. The following features are available:

Speed Calling 30	Selective Blocking
Call Forwarding Busy/No Answer (Fixed)	Special Call Acceptance
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding
Three-Way Calling	

B2 Regulations

C1 The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.

C2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.

C4 Customers may add or delete any features offered in the package without a service order charge.

C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

C6 Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A2 Frontier Digital Phone Nationwide Unlimited with Essentials 3 – Grandfathered as of July 14, 2012 (Cont'd) (C)

B2 Regulations (Cont'd)

C7 The package is offered on a month to month.

C8 The package will appear as a single line item on the bill.

C9 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

B3 Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.

C1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

C2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

C3 Customer's line will be available for 911 calls only at the time of suspension.

C4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

C5 The cost of the service includes the Subscriber Line Charge.

C6 This service does not change any other terms and conditions of the product.

B4 Rates

	Monthly Rate
Frontier Digital Phone Nationwide Unlimited with Essentials 3	$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A3 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 – Grandfathered as of July 14, 2012 (C)

B1 General

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is a package offering available to residential customers and includes two flat-rate residential one-party service access line, Unlimited Extended Area Service and the customer's choice of the features and services listed below.

Features and Services

Unlimited Extended Area Service	Touchtone
Call Forward Busy/No Answer (Variable)	Speed Calling 8
Caller ID - Name and Number	Call Return
Call Waiting/Cancel Call Waiting	Busy Redial

Digital Phone Enhanced Feature Pack

Features will be available to the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 package at a special price. The following features are available:

Speed Calling 30	Special Call Acceptance
Call Forwarding Busy/No Answer (Fixed)	Selective Blocking
Call Forwarding Busy Line (Fixed)	Remote Call Forwarding
Three-Way Calling	

B2 Regulations

C1 The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is available where technically feasible.

C2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.

C4 Customers may add or delete any features offered in the package without a service order charge.

C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

C6 Federal Subscriber Line Charge will be billed separately from the basic package offering. All other surcharges and taxes will apply.

C7 The package is offered on a month to month.

C8 The package will appear as a single line item on the bill.

C9 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A3 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 – Grandfathered as of July 14, 2012 (Cont'd) (C)

B3 Stay Connected Seasonal Offering allows the customer to suspend the Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 while they are away, a minimum of one month and up to nine months for a reduced rate.

C1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

C2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

C3 Customer's line will be available for 911 calls only at the time of suspension.

C4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

C5 The cost of the service includes the Subscriber Line Charge.

C6 This service does not change any other terms and conditions of the product.

B4 Rates

	Monthly Rate
Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3	$29.99
Digital Phone Enhanced Feature Pack	2.99
Stay Connected Seasonal Offering	9.99

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A4 Frontier Business Nationwide Unlimited II [2] – Grandfathered as of January 20, 2018 (C)

B1 General

Frontier Business Nationwide Unlimited II is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Voice Mail (non-regulated) and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID – Name Only
Touchtone
Six features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 [1] or 30	Caller ID Blocking
Distinctive Ringing	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

B2 Regulations

C1 The package is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

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

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A4 Frontier Business Nationwide Unlimited II [1] – Grandfathered as of January 20, 2018 (Continued) (C)

B2 Regulations (Continued)

C4 Frontier Business Nationwide Unlimited II includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of your basic local service.

C5 Customers may add or delete any features offered within the package without incurring a Service Connection Charge.

C6 The package rate will appear as a single line item on the customer's bill.

C7 The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.

C8 The package cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

C9 The package is offered on a month-to-month basis.

C10 Up to eleven additional packages can be purchased at a discount rate.

B3 Rates

C1 All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

C2 Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate
Frontier Business Nationwide Unlimited II	$52.99
Additional Package	46.99
Frontier Business All In Feature Package	4.99

[1] This service offering is limited to existing subscribers. (N)

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A5 Frontier Business Local Unlimited II [2] – Grandfathered as of January 20, 2018 (C)

B1 General

Frontier Business Local Unlimited II is a package offering available to Business customers. The package includes a flat rate Basic Business Line, Unlimited Extended Area Service, a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Package

Flat Rate Business Line
Unlimited Extended Area Service
Touchtone
Two features from the Frontier Business All in Feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 [1] or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

B2 Regulations

C1 The package is available only to customers who are served from a central office in which all services in the package are offered and can be provided by the Company to the customer.

C2 The package is offered on a month-to-month basis.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C4 All applicable surcharges and taxes will be billed separately from and in addition to the package rate.

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

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A5 Frontier Business Local Unlimited II [1] – Grandfathered as of January 20, 2018 (Continued) (C)

B2 Regulations (Continued)

C5 The package cannot be used in association with a Residential Line, PBX Service, or ISDN service.

C6 Customers may select any two of the features in the Frontier Business All In Feature Package for no extra charge

C7 Customers purchasing the Frontier Business All In Feature Package may select any or all of the features listed in that package.

B3 Rates

	Monthly Rate
Frontier Business Local Unlimited II	$35.99
Frontier Business All In Feature Package	4.99

[1] This service offering is limited to existing subscribers. (N)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A6 Frontier Digital Phone Essentials

B1 General

The Frontier Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one Basic Flat Rate Residential One-Party Access Line, a combination of local features, Unlimited Extended Area Service and Touch Tone Service. Customer's can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.

Basic Package

Basic Flat Rate Access Line	Caller ID
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting
Touch Tone	

Feature Package

3 Way Calling	Basic Call Forward	(T)
*66 Busy Redial	Speed Call 8 [1] or 30	| (C)
*69 Return Call	Distinctive Ring	(T)
Anonymous Call Rejection	Special Call Acceptance	
Selective Call Forward		(T)

B2 Special Conditions

C1 The package is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C3 When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates.

C4 Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.

C5 Customers may add or delete any features offered in the package without a service order charge.

C6 No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A6 Frontier Digital Phone Essentials (Continued)

B2 Special Conditions (Continued)

C7 The package is offered on a month-to-month basis.

C8 The package will appear as a single line item on the bill.

C9 The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

C11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

C12 Stay Connected Seasonal Offering * allows the customer to suspend the Frontier Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)

D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

D2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.

D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

D5 The cost of the service includes the Subscriber Line Charge.

D6 This service does not change any other terms and conditions of the product.

D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D8 The Federal Subscriber Line Charge is included in the monthly rate.

D9 All applicable taxes and surcharges apply.

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

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A6 Frontier Digital Phone Essentials (Continued)

B3 Rates and Charges

C1 Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.

C2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Tariff Schedule A-3 apply to the installation of individual components of the package.

C3 Frontier Digital Phone Essentials package is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Essentials	$21.99	
Feature Package	$2.99	
Stay Connected Seasonal Offering *	$9.99	(C)

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

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A7 Frontier Digital Phone Unlimited

B1 General

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers. The package includes one Basic Flat Rate Residential One-Party Access Line, Unlimited Extended Area Service, Touchtone and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Basic Flat Rate Access Line		
Unlimited Extended Area Service	Custom Speed Call 8 [1]	(T)(C)
*66 Busy Redial	*69 Return Call	|
Caller ID with Name	Call Waiting/Cancel Call Waiting	(T)
Touchtone		

Feature Package

Basic Call Forward	3 Way Calling	(T)
Distinctive Ring	Anonymous Call Rejection	|
Selective Call Acceptance	Selective Call Forward	|
Selective Call Rejection		(T)

B2 Special Conditions

C1 The package is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.

C4 Customers may add or delete any features offered in the package without a service order charge.

C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

C6 The package is offered on a month-to-month.

C7 The package will appear as a single line item on the bill.

C8 The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C9 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

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

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A7 Frontier Digital Phone Unlimited (Continued)

B2 Special Conditions

C10 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

C11 Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate. (C)

D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

D2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.

D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

D5 The cost of the service includes the Subscriber Line Charge.

D6 This service does not change any other terms and conditions of the product.

D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D8 The Federal Subscriber Line Charge is included in the monthly rate.

D9 All applicable taxes and surcharges apply.

B3 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.

B. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Service do not apply.

C. Frontier Digital Phone Unlimited package is provided at the following rates:

	Monthly Rate
Frontier Digital Phone Unlimited	$31.99
Feature Package	$2.99
Stay Connected Seasonal Offering *	$9.99

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

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A8 Frontier Digital Phone Unlimited Plus

B1 General

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Unlimited Extended Area Service, Touch Tone and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Two Flat Rate Access Lines	Touch Tone	
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting	
*66 Busy Redial	Speed Call 8 [1]	(T)(C)
Caller ID with Name	*69 Call Return	(T)

Feature Package

Call Waiting/Cancel Call Waiting		(T)
Basic Call Forward	3 Way Calling	|
Anonymous Call Rejection	Priority Call	|
Call Forward Busy	Selective Call Rejection	(T)

B2 Special Conditions

C1 The package is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.

C3 When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates.

C4 Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.

C5 Customers may add or delete any features offered in the package without a service order charge.

C6 No discounts will be given to subscribers that do not use all the features or have some features turned off.

C7 The package is offered on a month-to-month basis.

C8 The package will appear as a single line item on the bill.

C9 The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C10 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

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

(continued)

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A8 Frontier Digital Phone Unlimited Plus (Continued)

B2 Special Conditions (Continued)

C11 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

C12 Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus Leader while they are away, a minimum of one month and up to nine months for a reduced rate. (C)

D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

D2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

D3 The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.

