

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

Original Title Sheet

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES
APPLYING TO
FRONTIER COMMUNICATIONS OF MINNESOTA, INC.
WITHIN THE
STATE OF MINNESOTA**

ISSUED: September 27, 1996

EFFECTIVE: October 1, 1996

**BY: John A. Cerwick
Regulatory Staff Manager**

**TARIFF NO. 3
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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**First Revised Section Index
Cancelling Original Section Index**

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2	General Regulations	
3	Centrex Services	
4	Billing and Collection Services	
5	Coin Telephone Service	(N)

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 1
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DEFINITION OF TERMS

Access Lines

A telephone facility which permits access to and from both the customer's premises and the telephone exchange or serving central office.

Building

A building is a structure under one roof, or two or more structures connected by enclosed passageways which do not cross public thoroughfares, and are regularly used as corridors by persons and are suitable for the installation and maintenance of inside wiring. Pipes and conduit are not considered enclosed passageways.

Central Office

A central office is an operating switching unit by means of which telephonic communication is established between stations connected to such office.

Central Office Line

A circuit furnished by the Company which extends from the central office building to the customer premises. The end of the central office line is at the cable terminal located as close as practical to the point at which the cable enters the customer premises. Where no cable terminal is installed, the end of the central office line shall be the point at which cable enters the customer's premises. This includes exchange access lines and channel services.

Channel

A channel is an electrical path suitable for the transmission of communications.

Class of Service

The classes of customer telephone service are residence service and business service. (C)
(D)

Company

Wherever used in this Tariff, "Company" refers to Frontier Communications of Minnesota, Inc., unless the context clearly indicates otherwise.

Cost

Whenever the word "cost" is used in this Tariff, it is intended to cover the cost of labor, material and incidentals, plus a charge for supervision and overhead.

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**Section 1
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DEFINITION OF TERMS

Customer Premises Equipment

Customer premises equipment is defined for this Tariff as all equipment located on the customer premises except over voltage protection equipment, inside wiring, coin-operated or pay telephones and multiplexing equipment to deliver multiple channels to the customer.

Exchange

A central office or group of central offices, together with the customers' stations and lines connected thereto, forming a local system furnishing means of telephonic intercommunication without toll charges between customers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multioffice exchange.

Exchange Area

The area in which the Company undertakes to provide service from one specific exchange.

Exchange Service

The general telephone service rendered in accordance with individual Tariff provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication at charges in accordance with the provisions of the Tariff. This includes Extended Area Service, where offered.

The following grades of exchange service are ordinarily provided:

1. One-Party Service
2. Key Trunk
3. PBX Trunk

(D)

Flexibly Priced Services

Telephone services not otherwise determined to be "price-regulated services" or "non-price-regulated service" under Minnesota Statutes Section 237.761.

Key Trunk

A circuit between a central office and a key telephone system.

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DEFINITION OF TERMS

Local Service

The privilege of intercommunication within a local service area. (See Exchange Service.)

Local Service Area

The area within which telephone service is furnished customers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas.

Message

A communication between two telephone stations. Messages may be classified as follows:

1. Local Message - A communication between telephone stations within the same local service area.
2. Toll Message - A communication between telephone stations in different exchange areas for which a toll charge is made.

Non-Price-Regulated Services

Telephone services for which the Minnesota Public Utilities Commission has found that sufficient competition exists to be classified as "non-price-regulated services" under Minnesota Statutes Section 237.761.

PBX System

A PBX, or private branch exchange, system is an arrangement of equipment, consisting of switching apparatus with attendants' telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephonic intercommunication between these stations and also communication with the general exchange system.

PBX Trunk

A circuit between a central office and a PBX system.

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Regulatory Staff Manager**

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DEFINITION OF TERMS

Premises

All space in the same building occupied by a customer and all space occupied by the same customer in different buildings on continuous property.

Price-Regulated Services

Telephone services that are determined to be “price-regulated services” under Minnesota Statutes Section 237.761. Such services are: (1) essential for providing local telephone service and access to the local telephone network, (2) integrally related to privacy, health and safety of the Company’s customers and (3) for which no reasonable alternative exists within the relevant market or geographic area on reasonably comparable terms and conditions.

Telephone Station

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting and receiving telephone messages.

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GENERAL REGULATIONS

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GENERAL REGULATIONS

2.1 General

All provisions related to the Company and Customer rights and duties, and limitations on liability, contained in Tariff No. 1 are incorporated into and made part of this Tariff and are applicable to non-priced-regulated services in Tariff No. 3.

2.2 Explanation of Symbols

2.2.1 Changes in Tariff Pages

When changes are made in any Tariff No. 3 page, a revised page will be issued cancelling the Tariff No. 3 page affected; such changes will be identified through the use of the following symbols:

- (C) - to signify changed regulations
- (D) - to signify discontinued rate, regulation or deletion of text
- (I) - to signify increase
- (M) - to signify relocated material with no changes
- (N) - to signify new rate, regulation or text
- (R) - to signify reduction
- (S) - to signify reissued matter
- (T) - to signify a change in text but no change in rate or regulation
- (Z) - to signify a correction

2.2.2 Additional Symbols

The above symbols will apply, except where additional symbols are identified at the bottom of an individual page.

2.3 Special Pricing

2.3.1 General

A customer may be charged a price other than a price in the Tariff (special pricing) when differences in the cost of providing a service or service element justify a different price for a particular customer, or when uniform prices should not be required because of market conditions.

