

USING THE PRODUCT GUIDE

Applicable To Residential and Business
Local Services, Rates, Terms and Conditions
Provided In The Territories Served By
FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.
Within The State Of California

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USING THE PRODUCT GUIDE

1. User Guide

A. Description

This Product Guide lists rates, terms and conditions associated with detariffed residential and business services as authorized in D.07-09-018.

Some services such as basic residential telephone line (flat or measured dial tone line), 911, and your choice of long distance provider are not detariffed and will not be found in the Product Guide.

The rates terms and conditions associated with a basic telephone line can be found at <http://carrier.frontiercorp.com/crtf/tariffs/>, in Tariff Schedule A-1.

B. Structure

This Product Guide is broken into 30 individual sections.

The first 6 sections include general information applicable to residential and business customers.
Sections 0, 1, 2, 3, 4, 4A

The remaining sections are related to individual products and services offered by Frontier Communications of the Southwest Inc.

Sections 5, 6, 6A, 7, 7A, 8, 8A, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30

C. Navigating The Product Guide

a. Using Adobe search capabilities

- i. To search the Product guide you must have Adobe Acrobat Reader installed on your computer
- ii. Open either of the following files "Using The Product Guide" Or " Table of Contents"
- iii. After opening the file use the search function on the Adobe tool bar to perform a search
- iv. Using the search results, determine which section of the Product Guide has the information you are interested in viewing.
- v. Close this file and open the section of the Product Guide with the information you are looking for.
- vi. The Adobe search feature will work in each individual section of the Product Guide.

USING THE PRODUCT GUIDE

1. User Guide – Continued

D. Contents

Section descriptions

| | | |
|------------|---|------------|
| Section 0 | TABLE OF CONTENTS identifies the individual sections of the Product Guide, provides an alphabetical list of services offered and the section the services are located in | |
| Section 1 | DEFINITIONS OF TERMS provides an alphabetical list of terms used throughout the Product Guide | |
| Section 2 | GENERAL TERMS AND CONDITIONS outlines the terms and conditions associated with both residential and business services including, disclaimers, warranties, class of service, Service Performance Guarantee, and Termination Liability | |
| Section 3 | SERVICE CHARGES lists the one-time charges for installing services | |
| Section 4 | LOCAL EXCHANGE SERVICE rates for business basic individual phone lines services and the associated usage rates | |
| Section 4A | LOCAL EXCHANGES, EXTENDED SERVICE AREAS AND ZUM 3 EXCHANGES The exchanges (cities) Frontier Communications of the Southwest Inc. serves and the calling areas | |
| Section 5 | GENERAL SERVICES individual service enhancements such as Inside Wire Maintenance and Voice Mail | |
| Section 6 | CUSTOM CALLING SERVICES individual calling features such as Call Waiting, Speed Dialing, Call Forwarding, 3-Way Calling, Caller ID, *69, Call Trace, Call Restriction Service | |
| Section 6A | PACKAGED SERVICES calling features sold in packages such as Frontier Local Calling Plan / Elite / Light, Regional Essentials / Value G Plan, Unlimited Local and Toll Service, Basic Pack, Complete Pack, Features plan - Business | (T) (T) |
| Section 7 | PROMOTIONAL PRICING special limited time offers | |
| Section 7A | COMPETITIVE RESPONSE special offers in response to a competitive offer | |
| Section 8 | Customized Multi-line Telephone Service Business service offering whereby certain basic and optional features are provided | (T) |

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2. User Guide – Continued

E. Contents

Individual sections and their descriptions - Continued

- | | |
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| Section 9 | INTEGRATED SERVICES DIGITAL NETWORK (ISDN) SERVICES Business service offering |
| Section 10 | DIGITAL NETWORK SERVICES Business service offerings: Digital Channel Service (Customer Network) and Flexible Digital Channel Truck Service |
| Section 11 | ADVANCED DATA SERVICES Business service offerings: Video Digital Transport Service, ATM, Frame Relay, SONET, DSO, DWR and IOS |
| Section 12 | ADVANCED INTELLIGENT NETWORK (AIN) SERVICES Business service offerings: Custom Re Direct Service |
| Section 13 | CUSTOMER OWNED PAY TELEPHONE (COPT) SERVICE Customer owned pay coin telephone service |
| Section 14 | PREMIUM SERVICE LINES 900 AND 976 SERVICES intraLATA transport service and Billing and Collection service for Information Providers |
| Section 15 | TELECONNECT DISCOUNT SERVICE discount telecommunication services for Schools, Libraries, Hospitals and Community Based Organizations |
| Section 16 | INTRALATA TOLL SERVICE rates, terms and conditions for calls between two exchange stations located in different local services areas |
| Section 17 | CALLING PLANS calling rate plans for IntraLATA Toll usage |
| Section 18 | OPERATOR SERVICES Rates, terms and conditions for calls placed with the use of a live operator and Referral Services |
| Section 19 | DIRECTORY SERVICES Includes Local Directory Assistance and National Directory Assistance |

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3. User Guide – Continued

F. Contents

Individual sections and their descriptions - Continued

- | | |
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| Section 20 | OPTIONS FOR PROVIDING ENHANCED SERVICES Network services, which expand a customer's ability to provide services to clients or which provide benefits directly to the customer |
| Section 21 | EMPLOYEES SERVICES offerings to residential telephone service provided to regular and retired employees of the Utility |
| Section 22 | VIDEO DIGITAL TRANSPORT SERVICE business service offering |
| Section 23 | N11 DIALING Nationally assigned three digit abbreviated dialing code |
| Section 24 | CUSTOM ROUTING SERVICE business service offering |
| Section 25 | WIDE AREA TELECOMMUNICATIONS (WATS) AND 800 SERVICES Intrastate intraLATA 800 service |
| Section 26 | GRANDFATHERED SERVICES services no longer offered for sale |

2. Alphabetical List of Services

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SYMBOLS

The following symbols are applicable to this Product Guide:

- (C) To signify change in listing, term, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, term or condition.
- (I) To signify Increase.
- (L) To signify material relocated from or to another part of the guide with no change in text, rate, term or condition.
- (N) To signify new material Including listing, rate, term or condition.
- (R) To signify reduction.
- (T) To signify change in text, but no change in rate, term or condition.