D4 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

D5 The cost of the service includes the Subscriber Line Charge.

D6 This service does not change any other terms and conditions of the product.

D7 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D8 The Federal Subscriber Line Charge is included in the monthly rate.

D9 All applicable taxes and surcharges apply.

B3 Rates and Charges

A. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.

B. Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Plus Service do not apply.

D. Frontier Digital Phone Unlimited Plus package is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited Plus	$31.99	
Feature Package	$2.99	
Stay Connected Seasonal Offering *	$9.99	(C)

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

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A9 Frontier Simply Unlimited-Leader [2] - Grandfathered as of January 20, 2018 (C)

B1 General

Frontier Simply Unlimited-Leader is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The package includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touchtone and Unlimited Extended Area Service. The package also includes the End User Common Line Charge and the Access Recovery Charge from the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Package

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID – Name Only
Touchtone
Eight features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 [1] or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Call	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

B2 Regulations

C1 The package is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

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

SCHEDULE NO. A-15
PACKAGED SERVICES (continued)

A9 Frontier Simply Unlimited-Leader [1] - Grandfathered as of January 20, 2018 (Continued) (C)

B2 Regulations (Continued)

C4 Frontier Simply Unlimited-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the package may result in disconnection of basic local service.

C5 Customers may add or delete any features offered within the package without incurring a Service Connection Charge.

C6 The package rate will appear as a single line item on the customer's bill.

C7 The package is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.

C8 The package cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

C9 The package is offered on a month-to-month basis.

C10 Bundles four through twelve can be purchased at an additional discount rate.

B3 Rates

C1 The End User Common Line charge and the Access Recovery Charge are included in the package. All other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.

C2 Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package.

	Monthly Rate
Frontier Simply Unlimited-Leader (package 1-3)	$48.99
Additional Package (package 4-12)	33.99
Frontier Business All In Feature Package	4.99

[1] This service offering is limited to existing subscribers. (N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A10 Frontier Digital Phone Unlimited (Challenger)

B1 General

The Frontier Digital Phone Unlimited (Challenger) Service is a bundle offering available to residential customers and includes one Basic Flat Rate Residential One-Party Access Line, Touchtone, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Basic Flat Rate Access Line
Touchtone
Unlimited Extended Area Service
Call Waiting ID
Caller ID
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting/Cancel Call Waiting	Call Forward No Answer	(T)
*66 Busy Number Redial	Speed Call 8 [1] or 30	(T)(C)
*69 Call Return	Distinctive Ring	
Anonymous Call Rejection	3 Way Calling	(T)
Basic Call Forward	Call Forward Busy	|
Selective Call Forward	Selective Call Rejection	(T)
Selective Call Acceptance		

B2 Special Conditions

C1 The Frontier Digital Phone Unlimited (Challenger) Service is available where technically feasible.

C2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

C4 Customers may add or delete any features offered in the bundle without a service order charge.

C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(continued)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A10 Frontier Digital Phone Unlimited (Challenger) (Continued)

B2 Special Conditions (Continued)

C6 The bundle is offered on a month-to-month basis.

C7 The bundle will appear as a single line item on the bill.

C8 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C9 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

C10 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

C11 Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited (Challenger) Service while they are away, a minimum of one month and up to nine months for a reduced rate. (C)

D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

D2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

D3 Customer's line will be available for 911 calls only at the time of suspension.

D4 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

D5 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

D6 The cost of the service includes the Subscriber Line Charge.

D7 This service does not change any other terms and conditions of the product.

D8 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D9 All applicable taxes and surcharges apply.

(continued)

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

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A10 Frontier Digital Phone Unlimited (Challenger) (Continued)

B3 Rates and Charges

C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

C2 Nonrecurring Charges associated with establishing Frontier Digital Phone Unlimited (Challenger) service do not apply.

C3 Frontier Digital Phone Unlimited (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited (Challenger)	$21.99	
Feature Package	2.99	
Stay Connected Seasonal Offering *	9.99	(C)

(continued)

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

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A11 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER)

B1 General

The Frontier Digital Phone Unlimited Plus (Challenger) Service is a bundle offering available to residential customers and includes two Flat Rate Residential One-Party Access Lines, Touchtone, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Bundle

Two Flat Rate Access Lines
Touchtone
Unlimited Extended Area Service
Call Waiting ID
Caller ID
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting/Cancel Call Waiting
*66 Busy Number Redial
*69 Call Return
Anonymous Call Rejection
Basic Call Forward
Selective Call Forward
Speed Call 8 [1] or 30
Selective Call Acceptance (T)
Call Forward No Answer (T)
Distinctive Ring
3 Way Calling (T)
Call Forward Busy
Selective Call Rejection (T)(C)

B2 Special Conditions

C1 The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.

C2 The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.

C3 Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.

C4 Customers may add or delete any features offered in the bundle without a service order charge.

C5 No discounts will be given to subscribers that do not use all the features or have some features turned off.

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

(continued)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A11 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

B2 Special Conditions (Continued)

C6 The bundle is offered on a month-to-month basis.

C7 The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

C8 Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

C9 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

C10 Stay Connected Seasonal Offering * allows the customer to suspend the Digital Phone Unlimited Plus (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate. (C)

D1 Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnection charges do not apply.

D2 A $25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.

D3 Customer's line will be available for 911 calls only at the time of suspension.

D4 The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.

D5 Customer will be removed from the stay-connected discount after the nine-month period if no date is given.

D6 The cost of the service includes the Subscriber Line Charge.

D7 This service does not change any other terms and conditions of the product.

D8 Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D9 All applicable taxes and surcharges apply.

(continued)

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

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A11 FRONTIER DIGITAL PHONE UNLIMITED PLUS (CHALLENGER) (Continued)

B3 Rates and Charges

C1 Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes apply and will be billed in addition to the bundle.

C2 Nonrecurring charges associated with establishing Frontier Digital Phone Unlimited Plus (Challenger) service do not apply.

C3 Frontier Digital Phone Unlimited Plus (Challenger) bundle is provided at the following rates:

	Monthly Rate	
Frontier Digital Phone Unlimited Plus (Challenger)	$21.99	
Feature Package	2.99	
Stay Connected Seasonal Offering *	9.99	(C)

(continued)

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

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A12 FRONTIER SIMPLY UNLIMITED (CHALLENGER) [2] – Grandfathered as of January 20, 2018 (C)

B1 General

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Touchtone, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Business Access Line
Touchtone
Call Forward Busy/No Answer
Unlimited Extended Area Service
Caller ID
Four features from the feature package listed below

Frontier Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Distinctive Ring
* 66 Busy Number Redial
Multiline Hunt Service
Anonymous Call Rejection
Call Forward No Answer
Selective Call Acceptance
Speed Call 8 [1] or 30
*69 Call Return
Call Transfer
Caller ID Blocking
Call Forward Busy
Basic Call Forward
Call Waiting/Caller ID
Selective Call Forward

B2 Special Conditions

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of this tariff.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C4 Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.

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

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A12 FRONTIER SIMPLY UNLIMITED (CHALLENGER) [1] – Grandfathered as of January 20, 2018 (Continued) (C)

B2 Special Conditions (Continued)

C5 Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

C6 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

C7 The bundle rate will appear as a single line item on the customer's bill.

C8 The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.

C9 The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

C10 The bundle is offered on a month-to-month basis.

C11 Bundles four through twelve are given an additional discount.

B3 Rates and Charges

C1 The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.

C2 Unless otherwise stated elsewhere in this section, Service Connection Charges as specified in Schedule A-3 apply to the installation of individual components of the bundle.

	Monthly Rate
Frontier Simply Unlimited (Challenger)	$38.99
Additional Bundle (4 to 12 lines)	23.99
All In Feature Package	4.99

[1] This service offering is limited to existing subscribers. (N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A13 FRONTIER ONEVOICE

B1 Applicability

Applicable to Single-party Business Flat rate service.

B2 Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in this tariff.

B3 General

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Touchtone, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

Basic Bundle

Single Party Flat Rate Access Line	Caller ID	
Touchtone	Anonymous Call Rejection	
Call Forward Busy/No Answer	Basic Call Forward	(T)
Unlimited Extended Area Service	Multi-line Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	(T)

Premium Feature Package

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

B4 Special Conditions

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

(continued)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A13 FRONTIER ONEVOICE (Continued)

B4 Special Conditions (Continued)

C4 Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

C5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

C6 The bundle rate will appear as a single line item on the customer's bill.

C7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

C8 The bundle cannot be used in association with a Residential Line, Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services. (T)

C9 The bundle is offered on a month-to-month, one, two or three year term basis.

C10 Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

C11 Term plans will auto renew unless notification is received from the customer sixty days in advance.

B5 Rates and Charges

C1 Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

C2 Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of the bundle.

	Monthly Rate
Basic Bundle	$44.99
Term Price with a 1, 2 or 3 year commitment	$29.99
Premium Feature Package	$9.99

(continued)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A14 FRONTIER COMMERCIAL VOICE UNLIMITED [1] – Grandfathered as of January 20, 2018 (C)

B1 Applicability

Applicable to Single-party Business Flat rate service.