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GENERAL REGULATIONS

2.3 Special Pricing (Continued)

2.3.2 List of Services

Special pricing may be applied to the following services, which are described elsewhere in this Tariff:

- A. Centrex Programming Charge
- B. Digital Centrex Service
- C. Automatic Call Distribution Service
- D. Billing and Collection Services

2.4 Discounts for Schools and Libraries

Schools and libraries may be eligible for discounted rates for services offered in this Tariff. Discounts are available only to the extent that they are funded by the federal universal service fund and are subject to the terms and conditions set forth in 47 CFR 54.500-54.517.

(N)
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CENTREX SERVICES

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Regulatory Staff Manager**

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CENTREX SERVICES

3.1 Centrex Programming Charge

3.1.1 General

- A. One Centrex Programming Charge is applicable for each order associated with Digital Centrex Service, including new connections, subsequent changes or restoral of service after disconnection. The charge is in addition to the applicable service charges specified in Section 4 of Tariff No. 1.
- B. The term "order" means all work or service ordered at the same time by the customer and which is performed or provided on the same premises.

3.1.2 Rates and Charges

Centrex Programming Charge, per Order (CXPGM) \$6.20

3.2 Digital Centrex Service

3.2.1 General

- A. Digital Centrex is a central office communications system provided in association with local exchange services furnished from digital central office equipment located in Company buildings. Digital Centrex (hereinafter referred to as Centrex) is not provided in association with Payphone Service or multiparty service. (C)
- B. Centrex is offered only in central office equipped to provide such service.
- C. The minimum contract period for the service is one month.
- D. A Basic Termination Liability Agreement may be required.
- E. Customer premises equipment associated with this service is provided by the customer or as specified in Section 3 of the Tariff, and must be compatible with the services and equipment provided by the Company.
- F. Depending upon customer feature selection, and due to the complex nature of Centrex services, some features (both packaged and individual) may not be technically compatible when grouped with certain other features or in some central offices.

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Regulatory Staff Manager**

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CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.1 General (Cont'd)

- G. The customer must subscribe to a minimum of two access lines each equipped with a General Application Package as specified in Section 3.2.3. (D)
Centrex with one access line is a grandfathered service offering, limited to (D)
existing customers at existing locations.

3.2.2 Centrex Feature Descriptions

A. Station Features

CALL FORWARD ALL CALLS allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number either inside or outside the customer group. The remote number is programmed or changed by the station user.

CALL FORWARD BUSY allows a customer to have incoming calls to a busy station automatically forwarded to a predetermined station within the customer group. The predetermined station is programmed in memory by the Company and cannot be changed from the station.

CALL FORWARD NO ANSWER allows a customer to have incoming calls to an unanswered station automatically forwarded to a predetermined telephone number. The remote number is programmed in memory by the Company and cannot be changed from the station.

CALL HOLD allows a station or Business Set user to hold one call for any length of time, until either party goes on-hook. Business Set users also have Held Calls and Listen on Hold options. Held Calls allows a Business Set user to hold an established call on any Directory Number on the Business Set. Listen on Hold allows a handsfree Business Set user to place a called party on hold and listen through the speaker.

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Regulatory Staff Manager**

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CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

A. Station Features (Cont'd)

CALL PARK/DIRECTED CALL PARK allows a station or Business Set to park calls. Call Park allows a station or Business Set to park a call against its own directory number. Directed Call park allows a station or Business Set to park a call against any station directory-number call appearance within the customer group. The parked call can be retrieved from any station within the customer group. Recall ID allows a station or Business Set user to distinguish a Call Park recall from other types of calls.

CALL PICKUP allows a station or Business Set to answer incoming calls to another station within a defined call pickup group. Station users also have the option of Three-Way Calling/Call Pickup Interaction, which allows the user, while in the talking state, to pick up an incoming call to another station in the same pickup group and then to be able to connect all three parties.

CALL TRANSFER ALL CALLS allows a station with this feature to hold and transfer incoming, outgoing, and intragroup calls.

CALL TRANSFER INCOMING CALLS allows a station with this feature to hold and transfer incoming calls to stations that are internal to the same customer group.

CALL TRANSFER INTERNAL CALLS allows a station to transfer any established intragroup call to another station in the same customer group.

CALL TRANSFER OUTGOING CALLS allows a station with this feature to hold and transfer both incoming and outgoing calls. On outgoing calls, one station in the final connection must be internal to the same customer group.

CALL WAITING allows a busy station or Business Set user to hear an audible tone when an incoming call is made to the busy station. Station users also have the option of Distinctive Call Waiting Tones which allows a called station to determine whether an incoming waiting call is external or internal to the customer group, through the use of different tones cadences.

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CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

A. Station Features (Cont'd)

CALL WAITING INCOMING ONLY provides call waiting treatment on only Direct Distance Dialed (DDD) calls coming into the group. Intragroup calls and calls terminating from private facilities receive busy treatment as if the called line had no call waiting service.

CALL WAITING ORIGINATING/DIAL CALL WAITING provides enhanced call waiting capabilities. Call Waiting Originating allows a station or Business Set user making an intragroup call to automatically impose Call Waiting on a busy set that does not have Call Waiting assigned. Dial Call Waiting is equivalent to Call Waiting Originating, except that Call Waiting is not automatically imposed. The user must first dial an access code. Distinctive Call Waiting Tones allows a called station to determine whether an incoming waiting call is external or internal to the customer group through the use of different tone cadences.

CANCEL CALL WAITING allows a station user or Business Set user to prevent CALL WAITING treatment on any incoming calls. This ensures that call-waiting indication tones will not interrupt important calls or disrupt data transmissions. This feature is activated by dialing a feature-activation code from the station.

DIRECTED CALL PICKUP allows for call pickup capabilities. Directed Call Pickup with Barge-In permits a station to either answer an incoming call to a busy station in the same customer group, or barge-in to a busy station and be connected into a three-way call. A warning tone can be applied to the barged-in parties of an existing call before the activating station is barged-in. Directed Call Pickup Non-Barge-In permits a station user or Business Set user to answer a call that is ringing any other line within the same customer group. Once the call is picked up, this feature will not allow the call to be barged-in upon.

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CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

A. Station Features (Cont'd)

DISTINCTIVE RINGING allows a station to hear a different ringing cadence for intragroup and Direct Inward Dialing (DID) calls.

FIXED CALL FORWARDING allows a customer to have incoming calls to a station automatically forwarded to a predetermined telephone number. The predetermined telephone number is programmed in memory by the Company and cannot be changed from the station.

FULLY-RESTRICTED SERVICE prevents a station from having access to the local exchange or interexchange networks or to an attendant.

LAST NUMBER REDIAL enables a station user or Business Set user to redial the last called number by pressing a single key rather than dialing the entire number.

MESSAGE WAITING INDICATION provides an audible or visual indication at the customer's station that messages are waiting.

RING AGAIN allows for notification when a called station or Business Set is no longer busy. Ring Again allows a station user encountering a busy station within the same customer group to be notified when the called station becomes idle and to be placed automatically in ring-again mode. Ring Again on Idle Business Set prevents a Business Set user from receiving callback while active on another call.

SPEED CALLING 30 GROUP LIST allows a station or Business Set within a customer group to access a common speed calling list. Up to 30 numbers can be programmed in the group list. The list has one line designated as the controller and only the controller can add to, change, or delete numbers from the list.

SPEED CALLING 50 GROUP LIST allows a station or Business Set within a customer group to access a common speed calling list. Up to 50 numbers can be programmed in the group list. The list has one line designated as the controller and only the controller can add to, change, or delete numbers from the list.

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CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

A. Station Features (Cont'd)

SPEED CALLING 70 GROUP LIST allows a station or Business Set within a customer group to access a common speed calling list. Up to 70 numbers can be programmed in the group list. The list has one line designated as the controller and only the controller can add to, change, or delete numbers from the list.

SPEED CALLING 8 INDIVIDUAL LIST allows a station or Business Set to access a private list of speed calling numbers. Up to 8 numbers can be programmed in the private list. The station user can add to, change, or delete numbers from the list.

STATION ACTIVATED DO NOT DISTURB provides the station or Business Set user with the option of making the station's line either busy or available to incoming calls.

THREE-WAY CONFERENCE allows a station in the talking state to add a third part to the call without operator assistance.

TOLL RESTRICTED SERVICE prevents a station from originating a call through the toll network. Toll restricted stations can also be assigned toll diversion to an attendant.

UNIFORM CALL DISTRIBUTION provides for an even distribution of incoming calls to a listed directory number to be spread over a group of stations. Station users can toggle their station's status (active/inactive) as an answering agent for the listed directory number. Calls to the station's personal directory number are always directed to that station.

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Regulatory Staff Manager**

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Original Sheet 7

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

B. System Features

CODE RESTRICTIONS enables customers to define NPA or NXX restrictions for stations within a customer group. A station calling these numbers will be denied access.

CENTREX STATION DIAL "0" CALL allows a station user to place calls to an attendant by dialing the digit 0.

CENTREX STATION DIAL "9" CALL allows a station user to place external calls to the exchange network without attendant assistance by dialing the digit 9.

DIRECTORY NUMBER HUNTING (CIRCULAR) hunts all lines in a hunting group regardless of the starting point.

MULTILINE HUNTING hunts lines in a hunt group that begins with a pilot directory number and ends at the last line.

SEMIRESTRICTED SERVICE allows stations to access the local exchange or interexchange networks only through the attendant.

SERIES COMPLETION SERVICE is a line option that automatically redirects a call from a busy directory number (DN) to another specified DN served by the same office. The Series Completion feature allows a line to connect to the DN of an Automatic Call Distribution (ACD) group, a Uniform Call Distribution (UCD) group, or an attendant console.

SIMPLIFIED DIALING allows a customer to adopt a destination-code-based dialing plan for a private network. The customer assigns a destination code to each point in the private network that can be reached by the customer's tandem tie-trunk network.

UNIFORM NUMBERING PLAN CAPABILITY enables a multilocation customer to have a uniform numbering plan among the Centrex stations located at the various customer locations.

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Regulatory Staff Manager

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**Section 3
Original Sheet 8**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

C. Business Set Features (Cont'd)

AUTO ANSWER BACK allows for an incoming call to the Primary Directory Number of a handsfree Business Set to be automatically answered after four seconds.

AUTOMATIC DIAL FOR BUSINESS SET allows a Business Set user to call a frequently dialed number by pressing the assigned feature key. The user can program the number associated with the feature key.

AUTOMATIC LINE is a directory number assigned to a line that allows for an automatic connection to a predetermined location when the phone goes off-hook. Automatic Line and MADN allows a MADN member to be assigned as an Automatic Line.

BUSY OVERRIDE allows a Business Set to gain access to a busy station.

CALL-BACK QUEUING allows a Business Set user, when encountering an all-trunks-busy condition, to have the option of being notified when a trunk becomes idle. The user is then automatically connected to the called numbers.

CALL FORWARD FOR BUSINESS SET allows for four variations: Call Forward, Busy; Call Forward, No Answer; Call Forward, Universal; and Call Forward, Intragroup.