B2 General

Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features, Touchtone and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

Basic Bundle

Single Party Flat Rate Access Line
Touchtone
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
3 Way Calling
Hunting

B3 Special Conditions

C1 The bundle is available only where facilities and operating systems are available and technically feasible.

C2 The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.

C3 Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

C4 Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

C5 Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

[1] This service offering is limited to existing subscribers. (N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A14 FRONTIER COMMERCIAL VOICE UNLIMITED [1] – Grandfathered as of January 20, 2018 (C)

B3 Special Conditions (Continued)

C6 The bundle rate will appear as a single line item on the customer's bill.

C7 The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

C8 The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

C9 The bundle is offered on a month-to-month, one or two year term basis.

C10 Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

C11 Term plans will auto renew unless notification is received from the customer sixty days in advance.

B4 Rates and Charges

C1 Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

C2 Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

Basic Bundle	Monthly Rate
Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

[1] This service offering is limited to existing subscribers. (N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A15 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (N)

B1 General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touchtone

B2 Special Conditions

C1. The bundle is available only where facilities and operating systems are available and technically feasible.

C2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.

C3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.

C4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

C5. Customers may add or delete any features offered in the bundle without a service order charge.

C6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

C7. The bundle is offered on a month-to-month basis.

C8. The bundle will appear as a single line item on the bill.

C9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A15 FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE (continued) (N)

B2 Special Conditions (continued)

C10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

C11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

B3. Rates and Charges

C1. All other surcharges and taxes apply and will be billed in addition to the bundle.

C2. An Activation charge of $35.00 will replace the Initial Service Order and Central Office Connection Charge.

C3. Frontier Residential Unlimited Voice Service is provided at the following rates:

	Monthly Rate	
Frontier Residential Unlimited Voice Service	$20.00	(N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A16 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (N)

B1 General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America. The description and pricing for this component are located In the Frontier Communications of America Domestic price list.

Basic Bundle

Local Exchange Network Access Line	3 Way Calling
Caller ID with Name	Basic Call Forward
Unlimited Extended Area Service	Distinctive Ring
Call Waiting/Cancel Call Waiting	Priority Call
Call Waiting ID	*66 Busy Number Redial
Anonymous Call Rejection	*69 Call Return
Basic Voicemail (Non-Regulated)	Selective Call Acceptance
Touchtone	Selective Call Rejection
Selective Call Forward	Speed Call 30
Wire Care (Non-Regulated)	Directory Listing

B2 Special Conditions

A. The bundle is available only where facilities and operating systems are available and technically feasible.

B. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.

C. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.

D. Customers may add or delete any features offered in the bundle without a service order charge.

E. No discounts will be given to subscribers that do not use all the features or have some features turned off.

F. The bundle is offered on a month-to-month basis.

G. The bundle will appear as a single line item on the bill.

H. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

I. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

(N)

SCHEDULE NO. A-15
PACKAGED/BUNDLED SERVICES (continued)

A16 FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE (Continued) (N)

B2 Special Conditions (continued)

J. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications of America Domestic Price List.

K. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non List, Non published and foreign listing.

L. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home or small business. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

B3 Rates and Charges

A. All other surcharges and taxes apply and will be billed in addition to the bundle.

B. An Activation charge of $35.00 will replace the Initial Service Order and CO Connection Charge.

C. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

	Monthly Rate
Frontier Unlimited Voice and Feature Bundle	$50.00

(N)

SCHEDULE NO.A-16

OPERATOR SERVICES

LIST OF EFFECTIVE SHEETS

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

Sheet	Number of Revision
1	**2nd Revised**
2	1st Revised
3	**2nd Revised**
4	**Original**

(continued)

SCHEDULE NO. A-16

OPERATOR SERVICES

GENERAL

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

A1 Busy Verification[1] (C)

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer. See A3.B1.C1.D5.E2 for applicable operator assistance charges.

A2 Busy Interrupt[1]

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made. See A3.B1.C1.D5.E2 for applicable operator assistance charges. (C)

A3 Busy Verification/Interrupt[1] - No charge will apply to the following: (C)

B1 When the utility finds the called telephone to be out of order.
B2 to place a call to or from any public agency whose responsibility it is to provide or render emergency aid.
B3 To any request for such service which originates from a public or semipublic telephone service.

A4 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).

A5 Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

A6 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.

A7 Operator Assisted Time and Charges

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

1 Discontinued as of March 1, 2018. (N)

(continued)

SCHEDULE NO. A-16

OPERATOR SERVICES

GENERAL (Continued)

A8 Operator Assisted - Corrections

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

A9 Billed to Third Number

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

A10 Live Operator (N) (L)

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

This fee will not apply if:

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

[1] Discontinued as of March 1, 2018. (L)

(L) Material relocated to A.C.C. Sheet A16-4. (N)

(continued)

SCHEDULE NO. A-16

OPERATOR SERVICES

RATES AND CHARGES (L)

A1 The following charges are in addition to the MTS rates in Schedule No. B-1, item A3.B1.C6.D2:

	Per Call	
Busy Verification[1]	$3.00	
Busy Interrupt[1]	$6.00	
Operator Assisted Station to Station	$3.80	
Collect	$2.25	
Operator Assisted Person to Person	$6.00	
Operator Assisted Time and Charges	$2.00	
Operator Assisted – Corrections	$2.25	
Billed to Third Number	$2.25	(L)
Live Operator	$1.50	(N)

[1] Discontinued as of March 1, 2018. (L)

(L) Material relocated from A.C.C. Sheet No. A16-3. (N)

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 15 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**2nd Revised**
2	Original
3	Original
4	Original
5	Original
6	**2nd Revised**
7	**2nd Revised**
8	1st Revised
9	1st Revised
10	Original
11	Original
12	1st Revised
13	**2nd Revised**
14	**2nd Revised**
15	1st Revised

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

APPLICABILITY

Applicable to message toll telephone service furnished or made available by this Utility between its points, and between its points and points reached over facilities of connecting utilities.

TERRITORY

Between points within the State of Arizona where the respective rate centers of such points are located in said state.

GENERAL

A1 APPLICATION

B1 Message Telecommunication Service (MTS) applies to all MTS calls made between two or more rate centers within the same LATA in this state. The rate centers are specific geographic locations from which airline mileage measurements are determined.

B2 MTS provides telecommunication beyond the local calling area. MTS charges cover the service furnished between the calling and called stations.

B3 The telecommunications network is designed, maintained, and operated to originate and terminate calls between station lines furnished by the Utility. However, connections of facilities, equipment and/or communications systems provided by others may be made to the telecommunications network. The Utility is not responsible for the through transmission of signals or quality of transmission on such connections. When such connections are made at premises where the customer doesn't originate or terminate calls, the Utility may require exchange service to be provided from a central office arrangement different from the central office arrangement designated by the Utility to serve that premises.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A2 TERMS AND CONDITIONS

B1 Scope

C1 MTS is that of furnishing facilities for telecommunications between station lines in different local service areas of the same LATA in accordance with the terms, conditions and system of charges specified in this tariff.

C2 The Utility does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

C3 Service is furnished subject to the availability of the service components required. The Utility will:

D1 Determine which of those components shall be used, and
D2 Make modifications to those components at its option.

B2 Priority of Services

C1 The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Schedule No. AC, Rule No. 17, and Frontier Telephone Companies Tariff FCC No. 6, Access Service, Telecommunications Service Priority Section of the tariff.

C2 Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services. However, the duration of MTS calls may be limited when facility shortages are caused by emergency conditions.

B3 Liability

C1 In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Utility, and of the other uses for which facilities may be furnished by the Utility, and because of unavoidability of errors incident to the services and to the use of such facilities of the Utility, the services and facilities furnished by the Utility are subject to the terms, conditions and limitations specified in C2, C3 and C4 following.

C2 The liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Utility, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Utility in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision 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 or error or defect in transmission, or failure or defect in facilities occurs.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A2 TERMS AND CONDITIONS (continued)

B3 Liability (continued)

C3 The customer idemnifies and saves the Utility harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Utility.

C4 When the lines of other telephone companies are used in establishing connections to points not reached by the Utility's lines, the Utility is not liable for any act or omission of the other company or carriers.

B4 Use

C1 Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions of this tariff.

C2 Abuse and Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

D1 The use of service or facilities of the Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service.

D2 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain MTS, by rearranging, tampering with, or making connection with any facilities of the Utility, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charges for such service.

D3 The use of service or facilities of the Utility for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A2 TERMS AND CONDITIONS (continued)

B4 Use (continued)

C2 Abuse and Fraudulent Use (continued)

D4 The use of profane or obscene language.

D5 The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

C3 Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

B5 Obligation of the Customer

C1 The calling party shall establish his identity in the course of any communication as often as may be necessary.

C2 The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station or stations.

B6 Termination of Service for Cause

Upon nonpayment of any sum due the Utility, or upon a violation of any of the conditions governing the furnishing of service, the Utility may, by notice in writing to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.

B7 The Utility will pay the nonrecurring Primary Interexchange Carrier (PIC) change charge of $5.00 for any end user or any Payphone Service Provider who selects Frontier as their intraLATA toll carrier.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE

C1 Class of Calls

Charges apply according to the class of call the calling person selects as defined below.