CAMP-ON FOR BUSINESS SET allows the Business Set user, when transferring a call to a busy line, to place the calling party on hold (camp-on) against the busy party's line until that party is free.

DIRECT STATION SELECTION/BUSY LAMP FIELD FOR BUSINESS SET adds the following capabilities to Business Sets: (1) Direct Station Selection provides direct dialing to a monitored directory number and (2) Busy Lamp Field allows a Business Set user to monitor the station status of a directory number through the use of Business Set lamp states.

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Original Sheet 9**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

C. Business Set Features (Cont'd)

DISPLAY FOR BUSINESS SET includes the following display features: (1) Call Forward/Automatic Dial Display allows the user to quickly check the number currently programmed for Call Forward or Automatic Redial, (2) Call Forward Reason Display indicates the reason a call has been forwarded, (3) Display Called Number provides information about the condition of an outgoing call and the digits as they are dialed, (4) Display Calling Number provides information about an incoming call which originates within the customer group, (5) Enhanced Reason Display enhances Call Forward Reason Display to provide information about redirected calls, (6) Feature Display provides visual feedback on user-entered data and incoming call information during use of other features, (7) Display Sets supports the use of certain types of business sets and (8) Query Time Key provides the current time and date on a business set display.

FAST TRANSFER FOR BUSINESS SET reduces the number of keystrokes needed to transfer a call, and eliminates the need to first conference the call.

GROUP INTERCOM allows for intercom capabilities. Group Intercom allows a user to call a member of a predesignated group by using abbreviated dialing. To activate the Group Intercom feature, the calling station presses a designated Group Intercom key and dials the appropriate number of digits for the member to be called. Group Intercom All Call allows a user, who is a member of a Group Intercom group, to simultaneously page up to 29 predefined Business Set-equipped members of the same Group Intercom group.

INDIVIDUAL PAGE FROM GROUP INTERCOM FOR BUSINESS SET allows a Group Intercom member to page another member using the built-in speaker on a Business Set. The caller presses a designated Group Intercom key and dials the appropriate Group Intercom number. Following the first ring, the caller again presses the Group Intercom key. A one-way connection is established, and the caller can talk over the speaker.

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Regulatory Staff Manager**

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Original Sheet 10

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

C. Business Set Features (Cont'd)

INTERCOM FOR BUSINESS SET allows a user to directly terminate on a predesignated set by pressing a designated Intercom key on the originating Business Set.

MAKE SET BUSY allows directory number appearances (excluding private business lines, MADNs and call terminations such as Call Waiting calls, camp-on and busy override) to be made busy to incoming calls. Make Set Busy Except Group Intercom allows the Business Set user to continue to receive Group Intercom calls when the Make Set Busy feature is activated.

MALICIOUS CALL HOLD FOR BUSINESS SET allows a user to hold a connection on a malicious call enabling the call to be traced back to the originating party.

MESSAGE WAITING FOR BUSINESS SET is a feature that lights a message waiting lamp on a Business Set when a message is at the message center.

MULTIPLE APPEARANCE DIRECTORY NUMBER FOR BUSINESS SET includes Multiple Appearance Directory Number (MADN) and related enhancements. MADN allows a directory number to be displayed concurrently on multiple Business Sets in the same user group. The incoming call can be answered from any Business Set within the group. Enhancements are: (1) MADN and Conference Interaction allows for a conference call to interact with MADN; (2) Enhanced MADN Call Control allows for single-bridged and multiple-bridged arrangements; (3) MADN Bridging Three-Way Call allows a MADN Single Call Arrangement with bridging options to establish a three-way call during a bridged state; (4) MADN Cut-Off on Disconnect allows MADN Single Call Arrangement to have two options: (a) MADN Release takes down the bridge when an incoming caller disconnects and (b) MADN Lamp remains steadily illuminated when the member presses another Directory Number key when in a bridged state; (5) Privacy Release Conference Control enhances the MADN feature by providing more flexibility for conferencing capabilities by allowing MADN conferencing to use three-port conference circuits in addition to the six-port conference circuits.

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Regulatory Staff Manager

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CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

C. Business Set Features (Cont'd)

MULTIPLE APPEARANCE DIRECTORY NUMBER RING FORWARD provides to Multiple Appearance Directory Number (MADN) group members the capability that if a member whose Business Set rings does not answer the call, the ring will be forwarded to another member after a predetermined amount of time.

SHORT HUNT ON BUSINESS SET permits incoming calls to hunt over a set of directory number (DN) appearances in search of an idle DN on which to terminate.

THREE-WAY CALLING/CALL TRANSFER FOR BUSINESS SET allows a user, while active on an incoming call, to include a third party in the call and then to transfer the original call, if needed, to the third party.

(D)

(D)

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EFFECTIVE: APRIL 6, 1998

**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 12
Cancelling Original Sheet 12**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

(D)

(D)

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Regulatory Staff Manager**

**TARIFF NO. 3
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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 13
Cancelling Original Sheet 13**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

(D)

(D)

D. Miscellaneous Features

(T)

CENTRAL OFFICE TRUNK ACCESS TO CUSTOMER-PROVIDED MUSIC is a feature which allows the connection of a customer-provided music source to the calling party.

CODE CALL ACCESS allows stations to gain access to customer-provided call equipment by dialing an access code and a called party code.

DICTION ACCESS AND CONTROL provides station access to customer-provided dictation recording equipment by dialing an access code and a called party code.

ELECTRONIC TANDEM NETWORK allows a station to access an electronic tandem network (ETN) by dialing a trunk access code. The station must be capable of supporting dual-tone multifrequency (DTMF) signaling.