D1 Dial Station-to-Station

Applies when the calling person dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. Dial Station-to-Station also applies when the operator:

E1 Records the calling telephone for areas without recording equipment.
E2 Reaches the called telephone number because of trouble on the network or because dial completion is not available.
E3 Places a call for a calling person who is identified as being disabled and is unable to dial the call because of that disability.
E4 Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

D2 Payphone - Dial Station-to-Station

Applies to MTS cash calls placed from pay telephones, utilizing Public Access Line (PAL), when station-to-station calls are dialed and paid by the calling person with no assistance from the operator.

(L)

(L)

(L) Material relocated to Schedule No. A-16. (N)

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (continued)

C1 Class of Calls (continued)

D5 Charges

E1 Pay Telephone Charges

Applies to all Frontier carried non coin calls (i.e., billed to a third party or collect) placed from pay telephones. This charge is in addition to all other applicable charges.

E2 The following charge is in addition to the MTS rates in A3.B1.C6.D2:

	Rate	
		(L)
		(L)
F1 Pay Telephone Charge	$0.26	(T)

C2 Timing of Calls

D1 On Dial Station-to-Station and Operator-Assisted Station-to-Station, the timing of a call begins when the calling and called stations are connected.

D2 On Person-to-Person calls, the timing of a call begins when the calling party is connected to a specified person, station or an agreed-upon alternate.

D3 Chargeable time ends when the connection is terminated at any point.

D4 When exchange telephone service used for MTS is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin

(L) Material relocated to Schedule No. A-16. (N)

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (continued)

C2 Timing of Calls (continued)

D5 Per Minute Rates

The per minute rates shown in the rate table in A3.B1.C6.D2 are for a connection of one minute or any fraction thereof.

D6 The timing of a call does not include time lost because of service faults or defects that are reported to the Utility.

D7 For residence, business and miscellaneous MTS calls, the time of day at the calling person's rate center determines whether the day or evening/night/weekend rates apply.

D8 Payphone - Dial Station-to-Station rates are quoted in terms of initial and additional periods. The initial period of the call is for four minutes or any fraction thereof. The additional period of the call is for each minute or any fraction thereof.

C3 Collection of Charges

D1 Charges for residence, business and miscellaneous MTS calls are billed to the calling person, except where the calls are billed to:

E1 The called party as a collect call and the charge is accepted by the called party.
E2 A third telephone number, unless restricted from accepting this call type.
E3 A special billing number. (T)

D2 Charges for Payphone-Dial Station-to-Station calls are charged to the calling party on a sent-paid basis.

C4 Payment Arrangements

The customer is responsible for payment of all charges for service furnished, due on receipt of the bill.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (continued)

C5 Hearing or Speech Impaired Persons Discount

A 50% rate reduction will apply to all direct dialed long distance calls, within the same LATA in the state of Arizona, that originate from a teletypewriter or similar device from a residential line of a certified hearing or speech impaired customer or his or her immediate family.

C6 Charge Determination

D1 The charge for residence, business or miscellaneous MTS is determined by the:

E1 Time of day and day of week
E2 Duration of call
E3 Class of call

D2 The MTS charges schedule is as follows:

	Day Rate Per Minute	Evening/Night/Weekend Rate Per Minute	
E1 Residence, Customer-Dialed Station-to-Station Calls	$ 0.25	$ 0.15	
E2 Business, Customer-Dialed Station-to-Station Calls	$ 0.28	$ 0.28	
E3 Miscellaneous, [1] Operator-Assisted and Alternately Billed Calls [2]	$ 0.25	$ 0.25	(T)

D3 Payphone - Dial Station-to-Station Rate Schedule

	Initial (4 Minutes)	Additional (1 Minute)
E1 Per Call	$ 1.00	$ 0.25

[1] Charge applies where billing capabilities do not exist to separately identify residence and business Customer-Dialed Station-to-Station calls.

(D)

[2] Includes calls placed from Public Access Lines. (T)

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (continued)

C6 Charge Determination (continued)

D4 The following table indicates the appropriate times for the day and evening/ night/weekend rate periods to be used for rating residence, business and miscellaneous MTS calls.

	MON	TUE	WED	THU	FRI	SAT	SUN
8:00 AM to 5:00 PM [1]	Day Rate Period Full Rate						
8:00 AM to 5:00 PM [1]	Evening/Night/Weekend Rate Period						

E1 The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.

E2 The evening/night/weekend rate applies to the holidays listed below unless a lower rate applies:

New Year's Day	January 1
Independence Day	July 4
Labor Day	--
Thanksgiving Day	--
Christmas Day	December 25

E3 For MTS calls specified in A3.B1.C6.D2, when a message begins in one rate period and ends in another, the initial period rate is the rate in effect at the time the connection is established. The rate for each additional period is the rate in effect at the beginning of each additional period.

[1] To, but not including.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B2 DIRECTORY ASSISTANCE SERVICE

C1 Directory Assistance

D1 General

E1 The Utility furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

E2 The charges set forth, following, apply when customers of the Utility request assistance in determining telephone numbers of:

F1 A person who is located in the same local service area, or
F2 A person who is not located in the same local service area but who is located within the state for which the Utility furnishes centralized Directory Assistance Service.

E3 If a customer abuses or fraudulently uses Directory Assistance service, the appropriate Directory Assistance charges may be assessed on that customer's telephone account.

E4 A caller may request a maximum of two telephone numbers for each call to Directory Assistance.

E5 Call completion is provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable. Call completion is provided from Public Access Lines on an alternately billed basis and where facilities permit. Appropriate service charges listed in A3.B1 apply in addition to the Directory Assistance Service charge.

E6 Directory Assistance Service charges do not apply to requests originating from telephone services the Utility has determined are used on a continuing basis by person(s) certified incapable of using a published telephone directory. A nonrecurring charge does not apply to establish or remove Directory Assistance Service exemption.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

B2 DIRECTORY ASSISTANCE SERVICE (continued)

C1 Directory Assistance (continued)

D2 Allowances

E1 A customer is allowed one directly dialed Directory Assistance call per month at no charge for each central office line or trunk, excluding PALs.

E2 Centrex customers receive one directly dialed Directory Assistance call per month at no charge for each eight Centrex main station lines or fraction thereof if the total number of stations is not divisible by eight.

E3 The call allowance is not transferable between separate accounts of the same customer.

D3 Charges

E1 In locations, including Public Access Lines, where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a Mechanized or Operator-Assisted Station-to-Station call, the appropriate charge, specified in A3.B1, applies in addition to the Directory Assistance charge. (T)

		Rate
F1	Each call dialed directly by customer	$ 0.47
F2	Each call placed from Public Access Lines [1]	
G1	Direct Dial	0.15
G2	Alternately Billed	0.15

E2 The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance service, by rearranging, tampering, with, or making connection with any facilities of the Utility, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service. In addition to any other action authorized by this tariff, the Utility may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the customer's regular telephone account.

[1] See A3.B1 for additional charge applications.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

(L)

(L)

(L) Material relocated to Schedule No. A-16. (N)

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

(L)

(L)

(N)

(L) Material relocated to Schedule No. A-16.

(continued)

SCHEDULE NO. B-1

MESSAGE TOLL TELEPHONE SERVICE (continued)

A3 STANDARD SERVICE OFFERINGS (continued)

(D)

(D)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

Sheets 1 through 19 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**2nd Revised**
2	**1st Revised**
3	**2nd Revised**
4	**1st Revised**
5	**1st Revised**
6	**1st Revised**
7	**1st Revised**
8	**1st Revised**
9	**1st Revised**
10	**1st Revised**
11	**1st Revised**
12	**1st Revised**
13	**1st Revised**
14	**1st Revised**
15	**1st Revised**
16	**1st Revised**
17	**1st Revised**
18	**1st Revised**
19	**1st Revised**

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

APPLICABILITY

Applicable to intrastate wide area telephone service.

TERRITORY

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

RATES

A1 OUTWARD WATS

	Nonrecurring Charge	Monthly Rate
B1 Shared OutWATS Access Line		
Interexchange Carrier [1]		$ 35.00
Interexchange Carrier bills own interLATA usage, each		35.00
Install or New Connect	$ 110.00	
Change of Interexchange Carrier	5.00	
All Other Changes	27.50	
B2 IntraLATA Only Outward WATS Access Line		
Each		$ 35.00
Install or New Connect	$ 110.00	
Change from intraLATA only to Shared, or Shared to intraLATA only	5.00	
All Other Changes	27.50	

[1] Utility may bill interLATA usage on behalf of Interexchange Carrier.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

RATES (continued)

A1 OUTWARD WATS (continued)

B3 Hourly Rates

Hourly rates apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.

	Rate
Usage rate per access line, per hour	
First 5 hours	$ 13.50
Next 10 hours	13.25
Next 25 hours	12.24
Over 40 hours	10.08

A2 800 SERVICE

	Nonrecurring Charge	Monthly Rate
B1 Shared 800 Service Access Line		
Interexchange Carrier [1]		$ 24.00
Interexchange Carrier bills own interLATA usage, each		24.00
Install or New Connect	$ 110.00	
Change of Interexchange Carrier	15.00	
All Other Changes	27.50	

[1] Utility may bill interLATA usage on behalf of Interexchange Carrier.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

RATES (continued)

A2 800 SERVICE (continued)

B2 Hourly Rates

Hourly rates apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.