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 14
Cancelling Original Sheet 14**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

D. Miscellaneous Features (Cont'd)

INTRAGROUP COMMUNICATIONS (IC) provides service between a customer's premises and the central office for the purpose of providing communications between two or more of the customer's stations. This service does not provide access to the switched network or between different customers. IC includes provision for special dialing arrangements, special restriction arrangements, and special announcement capability.

(N)
|
(N)

LOUDSPEAKER PAGING ACCESS allows stations and attendants to access customer-provided loudspeaker paging equipment by dialing a paging access code.

MULTILINE VARIETY PACKAGE DIAL PLAN enables a station making the majority of calls to numbers outside the customer group to dial a 7 or 10-digit number without first dialing a prefix digit. A station can use abbreviated dialing (less than 7 digits) to dial an extension within a customer group. This feature also allows the Group Intercom feature to be assigned to 500/2500 sets.

NETWORK SPEED CALLING allows a customer to define a network speed calling list of either 200 or 400 numbers.

SPECIAL SERVICE FACILITIES ACCESS allows a customer to have dial access to various types of private switching arrangements. Access to foreign exchange lines, tie trunks and WATS lines is available to the station user by dialing an access code.

RADIO PAGING ACCESS allows stations and attendants to access customer-provided radio paging equipment by dialing a paging access code.

SPECIAL INTERCEPT ANNOUNCEMENT is a feature that allows a unique intercept announcement to be provided to a customer group.

STATION CONTROLLED CONFERENCE (SIX-WAY) allows a station or Business Set to establish a conference call consisting of more than three conferees, with a maximum of six, without the assistance of an attendant.

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 15
Cancelling Original Sheet 15**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.2 Centrex Feature Descriptions (Cont'd)

D. Miscellaneous Features (Cont'd) (T)

STATION MESSAGE DETAIL RECORDING (SMDR) provides a call-detail record of call activity of a Centrex station user group. SMDR recorded data can be delivered on magnetic tape or paper. SMDR records are not sorted.

THREE WAY CONFERENCE/TRANSFER provides the Call Transfer Individual feature to tie trunks.

TIME-OF-DAY NETWORK CLASS OF SERVICE ROUTING bill routing of incoming and outgoing calls, based on the time of day, day of week, and day of year.

E. Advanced Custom Calling Services (ACCS) (T)

Centrex ACCS Services, as specified in Section 3.2.5.C.4 and Section 3.2.5.E below, are described in Section 7.9 of Tariff No. 1 and Section 3.2 of Tariff No. 2.

3.2.3 Centrex Service Packages

A. Centrex General Application Packages

1. Centrex Basic Package includes the following features:

- Call Forward All Calls
- Call Forward for Business Set
- Call Hold
- Call Pickup
- Call Transfer All Calls
- Call Waiting
- Cancel Call Waiting
- Centrex Station Dial "911" Call
- Ring Again
- Speed Calling 30 Group List
- Speed Calling 8 Individual List
- Three-Way Calling/Call Transfer for Business Set
- Three-Way Conference
- Toll Restricted Service

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 16
Cancelling Original Sheet 16**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.3 Centrex Service Packages (Cont'd)

A. Centrex General Application Packages (Cont'd)

2. Centrex Enhanced Package includes the following features:

- Call Forward All Calls
- Call Forward Busy
- Call Forward for Business Set
- Call Forward No Answer
- Call Hold
- Call Pickup
- Call Transfer All Calls
- Call Waiting
- Cancel Call Waiting
- Centrex Station Dial "911" Call
- Distinctive Ringing
- Intercom for Business Set
- Multiline Hunting
- Ring Again
- Speed Calling 50 Group List
- Speed Calling 8 Individual List
- Station Controlled Conference (Six-Way)
- Three-Way Calling/Call Transfer for Business Set
- Toll Restricted Service
- Uniform Numbering Plan Capability

Four Individual Optional Features (As specified in Section 3.2.5.B.) (T)

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 17
Cancelling Original Sheet 17**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.3 Centrex Service Packages (Cont'd)

A. Centrex General Application Packages (Cont'd)

3. Centrex Deluxe Package includes the following features:

- Call Forward All Calls
- Call Forward Busy
- Call Forward for Business Set
- Call Forward No Answer
- Call Hold
- Call Pickup
- Call Transfer All Calls
- Call Waiting
- Cancel Call Waiting
- Centrex Station Dial "911" Call
- Directory Number Hunting (Circular)
- Distinctive Ringing
- Intercom for Business Set
- Multiline Hunting
- Ring Again
- Speed Calling 50 Group List or
- Speed Calling 70 Group List (See Note below.)
- Speed Calling 8 Individual List
- Station Controlled Conference (Six-Way)
- Three-Way Calling/Call Transfer for Business Set
- Toll Restricted Service
- Uniform Numbering Plan Capability

Eight Individual Optional Features (As specified in Section 3.2.5.B.) (T)

Note: In exchanges where Advanced Custom Calling Services (ACCS) are provided, Speed Calling 70 Group List is a grandfathered service offering, limited to existing customers at existing locations. In these cases, certain speed calling codes will be replaced by activation codes for ACCS and Caller ID Blocking. Speed Calling 50 Group List is provided to customers who first subscribe to the Centrex Deluxe Package after ACCS becomes available in these exchanges.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 18
Cancelling Original Sheet 18**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.3 Centrex Service Packages (Cont'd)

(D)

(D)

3.2.4 Centrex Individual Optional and Miscellaneous Features

Individual Optional Features and Individual Miscellaneous Features may be subscribed to on an individual basis, subject to the requirements specified in Section 3.2.1.G.

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Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 19
Cancelling Original Sheet 19**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges

The following rates and charges are for Centrex only and are in addition to all other applicable service charges, monthly rates and nonrecurring charges for individual exchange lines or trunks and other services or equipment with which they are associated.

(D)
(D)

		<u>Monthly Rate</u>
A. Centrex General Application Packages		
1. Centrex Basic	(CBPKG)	\$ 4.00
Package Per Line		
2. Centrex Enhanced	(CEPKG)	5.00
Package Per Line		
3. Centrex Deluxe	(CDPKG)	6.00
Package Per Line		
B. Centrex Individual Optional Features		
		<u>Monthly Rate Per Line</u>
1. Station Features		
a. Call Forward Busy	(CFBL)	\$1.00
b. Call Forward No Answer	(CFDA)	1.00
c. Call Hold	(CHLD)	1.00
d. Call Park/Directed Call Park	(CPARK)	1.00
e. Call Pickup	(CLPU)	1.00
f. Call Transfer All Calls	(CTIN)	1.00
g. Call Transfer Incoming Calls	(CTINC)	1.00
h. Call Transfer Internal Calls	(CTINT)	1.00
i. Call Transfer Outgoing Calls	(CTOUT)	1.00
j. Call Waiting Incoming Only	(CWINC)	1.00
k. Call Waiting Originating/ Dial Call Waiting	(CWDCW)	1.00
l. Directed Call Pickup	(CPUBI)	1.00

(D)
|
(D)
(T)

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Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 20
Cancelling Original Sheet 20**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

B. Centrex Individual Optional Features (T)

1. Station Features (Cont'd)	<u>Monthly Rate Per Line</u>	
m. Distinctive Ringing	(DRING)	\$1.00
n. Fixed Call Forwarding	(CFFIX)	1.00
o. Fully Restricted Service	(COSRF)	1.00
p. Last Number Redial	(LNR)	1.00
q. Message Waiting Indication	(STUTR)	.65
r. Ring Again	(RNGA)	1.00
s. Station Activated Do Not Disturb	(SADND)	1.00
t. Uniform Call Distribution	(UNFCD)	1.00
2. System Features		
a. Code Restrictions	(CODER)	1.00
b. Directory Number Hunting (Circular)	(CHUNT)	1.00
c. Semirestricted Service	(COSSR)	1.00
d. Series Completion Service	(SCSER)	1.00
e. Simplified Dialing	(SIMPD)	1.00
3. Business Set Features		
a. Auto Answer Back, per Line	(AAB)	1.00
b. Automatic Dial for Business Set, per Line	(ADIAL)	1.00
c. Automatic Line, per Line	(ALN)	1.00
d. Busy Override, per Line	(BOV)	1.00
e. Call-Back Queuing, per Line	(CBQ)	1.00
f. Camp-on for Business Set, per Line	(CMPON)	1.00
g. Direct Station Selection/Busy Lamp Field for Business Set, per Line	(DSS)	1.00
h. Display for Business Set, per Line	(BDS)	1.00
i. Fast Transfer for Business Set, per Line	(FTBS)	1.00
j. Group Intercom, per Line	(GPINT)	1.00
k. Individual Page from Group Intercom for Business Set, per Line	(GINPG)	1.00

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Third Revised Sheet 21
Cancelling Second Revised Sheet 21**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

B. Centrex Individual Optional Features

			<u>Monthly Rate</u>
3. Business Set Features (Cont'd)			
l.	Intercom for Business Set, per Line	(ICD)	\$1.00
m.	Make Set Busy, per Line	(MSB)	1.00
n.	Malicious Call Hold for Business Set, per Line	(MC)	1.00
o.	Message Waiting for Business Set	(MWVI)	.75
p.	Multiple Appearance Directory Number (MADN) for Business Set, per MADN per Line*	(MAD#)	.50
q.	Multiple Appearance Directory Number (MADN) Ring Forward, per MADN per Line	(MADRF)	1.00
r.	Short Hunt on Business Set, per Line	(SHUNT)	1.00

(M)

(M)

* Two MADNs per line count as one Individual Optional Feature for Centrex Enhanced and Deluxe Packages.

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**BY: Jack D. Phillips
State Regulatory Affairs Director**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 21.1**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

B. Centrex Individual Optional Features (Cont'd)

4. Advanced Custom Calling Services

		<u>Monthly Rate</u> <u>Per Line</u>	
			(M)
			(M)
a. Caller ID – Name*	(CCPKG)	\$5.00	(N)
b. Caller ID - Number**	(CLID)	2.00	(T)(M)
c. Busy Redial	(CRDL)	1.00	
d. Call Return	(CRET)	1.00	
e. Priority Call	(PC)	1.00	
f. Selective Call Acceptance	(SCA)	1.00	
g. Selective Call Forwarding	(SCF)	1.00	
h. Selective Call Rejection	(CREJ)	1.00	(T)(M)

* This feature does not count as an Individual Optional Feature that is available for selection in the Centrex Enhanced and Deluxe Packages. When ordered for Business Set, this feature also includes the Display for Business Set feature.