	Rate
Usage rate per access line, per hour	
First 10 hours	$ 14.00
Next 15 hours	12.50
Next 15 hours	11.50
Over 40 hours	10.00

A3 800 SERVICELINE OPTION

	Nonrecurring Charge	Monthly Rate
B1 800 Serviceline Option Number		
Each		$ 5.00
With suppression of message detail, each		5.00
Changes	$ 15.00	
B2 Fractional Hours		
Fractional hours will be rounded to the nearest tenth of an hour.		Rate
Hourly Rate		$ 6.00

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

RATES (continued)

A3 800 SERVICELINE OPTION (continued)

B3 Volume Discounts

All usage in excess of $60.00 will be discounted by the following percentages.

Amount			Discount
$0	through	$60.00	0%
$60.01	through	$200.00	10%
$200.01	through	$500.00	12%
$500.01	through	$1,000.00	15%
Over $1,000.00			20%

B4 Pay Telephone Charge

	Charge
Per Completed Call [1]	$ 0.26

A4 ANCILLARY WATS SERVICE

B1 Monthly Rates for Access Line Extensions

Access line extensions are provided only within the same LATA in this state.

The minimum service period for an access line extension is one day.

Where customer-provided terminal equipment or customer-provided communications systems involve connection to a channel, such channel connection is subject to the provisions Schedule No. AC, Rule No. 19.

When a WATS access line has more than one termination, one is designated as the access line main station. All other terminations of the same access line are designated as access line extensions.

[1] Charge is in addition to all other applicable 800 Serviceline rates and charges.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

RATES (continued)

A4 ANCILLARY WATS SERVICE (continued)

B1 Monthly Rates for Access Line Extensions (continued)

	Nonrecurring Charge	Monthly Rate
C1 Service Provisioning		
D1 Initial	$ 295.00	--
D2 Subsequent	145.00	--
C2 Network Access Channel, per termination		
D1 2-Wire	--	$ 22.50
C3 Channel Performance, per termination	65.00	10.75
C4 Transport Mileage		
Mileage Bands		
D1 Over 0 to 8		
Fixed	70.00	22.00
Per Mile	--	1.25
D2 Over 8 to 25		
Fixed	70.00	22.00
Per Mile	--	1.35
D3 Over 25 to 50		
Fixed	70.00	22.00
Per Mile	--	1.45
D4 Over 50		
Fixed	70.00	22.00
Per Mile	--	1.55

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS

A1 Description

B1 Wide Area Telecommunications Service (WATS) provides for dial-type communications between a WATS termination and exchanges within the same LATA, within the state and in accordance with the regulations and schedules of charges specified in this tariff.

B2 A WATS access line is a line from the Utility central office to the Utility-provided network interface on or near the customer's premises and is provided for the purpose of completing WATS calls. Each such line will be arranged at the customer's option for either Outward WATS or 800 Service, but not for both.

B3 WATS is provided as either Outward WATS, 800 Service or 800 Serviceline Option.

C1 The Outward WATS customer is furnished a WATS access line arranged for outward calling only. Outward WATS provides for directly dialed calls from a WATS termination by way of the WATS access line and the public switched network to exchanges within the same LATA in the state. Usage is bulk billed as set forth in A1, Outward WATS.

C2 The 800 Service customer is furnished a WATS access line arranged for inward calling only. 800 Service provides for dial-type calling to a WATS termination by way of the WATS access line and the public switched network from exchanges within the same LATA in the state. 800 Service allows customers to receive and pay for incoming long distance calls by use of a telephone number which begins with the special service area code, 8XX (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available). Usage is bulk billed as set forth in A2, 800 Service.

C3 The 800 Serviceline Option customer is furnished an 8XX number (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) to be associated with an individual line or trunk. 800 Serviceline Option is an option served over an exchange access facility and is not an access line. One 8XX number may be assigned to each existing or newly provided exchange telephone number which allows for the completion of 8XX calls in addition to all other usage normally handled on this termination. Message detail (calling number/calling location, where possible, and duration of calls) is included unless otherwise requested by the customer. Billing is based on a specified rate per hour as set forth in A3, 800 Serviceline Option. Volume discounts may apply.

B4 WATS is furnished only if the necessary service components are available. If unusual costs are involved to make facilities available, the customer may have to pay additional charges.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A1 Description (continued)

B5 Intrastate Outward WATS and/or 800 Service may be provided jointly by the Utility and the Interexchange Carrier on a shared basis. A shared WATS access line is where the Utility provides the WATS access line, transports the intraLATA traffic and bills both the WATS access line and intraLATA usage to the end user as set forth in this tariff. The Interexchange Carrier transports the interLATA traffic and bills interLATA usage to the end user at the IC's applicable WATS usage rates. The Interexchange Carrier shall order Switched Access Service under the terms and conditions of the Utility's Access Service tariff.

B6 Intrastate 800 Serviceline Option may be provided jointly by the Utility and the Interexchange Carrier on a complementary basis. A complementary service is where the Utility provides the 8XX number to be associated with an individual line or trunk, transports the intraLATA traffic and bills both the 8XX number and intraLATA usage to the end user as set forth in this tariff. The interLATA traffic is transported and billed by the Interexchange Carrier as set forth in B5 preceding.

B7 A dual jurisdiction WATS access line is a facility used for the provision of interstate and intrastate WATS and is provided subject to the terms and conditions of the Utility's Interstate Access Service Tariff F.C.C. No. 5. Any intrastate intraLATA traffic retained and transported by the Utility will be billed to the end user at the usage rates set forth in this tariff. The interLATA traffic is transported and billed by the Interexchange Carrier as set forth in B5 preceding.

B8 Interstate interLATA Outward WATS and/or 800 Service will be provided by the Interexchange Carrier.

B9 IntraLATA only 800 Service will not be provided by the Utility.

B10 IntraLATA only Outward WATS and/or 800 Serviceline Option will be provided by the Utility.

B11 Wire Center - A specified geographical location in an exchange from which charges for WATS extensions are determined.

B12 Service Terminating Arrangement - Utility-provided equipment which terminates WATS access lines and facilitates design, isolation, and testing of WATS service. Protective connecting arrangements include the service terminating arrangement.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A2 WATS Terminations

B1 The term "Station" as used in connection with WATS:

C1 Denotes the network control signaling unit and any other equipment which is arranged for WATS and provided at a customer's premises in accordance with this tariff or,

C2 Denotes the point, at a customer's premises, at which customer-provided terminal equipment or communications system is connected to Utility facilities furnished for WATS or,

C3 Denotes the point of connection of WATS to switching equipment when such switching equipment is located in a Utility central office or,

C4 Denotes the point of connection of Outward WATS to an Interexchange Carrier channel (utilizing WATS central office connecting facilities) at a Utility WATS serving central office.

B2 The term "Main Station" denotes the first WATS station furnished for use with a WATS access line. The term "Extension Station" denotes any other WATS station furnished for use with the same WATS access line.

B3 At the option of the customer, a WATS access line may be connected to:

C1 A standard telephone.
C2 An attendant's position or switching equipment of: a PBX or central office dial switched system, a common control switching arrangement.
C3 A key telephone system.
C4 An Interexchange Carrier channel utilizing a WATS central office connecting facility.

B4 When connections are made to customer or Interexchange Carrier-provided communications systems at a premises where the customer does not originate or terminate communications, the Utility may require that WATS be furnished from a Utility WATS central office arrangement different than the central office arrangement designated by the Utility to serve that premises. Under such circumstances, rates and charges equal to access line extension charges apply between the WATS central office that would serve the customer's premises and the WATS central office from which service is actually provided.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A3 Limitations of Service

B1 WATS calls must be dialed and completed without the assistance of a Utility operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by a Utility operator.

B2 The Utility does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

B3 The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations in the specified service areas. Connections of communications system provided by the customer or Interexchange Carrier to WATS may be made. However, the Utility will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

B4 Connection to Other Services

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.

B5 Priority of Service

C1 The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Schedule No. AC, Rule No. 17, and Frontier Communications of the Southwest, Inc., Tariff FCC No. 6, Access Service, Telecommunications Service Priority Section of the tariff.

C2 Subject to compliance with the above-mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services. However, the duration of MTS calls may be limited with facility shortages are caused by emergency conditions.

B6 Utility Liability

C1 In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Utility, and of the other uses for which facilities may be furnished by the Utility, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Utility, the services and facilities furnished by the Utility are subject to the terms, conditions and limitations herein specified.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A3 Limitations of Service (continued)

B6 Utility Liability (continued)

C2 The liability of the Utility for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Utility, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Utility in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision 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, defect in transmission, or failure or defect in facilities occurs.

C3 The Utility shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Utility, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Utility.

C4 When the lines of other telephone companies are used in establishing connections to points not reached by the Utility's lines, the Utility is not liable for any act or omission of the other company or companies.

C5 The Utility does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Utility harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided.

D1 The Utility may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A3 Limitations of Service (continued)

B6 Utility Liability (continued)

C5 (continued)

D2 The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Utility. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Utility, injury or damage to Utility employees or property might result from installation or maintenance by the Utility.

B7 Transmission Quality

Satisfactory transmission cannot be assured when the WATS access line is connected to other Utility services or to customer-provided equipment or services.

B8 Completion of 800 Service or 800 Serviceline Option Messages

800 Service or 800 Serviceline Option is furnished upon condition that the customer obtain adequate facilities to permit the use of this service without interfering with this service or impairing it or without injurious effects upon it or any other service rendered by the Utility. The Utility, without incurring any liability, may terminate or refuse to furnish 800 Service or 800 Serviceline Option to any customer who fails to comply with said conditions, provided that, in case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Utility's intention to terminate the service for such cause.

B9 Use of Service

WATS may be used by the customer or others authorized by the customer. Orders involving installation, rearrangement, billing or discontinuance of service will be accepted by the Utility only from the customer.

B10 Abuse or Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A3 Limitations of Service (continued)

B10 Abuse or Fraudulent Use (continued)

C1 The placing or acceptance of a WATS call by a WATS customer, the customer's agent, employee or representative, in response to an uncompleted MTS call, which was not completed in order to transmit or receive intelligence without the payment of the application message toll charge;

C2 The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the Utility, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular rates and/or charges for such service;

C3 The use of service or facilities of the Utility for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;

C4 The use of profane or obscene language;

C5 The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

A4 Application of Monthly Rates and Usage

B1 General

WATS usage charges are for payment for the service between the WATS termination and another location.

B2 Service Group

C1 Service Group, as used in connection with Outward WATS, denotes one access line or two or more access lines appearing in the same multiline terminating system at the same customer premises.

C2 Service Group, as used in connection with 800 Service, denotes the access lines arranged in central office equipment furnished by the Utility as part of a given hunting arrangement. (The term "hunting arrangement" denotes a grouping of 800 Service access lines at the same customer premises arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A4 Application of Monthly Rates and Usage (continued)

B3 Chargeable Time

C1 Chargeable time begins when connection is established between a station associated with the WATS termination and the calling or called station.

C2 Chargeable time ends when the calling station "hangs up" thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

C3 When 800 Service or 800 Serviceline Option is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service or 800 Serviceline Option so that the chargeable time may begin.

C4 All calls completed in one billing period through 800 Serviceline Option will be billed a minimum of 30 seconds per call.

B4 Minimum Service Period

The minimum service period for WATS is one day.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A4 Application of Monthly Rates and Usage (continued)

B5 Payment of Charges

C1 The customer is responsible for payment of all charges for service furnished the customer. Nonrecurring charges are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except hourly usage charges, which are payable upon rendition of a bill by the Utility.

C2 Charges of less than a cent will be rounded to the nearest cent.

B6 Fractional Periods

C1 The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.

C2 For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have 30 days.

B7 Directory Listings

C1 Directory listings for 800 Service will be provided at rates applicable for business additional listings. (See Schedule No. A-4, Directory Listings.)

C2 One free directory listing will be provided for 800 Serviceline Option. Additional directory listings will be provided at applicable additional listing rates. . (See Schedule No. A-4, Directory Listings.)

C3 Directory listings are not furnished with Outward WATS.

B8 Minimum Average Time Requirement (MATR) for Outward WATS

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A4 Application of Monthly Rates and Usage (continued)

B9 Method of Determining Rates for Outward WATS

C1 Determine the total number of calls for the service group.

C2 Determine the equivalent hours used by applying the minimum average time requirement of 60 seconds (1 call = 1 minute).

C3 Determine the total actual hours used for the service group.

C4 Determine the chargeable hours which is the greater of C2 or C3 preceding, rounded to the nearest tenth (one decimal place).

C5 Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth, two decimal places.

C6 Determine the average use per line in the service group by dividing the chargeable hour in C4 preceding, by the number of access lines in C5 preceding.

C7 Determine the usage charge per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

C8 Determine the total usage charge in the service group by multiplying the usage charge per access line in C7 preceding, by the number of access lines in C5 preceding.

B10 Minimum Average Time Requirement (MATR) for 800 Service

Usage is subject to an average of 30 seconds per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than 30 seconds, billing will be based on an average duration of 30 seconds per call.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A4 Application of Monthly Rates and Usage (continued)

B11 Method of Determining Rates for 800 Service

C1 Determine the total number of calls for the service group.

C2 Determine the equivalent hours used by applying the minimum average time requirement of 30 seconds (1 call = 30 seconds or 1/2 minute).

C3 Determine the total actual hours used for the service group.

C4 Determine the chargeable hours which is the greater of C2 or C3 preceding, rounded to the nearest tenth (one decimal place).

C5 Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by 30 days. The result is rounded to the nearest hundredth, two decimal places.

C6 Determine the average use per line in the service group by dividing the chargeable hour in C4 preceding, by the number of access lines in C5 preceding.

C7 Determine the usage charge per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.

C8 Determine the total usage charge in the service group by multiplying the usage charge per access line in C7 preceding, by the number of access lines in C5 preceding.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A5 Allowance for Interruptions

Allowances for interruptions apply to each WATS access line as set forth following:

B1 When the WATS access line is interrupted for a period of less than 2 hours after the trouble is reported to the Utility, no credit applies.

B2 When the WATS access line is interrupted for a period of 2 hours to 24 hours after the trouble is reported to the Utility, the following credit applies.

C1 Credit Allowance $ 11.00

B3 When the WATS access line is interrupted for a period or more than 24 hours after the trouble is reported to the Utility, a credit applies for each 24 hour period or any fraction thereof.

C1 Credit Allowance $ 11.00

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-2

WIDE AREA TELEPHONE SERVICE* (continued) (C)

CONDITIONS (continued)

A5 Allowance for Interruptions (continued)

B4 The credit in B2 and B3 preceding, includes all credits to be applied for an interruption.

B5 None of the prior credit allowances will be made for:

C1 Non-completion of WATS messages due to busy network conditions, or

C2 Interruption of service due to customer-provided equipment or systems, or

C3 Interruption of service due to the negligence of the customer, or

C4 Interruption of service during any period in which the Utility is not afforded access to the premises at which the WATS access line is terminated, or

C5 Interruption of service during any period when the customer has released the WATS access line to the Utility for maintenance purposes, or implementation of a customer order for a change in service arrangement.

B6 Message telecommunications service furnished at a customer's request, when WATS is interrupted, is charged at the message telecommunications rates.

B7 When 800 Serviceline Option is interrupted, the credit allowance is the same for the service with which it is associated.

A6 Pay Telephone Charge

The Pay Telephone Charge applies to all calls placed from pay telephones. This charge is in addition to all other applicable 800 Serviceline rates and charges.

* Wide Area Telephone Service is grandfathered and limited to all existing subscribers at their existing locations. (N)

(continued)

SCHEDULE NO. B-3

ARIZONA UNIVERSAL SERVICE FUND

LIST OF EFFECTIVE SHEETS

Sheets 1 through 2 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**1st Revised**
2	**1st Revised**

(continued)

SCHEDULE NO. B-3

ARIZONA UNIVERSAL SERVICE FUND (continued)

A1 Universal Service Fund Surcharge

B1 Description

The surcharges set forth below relate to funding the Arizona Universal Service Fund (AUSF) and are in addition to the rates and charges for access service, toll service and local service set forth in the applicable tariffs. If the Company determines it has collected its annually assessed amount prior to the end of the calendar year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by Arizona Corporation Commission Order. (T)

B2 Rate

The surcharge amounts are per A.A.C. R14-2-1201 through R14-2-1217. As the Arizona Corporation Commission issues orders, which increase or decrease the requirement for AUSF funding, this surcharge amount(s) will be adjusted accordingly. (T)

(continued)

SCHEDULE NO. G-1

PRIVATE LINE SERVICES

LIST OF EFFECTIVE SHEETS

Sheets 1 through 4 of this schedule are effective as of the date shown on each sheet.

Sheet	Number of Revision
1	**1st Revised**
2	**1st Revised**
3	Original
4	Original

(continued)

SCHEDULE NO. G-1

PRIVATE LINE SERVICES (continued)

APPLICABILITY

Applicable to intrastate private line services and channels furnished or made available by Frontier Communications of the Southwest, Inc. - Arizona between its points and between its points and points reached over facilities of connecting companies. (T) (T)

TERRITORY

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

RATES			Nonrecurring Charge [1]	Monthly Rate
A1	Intraexchange service			
B1	Miscellaneous or other services		Rates and charges as shown in respective schedules	
B2	Local channel mileage			
C1		First 1/4 mile or fraction thereof, air-line measurement	-	$ 8.35
C2		Each additional 1/4 mile or fraction thereof, air-line measurement	-	2.10
C3		Each termination	$ 6.00	-
A2	Interexchange service			
B1	Interexchange Private Line Service will be provided as special access service as shown in Frontier Communications of the Southwest, Inc., - Arizona Access Service tariff.			

[1] In addition to applicable service connection charges as shown in Schedule no. A-3.

(continued)

SCHEDULE NO. G-1

PRIVATE LINE SERVICES (continued)

CONDITIONS

A1 Private lines located wholly within an exchange area may terminate on key telephone systems but will be connected on a switchboard or connected for exchange or toll service. Customer-provided equipment meeting the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations may be connected to corresponding private line service.