** This feature counts as two Individual Optional Features for Centrex Enhanced and Deluxe Packages.

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**BY: Jack D. Phillips
State Regulatory Affairs Director**

**TARIFF NO. 3
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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Second Revised Sheet 22
Cancelling First Revised Sheet 22**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

C. Centrex Individual Miscellaneous Features:

	<u>Monthly Rate</u>
1. Central Office Trunk Access to Customer-Provided Music, per Customer Group	(COTMU) \$38.00
2. Code Call Access, per Trunk	(CODEC) 16.00
3. Dictation Access and Control, per trunk	(RECDT) 16.00
4. Electronic Tandem Network, per Trunk	(ETS) 9.50
5. Intragroup Communication, per Line per Customer per Premises for Customers with Less Than 200 Total Lines (C)	
a. Each Line Under a Rate Stability Contract Before April 6, 1998*	
<u>Intraexchange</u>	
2-50 Lines	(IG1) 8.00
51-100 Lines	(IG2) 6.50
Over 100 Lines	(IG3) 5.00
<u>Interexchange</u>	
Additive to Intraexchange Rate, per Line per Customer per Premises	(IGERX) 25.00
b. Each Line Not Under a Rate Stability Contract Before April 6, 1998*	
<u>Intraexchange</u>	
1-6 Lines	(IGA) 25.00
7-25 Lines	(IGB) 18.75
Over 25 Lines	(IGC) 10.95
<u>Interexchange</u>	
Additive to Intraexchange Rate, per Line per Customer per Premises	(IGEXG) 33.55

*See paragraphs "c" and "d" below.

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 22.1**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

C. Centrex Individual Miscellaneous Features:

5. Intragroup Communication, per Line per Customer per Premises (Continued)

- c. Customers with a rate stability contract may continue to subscribe at the rates specified in Section 3.2.5 C.5.a. above for the remaining term of the contract. Those rates shall apply only to the Intragroup service authorized under the contract and to the premises receiving the service before April 6, 1998. Those contracts shall not be subject to extension for an additional term at those rates. After the contracts terminate, the customer shall be subject to the rates specified in Section 3.2.5 C.5.b. above. If a customer receiving service under a rate stability contract requests new Intragroup service quantities beyond those provided for in the contract or requests service at a new premises, the rates specified in Section 3.2.5 C.5.b. above shall apply to the additional quantities or new location.
- d. Customers taking Intragroup service under the rates specified in Section 3.2.5 C.5.a. above without a rate stability plan shall have until April 6, 1998, to enter into a rate stability contract, which contract shall not exceed 12 months. Those customers entering into a rate stability contract shall be subject to the provisions of Section 3.2.5 C.5.c. above. Those customers not entering into a rate stability contract shall be subject to the rates specified in Section 3.2.5 C.5.b. above.
- e. A reseller of local exchange service will be charged the rates specified in Section 3.2.5 C.5.a. above, with the appropriate wholesale discount, when it provides resold Centrex service pursuant to this tariff to a customer that is receiving the rates specified in Section 3.2.5 C.5.a. above. A reseller will be charged the rates specified in Section 3.2.5 C.5.b. above, with the appropriate wholesale discount, when it provides resold Centrex service pursuant to this tariff to a customer that would be charged the rates specified in Section 3.2.5 C.5.b. above for that service if it were provided by the Company.

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 22.2
Cancelling Original Sheet 22.2**

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

C. Centrex Individual Miscellaneous Features: (Cont'd)

6. Intragroup Communication, Per Line For Customers With 200 or More Lines		(N)		
a. Intraexchange Average Lines per Premises				
1-6 Lines	(IG6)		\$ 18.75	
Over 6 Lines	(IG7)		10.95	
b. Interexchange Additive to Intraexchange Rate	(IGEXG)		33.55	
c. Interexchange rate additive does not apply to lines that are served by a common host central office.			(N)	
7. Loudspeaker Paging Access, per Trunk	(LOUDP)		16.00	(T)
8. Multiline Variety Package Dial Plan, per Customer Group	(MVP)		10.00	(T)
9. Network Speed Calling, per Line				(T)
200 Numbers	(NSC2)		2.00	
400 Numbers	(NSC4)		3.00	
10. Special Service Facilities Access, per Trunk				(T)
- Analog	(SSFA)		19.00	
- Digital (Also requires DS-1 Service)	(SSFD)		9.50	
11. Radio Paging Access, per Trunk	(RPAGE)		16.00	(T)

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
First Revised Sheet 23
Cancelling Original Sheet 23**

CENTREX SERVICES

3.2 Digital Centrex Service (Cont'd)

3.2.5 Rates and Charges (Cont'd)

C. Centrex Individual Miscellaneous Features: (Cont'd) (T)

		<u>Monthly Rate</u>
11. Station Controlled Conference Six-Way, per Line	(CC6WS)	\$ 3.50
12. Station Message Detail Recording (Both of the following rates apply.)		
a. per line	(SMDR)	1.50
b. per Customer Group	(SMDRG)	80.00
13. Special Intercept Announcement, per Announcement	(SIANN)	16.00
14. Three-Way Conference/Transfer per Tie Trunk	(TRKDT)	5.00
	<u>I.N.C.</u>	<u>Monthly Rate</u>
15. Time-of-Day Network Class of Service (NCOS) Routing		
a. Per Customer Group	\$150.00 (TODG)	\$ 33.00 (TODR)
b. Per NCOS Affected	85.00 (TODN)	
c. Per Subsequent Change*	45.00 (TODC)	

D. Centrex Advanced Custom Calling Services (Centrex ACCS): (T)

- | | | |
|---|--------|-----|
| 1. Customer-Originated Call Tracing,
per Chargeable Activation | \$1.00 | |
| 2. See also Section 3.2.5.B.4 | | (T) |

*For subsequent changes, this charge applies instead of the Centrex Programming Charge specified in Section 3.1.