A2 Outside plant facility

B1 Local channels

C1 The air-line measurement is the air-line distance between the terminals of the line. The number of 1/4 miles is computed separately between the various terminals along the circuit. The number of sections between terminals shall be one less than the number of terminals connected. If the channel passes through another central office, the measurement shall be computed separately between the central offices and added to the measurement of the channel from the central office to the telephone set.

C2 Each channel from the central office is priced separately.

C3 Fractional quarter miles shall be computed to whole quarter miles for each separate measurement between points as referred to above.

(continued)

SCHEDULE NO. G-1

PRIVATE LINE SERVICES (continued)

CONDITIONS (continued)

A3 If unusual conditions are involved in the provisions of service, such as the construction of channel facilities, additional charges may be applied, based on the cost incurred.

A4 This schedule includes the furnishing of all telephone equipment necessary for the provision of service. The use of privately-owned telephone equipment may be permitted when a customer desires special equipment for which provision is not otherwise made or when the use of privately-owned telephone equipment is essential and necessary to the proper operation of the service.

A5 Unless otherwise provided for in the private schedules, the above rates for private lines, circuits, or channels are applicable when used in connection with private line telephone, teletypewriter, program transmission, sound recording, loudspeaker, speech networks, alarm systems, remote metering, supervisory control and other signaling services. The rates apply to each physical, nonphysical, metallic, or grounded circuit or channel.

A6 Channels when reasonably available are furnished suitable for specified purposes and are arranged in such manner as the utility may elect. A channel, circuit, or facility furnished at the above rates may be used only for the specific purpose primarily intended, and may not be used for a combination of services, nor may a service be superimposed on one of a different kind.

A7 The utility may make tests and inspections to determine that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are being complied with in the installation, operation and maintenance of customer provided facilities or equipment. The utility may disconnect the channel if at any time such action should become necessary to protect its services or equipment from harm.

(continued)

SCHEDULE NO. I-1

INDIVIDUAL CASE BASIS (ICB) SERVICE OFFERINGS

LIST OF EFFECTIVE SHEETS

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

Sheets	Number of Revision
1	Original
2	Original
3	Original

(continued)

SCHEDULE NO. I-1

INDIVIDUAL CASE BASIS (ICB) SERVICE OFFERINGS (continued)

APPLICABILITY

Applicable to business subscribers who request special service arrangements and/or services not provided for in the tariff.

TERRITORY

Within the exchange areas as identified in each special arrangement.

(continued)

SCHEDULE NO. I-1

INDIVIDUAL CASE BASIS (ICB) SERVICE OFFERINGS (continued)

A1 DESCRIPTION OF SERVICE

Where a business subscriber requests one of the special service arrangements described below, which requires the use of the Utility's central office facilities, or for services not otherwise provided for in the tariff. Such service will be provided only on an Individual Case Basis, which is subject to prior review by the Arizona Corporation Commission.

B1 An installation and/or monthly charge will be required based on the total cost of the service furnished, labor incurred, and/or special work required.

B2 The Utility has the discretion to require Basic Termination Agreements from a subscriber as set forth to any of the services below.

A2 La Paz Regional Hospital

The Utility shall provide Digital Channel Service to the Customer at the location specified in the Agreement at the rates set forth below and in quantities set forth below for the Service Period identified below. Early termination charges and additional conditions or provisions will apply as set forth in the Agreement.

B1 Term

The term period is for three (3) years from the effective date of this tariff.

B2 Rates [1]

C1

Quantity	Service Item	Monthly Unit Rate	Total Monthly Rate	Nonrecurring Charge	Total NRC
1	Digital Channel Service System	$ 372.00	$ 372.00	$ 300.00	$ 300.00
24	Digital Channel Activations	2.90	69.60	6.00	144.00
24	Analog Service DIOD	4.00	96.00	32.00	768.00

[1] These rates do not include any applicable local, state or federal fees, taxes, required surcharges, or other applicable tariff charges.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

LIST OF EFFECTIVE SHEETS

Sheet 1 through 13 of this schedule is effective as of the date shown on each sheet.

Sheets	Number of Revision
1	**2nd Revised**
2	1st Revised
3	**1st Revised**
4	Original
5	**1st Revised**
6	Original
7	Original
8	Original
9	Original
10	Original
11	Original
12	Original
13	Original

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

APPLICABILITY

Applicable to 911 emergency reporting service furnished to political subdivisions and municipal corporations.

TERRITORY

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

RATES			Monthly Rate
A1	911 Emergency Service		
	B1 Each 911 access line [1]		
		C1 ANI capable facility from a serving central office to the PSAP [2]	$ 128.99

[1] Customer must subscribe to sufficient 911 access lines required to meet or exceed P.01 grade of service from each serving central office.

[2] This rate also applies when connecting other Exchange Carrier serving central offices to a PSAP located in the Utility's service area. This rate does not include circuitry beyond the "meet point" of the facility or terminations of other Exchange Carriers serving central offices. (T)

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

RATES (continued)		Monthly Rate	
A2	Automatic Location Identification Service [1]		
B1	Database Management System, per 1,000 Wireline Access Lines/Records [2]	$ 58.12	
B2	Centralized ALI Storage/Processing, per 1,000 records [2]		
C1	When subscribing to both wireline and wireless Storage/Processing Wireline Records	39.46	(D)
C2	When subscribing to wireline only Storage/Processing Wireline Records	78.92	
B3	Centralized ALI Access – per PSAP	1,090.49	

[1] This service is provided under a 5-year term agreement only. See A14 CONDITIONS, B6 for termination liability.

[2] Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually. Wireline billing is based on the number of Frontier Access Lines and Non-Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. (D)

(D)

[3] Does not include equipment (access software and hardware) needed at customer's premises to interface to the Centralized ALI circuit facility.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

GENERAL

A1 911 Emergency Reporting Service, also referred to as 911 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Emergency Service Agency (ESA) may receive telephone calls dialed to the telephone number 911. 911 Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone 911 calls originated by persons within the serving area. 911 Service includes Automatic Number Identification. An optional feature of 911 service is Automatic Location Identification.

A2 The ESA may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency law enforcement, fire, or other emergency services within the telephone central office areas arranged for 911 calling.

A3 The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The ESA must subscribe to additional local exchange service at the PSAP for administrative purposes, the placing of outgoing calls, and for receiving other emergency calls, including any which might be relayed by utility operators.

A4 This offering is limited to the use of central office number 911 as the emergency number, and only one 911 Service will be provided within any geographical area.

A5 911 Service is provided by the Utility only where facility and operating conditions permit.

A6 The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

GENERAL (continued)

A7 Application for 911 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Utility. At least one local law enforcement agency must be included among the participating agencies in any 911 offering. The ESA is the customer to the Utility.

A8 Caller ID Blocking features "Per Call Block" and "Per Line Block" will not block the delivery of Automatic Number Identification (ANI) if activated prior to placing a 911 call.

A9 Automatic Location Identification Service is an optional 911 feature which provides 911 caller location information based on address criteria provided by Customer. The service consists of the following components:

B1 Database Management System (DBMS) - Provides the following:

C1 Validates and modifies wireline subscriber address to match the Master Street Address Guide (MSAG);

C2 Provides addition, deletion, and change updates of Subscriber names, telephone numbers, and addresses to the Centralized ALI Storage/Processing System.

B2 Centralized ALI Storage/Processing System: Stores subscriber location information associated with the 911 service area. It is used by the PSAPs to retrieve location data of a 911 caller. This service is provided via a network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. Both network components are connected to the PSAP, This Service provides location information for wireline callers as follows: (T)

C1 Wireline - Upon receipt of an ALI query from the PSAP, the system will respond with the subscriber's name, street address and community associated with the telephone number.

(D)

(D)

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

CONDITIONS

A1 The Utility provides 911 Service solely for the benefit of the ESA operating the PSAP. The provision of 911 Service by the Utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any utility obligation toward any third person or legal entity other than the ESA.

A2 The Utility does not undertake to answer and forward 911 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.

A3 Temporary suspension of service is not provided for any part of the 911 Service.

A4 This service is furnished to ESA's only for the purpose of voice reporting of emergencies by the public.

A5 911 information consisting of the names, addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential. (Except as indicated in A6 and A7 following.)

A6 The 911 calling party forfeits the privacy afforded by private (nonpublished) and semiprivate (nonlisted) telephone number service to the extent that the telephone number associated with the originating station location is furnished to the PSAP on a call-by-call basis only for the purpose of responding to emergency calls. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.

A6.1 Private and semiprivate information may also be released to authorized agencies in the delivery of emergency notification services pursuant to 47 USC §222(g).

A7 The Utility's entire liability to any person for interruption or failure of 911 service shall be limited to the terms set forth in this schedule and other schedules of this tariff.

A8 The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Utility in the event the system is not functioning properly. PSAP equipment must be compatible with the Utility's facilities.

A9 The Utility's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service, or any part thereof whether caused by the negligence of the Utility or otherwise, shall not exceed an amount equivalent to the pro rate charges for the service affected during the period of time that the service was fully or partially inoperative.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

CONDITIONS (continued)

A10 Except for willful misconduct or gross negligence of the Utility, each end user and ESA also agrees to release, indemnify, and hold harmless the Utility from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the end user, ESA, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the end user, ESA, or others.

A11 Each ESA also agrees to release, indemnify, and hold harmless the Utility for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Utility in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Utility, the ESA, its user, agencies, or municipalities, or the employees or agents of any one of them.

A12 Because the Utility serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.

A13 The Automatic Number Identification (ANI) feature will not forward the telephone number of the calling party when the call originates on a line providing four-party grade of service.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

CONDITIONS (continued)

A14 The ESA must furnish the Utility, in writing, with its agreement to the following terms and conditions:

B1 That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.

B2 That the ESA accepts responsibility for dispatching, or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.

B3 That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.

B4 That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Utility to be installed. (Applies to 911 Service only).

B5 The ESA has read, understands, and agrees to all the terms and conditions in this tariff.

B6 Basic termination liability formula

If the service is cancelled in whole or in part by the customer or is terminated for cause by the Company prior to expiration of the agreed to five-year period, the customer shall be required to pay a sum determined by the application of the following formula.

Termination Charge	=	Monthly Rate For All Services	x	# of Months Remaining In five-year Basic Termination Liability Agreement

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

CONDITIONS (continued)

A15 It will be the intent of the Utility to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.

A16 This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any person other than the ESA contracting for 911 Service. In the event of any interruption of the service, the Utility shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rate allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption continues, after notice to the Utility. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA.

A17 When the use of service or facilities furnished by the Utility is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Rule No. 12 of this tariff. Where allowances on monthly charges for service features of 911 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

CONDITIONS (continued)

A18 The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Utility undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Utility in the event the system is not functioning properly.

A19 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two 911 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.

A20 Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Utility cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 Service.

A21 The Utility, its employees, agents, or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 911 call in an emergency situation where no name, address, or location of the 911 caller is available.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

CONDITIONS (continued)

A22 The ESA agrees to provide trained personnel for 24-hour coverage and receive all 911 calls routed to the PSAP. The ESA recognizes that addresses must first be verified from a calling party. The Utility will provide to the ESA, 24-hours per day on a call-by-call basis, for both published and nonpublished telephone numbers, the customer name and address from a Reverse Directory controlled and maintained by the Utility. This directory will be updated by the Utility on a monthly basis. The Utility agrees to provide the physical address of the calling party wherever possible but cannot guarantee the existence or accuracy of the addresses in emergency situations. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.

A23 Under normal circumstances, work will not be performed on 911 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.

A24 No charge will be made to a calling party for calls to the 911 service.

A25 Prior to the establishment of Automatic Location Identification (ALI) Service, the ESA is responsible for providing the Utility with a complete and accurate Master Street Address Guide (MSAG) for the entire geographic area where ALI Service is provided. After establishment of service, it is the responsibility of the ESA to continue to verify the accuracy of the MSAG, and to advise the Utility of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that may affect the accuracy of the location information.

A26 ALI Service does not include provision of specific caller location information where it is technically impossible to do so. Such technical reasons include, but are not limited to, the inability to provide subscriber information associated with multi-party lines, or private telecommunications systems, such as PBXs or shared tenant services. The Utility does not undertake to obtain subscriber record information from private telecommunications systems, but will accept such information provided to it.

A27 The ESA acknowledges that the location information provided with ALI Service may not be the actual location of the emergency and/or may not be accurate or complete. The ESA agrees to attempt to obtain the location of the emergency from the 911 caller.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

DEFINITIONS OF TERMS

A1 Automatic Location Identification (ALI): The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

A2 Automatic Location Identification (ALI) Database: The set of ALI records residing on a computer system.

A3 Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units via the 911 Control Office.

A4 Called Party Hold: Once the PSAP has answered the call, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP.

A5 Calling Party Switch Hook Status: This allows the PSAP to tell if the calling party has hung up or is on the line and unable to speak.

A6 Centralized ALI Storage/Processing: The data storage for the ALI records in the redundant CALI system, both the primary and the secondary platforms. The ALI records are updated on the CALI System with Change/Add/Delete activity.

(continued)

SCHEDULE NO. L-1

911 EMERGENCY REPORTING SERVICE

DEFINITIONS OF TERMS (continued)

A7 Emergency Ringback: This feature allows the PSAP to attract the attention of the calling party by ringing that party's telephone. Ringback will operate either if the calling party has hung up or has not hung up but is away from the telephone.

A8 Emergency 911 Service Options: 911 Service with ANI: includes automatic number identification, and may include forced disconnect, calling party hold, calling party switch hook status and emergency ringback.

A9 Forced Disconnect: This feature allows the PSAP to terminate completed calls and release the 911 system for reuse even if the calling party remains on the line.

A10 Master Street Address Guide (MSAG): A database of street names and house number ranges within associated communities used for the purposes of assuring proper routing of 911 calls.

A11 Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

(continued)

SCHEDULE NO. L-2

811 DIALING SERVICE

LIST OF EFFECTIVE SHEETS

Sheet 1 through 4 of this schedule are effective as of the date shown on each sheet.

Sheets	Number of Revision
1	Original
2	Original
3	Original
4	Original

(continued)

SCHEDULE NO. L-2

811 DIALING SERVICE

GENERAL

A1 811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to an 811 Customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code to reach the 811 Customer. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the 811 Customer that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This tariff covers calls originating on lines terminating in a Carrier switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls).

DEFINITIONS

A1 811 Customer – The entity providing, with appropriate state authority, the excavation notice service under Arizona Revised Statutes 40-360.32.

A2 Calling Party – The end user in a Carrier Exchange placing 811 calls.

A3 Terminating Number – The local or toll free (8XX-XXX-XXXX) number subscribed to by the 811 Customer.

CONDITIONS

A1 Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the 811 Customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided.

B1 The 811 Customer shall provide the Carrier with this number in advance so that the Carrier may properly translate its central office switches.

B2 The 811 Customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair the Carrier's network.

A2 The terms of this tariff are premised on the 811 Customer's unique network design requirements, service mix, usage patterns and concentration, and other characteristics.

B1 The Carrier's offering of 811 to the 811 Customer is conditioned on the premise that the 811 Customer has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by the Carrier, and that the 811 Customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.

(continued)

SCHEDULE NO. L-2

811 DIALING SERVICE

811 Dialing Service (continued)

CONDITIONS (continued)

A3 The Carrier reserves the right to file tariffs at a later date if charges are deemed appropriate, or if network rearrangements made by the Carrier, or 811 Customer requests in the future require the Carrier to incur additional costs.

A4 Any changes to the termination number(s) is the 811 Customer's responsibility. The Carrier is to be provided with 60 days written notice of any planned number change to ensure the timely number translations can be performed at each Central Office.

A5 Caller ID information from the originating number is not provided to the 811 Subscriber/Customer on a real-time basis.

A6 811 Dialing Service is not available for resale.

LIMITATIONS OF LIABILITY

A1 The Carrier assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area provider.

B1 Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number.

B2 The Carrier assumes no liability for Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.

A2 The Carrier accepts no liability for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Carrier occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the 811 Customer, or by the Carrier in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision.

B1 The Carrier shall be indemnified and saved harmless by the 811 Customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Carrier, apparatus and systems of the 811 Customer; and against all other claims arising out of any act or omission of the 811 Customer in connection with the facilities provided by the Carrier.

B2 Neither the Carrier nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service.

(continued)

SCHEDULE NO. L-2

811 DIALING SERVICE

811 Dialing Service (continued)

LIMITATIONS OF LIABILITY (continued)

A2 (continued)

B3 The Carrier is not responsible to the 811 Customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Carrier caused by terminal equipment, except where a contributing cause is the malfunctioning of a Carrier-provided connecting arrangement, in which event the liability of the Carrier will not exceed the Pro Rata Amount.

B4 The Carrier is not responsible to the 811 Customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of 811 Customer-provided power supply.

MISCELLANEOUS

A1 The Carrier reserves the right to discontinue the 811 Dialing Service (without limitation) immediately, without notice, if interruption of Service is necessary to prevent or protect against fraud or otherwise protest the Carrier's personnel, facilities or services.

(continued)

SCHEDULE NO. X-1

DISCONTINUED SERVICES

LIST OF EFFECTIVE SHEETS

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

Sheets	Number of Revision
1	**1st Revised**
2	**1st Revised**

(continued)

SCHEDULE NO. X-1

DISCONTINUED SERVICES

NETWORK ACCESS LINE SERVICE

APPLICABILITY

Applicable to discontinued business or residence network access line service limited to existing customers only.

TERRITORY

Within the base rate and suburban areas of exchanges listed below as said areas are defined on maps filed as part of the tariff schedules.

RATES

	Monthly Rates	
	Two-Party Line	Four-Party Line
A1 Business network access line service		
Parker Dam	$ 27.60	1
Parker	27.60	1
Poston	27.60	1
A2 Residence network access line service		
Ehrenberg	-	12.65
Bouse	18.20	-
Parker	14.20	12.65
	18.20	-
Parker Dam	-	12.65
Poston	14.20	12.65
	18.20	-

CONDITIONS

A1 Existing business or residence customers to service at present premises under Rates A1 or A2 above may retain service until service is discontinued. New service or reapplication for service will be provided for at rates for grades of service shown in Schedule No. A-1. When exchange facilities become available for service upgrades, service under this schedule must be discontinued upon 30 day written notification to the customer and regarded services will be rated out of Schedule No. A-1. (T)

1 Service is not offered.

(continued)