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**BY: Jack D. Phillips
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 24**

CENTREX SERVICES

3.3 Automatic Call Distribution Service

3.3.1 General

- A. Automatic Call Distribution (ACD) is a digital central office service that evenly distributes a large volume of incoming calls to a customer over one or more groups of answering positions (agents). The service also queues the answering positions so that the agent who has been idle the longest is presented with the next incoming call. If all agents are busy, subsequent calls are queued and are answered in the order of their arrival as agents become available.
- B. ACD provides the capability of sending real-time call-event data for the groups to a customer-provided downstream processor which generates Management Information System (MIS) real-time and historical reports on agent and group performance.
- C. ACD provides the capability for load management, which allows reconfiguration of groups to optimize the handling of current ACD call traffic.

3.3.2 Regulations

- A. ACD is offered only in central offices equipped to provide such service.
- B. The customer must subscribe to Digital Centrex Service, as specified in Section 3.2.
- C. The customer must subscribe to private line service, as specified in Section 5 of Tariff No. 2, in order to obtain the data link required to receive the call-event data stream from the central office.
- D. The customer must provide compatible customer-premises equipment, including telephone instruments and MIS hardware and software.

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**BY: John A. Cerwick
Regulatory Staff Manager**

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 25**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.2 Regulations (Cont'd)

E. ACD is available on a month-to-month and service- agreement basis. The customer may have simultaneously any combination of service agreements and monthly service. The service-agreement period is either 36 months or 60 months. Additional Agent and Supervisor Packages, and Optional Features can be added during the service-agreement period at the rates in effect at the time the additions are ordered.

F.If an ACD service agreement is cancelled in whole or in part by the customer prior to completion of the service-agreement period, a basic termination liability charge may apply, based on the applicable rates in the service agreement and the number of remaining months in the service agreement period.

G. Some ACD features may not be available in all central offices equipped to provide ACD. The feature package rates apply regardless of current feature availability from the central office.

3.3.3 Definitions of Terms and Features

Abandoned Call Clearing eliminates unnecessarily held connections. A call is removed from queue and the recorded announcement or music is stopped if the caller abandons. If the caller abandons after the call is presented to an agent, the agent receives a new call, or, if no calls are enqueued, the agent is placed at the end of the agent queue.

ACD Call Transfer with Time allows a call that has been answered by an ACD agent and then transferred to another ACD group to be in the new group's highest priority queue based on the total time the call has previously been enqueued and talking in the original group.

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**BY: John A. Cerwick
Regulatory Staff Manager**

TARIFF NO. 3
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FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.

Section 3
Original Sheet 26

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.3 Definitions of Terms and Features (Cont'd)

ACD Forced Agent Availability allows the ACD supervisor to change the status of an agent's line from "Not Ready" to "Idle and Available."

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

ACD Queue Status Lamps provides supervisors and/or agents with a visual indication of when incoming ACD calls are deflected.

ACD Variable Wrap-Up Time enables the customer, through ACD Load Management, to vary the time interval between call completion and the presentation of a new incoming call on an individual agent basis.

ACD Walkaway/Closed Key Operation allows an agent, when activating the Not Ready Key, to enter a code that specifies the reason for being unavailable.

Agent is a position that answers ACD calls.

Agents Status Lamp allows the supervisor to keep track of the status of each agent position in the group. The supervisor must have one key for each agent whose status the supervisor wants to observe.

Answer Agent alerts the supervisor that an agent is calling. When the supervisor presses the Answer-Agent key to answer, the directory number of the calling agent's position is displayed.

Answer Emergency alerts the supervisor that one of the agents is calling and has pressed the Emergency key on the agent's set.

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BY: John A. Cerwick
Regulatory Staff Manager

TARIFF NO. 3
NON-PRICE-REGULATED SERVICES

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

Section 3
Original Sheet 27

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.3 Definitions of Terms and Features (Cont'd)

Automatic Overflow permits the customer to specify both a maximum number of calls that can be queued and a maximum waiting time for incoming calls. If the number of calls in queue equals the specified number or if the first call in the queue has waited longer than the specified waiting time, any new incoming calls are rerouted according to the customer's directions.

Basic Queue Slots allows one call to be held in queue for each agent. A queue slot enables incoming calls to be held until an agent becomes available.

Call Agent permits a supervisor to directly call an agent.

Call-Delay Announcements provides a prerecorded central office announcement of the status of the call (e.g., all agents busy) if the waiting time for an incoming call in queue exceeds a customer-specified threshold. Second and third recorded announcements may follow later, and silence, music, or ringing can be provided between announcements.

Call Forcing allows an agent to be presented with a call without activating a key. A short burst of tone alerts the agent before the call is connected.

Call Supervisor provides an agent quick access to the supervisor.

Call Source Identification provides for the display, at the agent's position, of the incoming call facility.

Called Name/Number Display shows the terminating group name or directory number for calls arriving on the agent's set.

Controlled Interflow Key provides a supervisor with a feature which, when activated, directs any new incoming calls to a route defined by the customer.

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BY: John A. Cerwick
Regulatory Staff Manager

**TARIFF NO. 3
NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 28**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.3 Definitions of Terms and Features (Cont'd)

Display Agent Summary Key permits the supervisor to check the overall status of all agent positions assigned to the group.

Display Queue Status permits a supervisor to monitor queues of their own group or other agent groups.

Emergency Key enables the agent to confer immediately with the supervisor and/or automatically connect a tape recorder in the event of a threatening or abusive call. The agent can be provided with an Emergency key that is programmed to ring the corresponding Answer-Emergency key of the supervisor's set.

Line of Business Code permits an agent, during an incoming call, to enter a code describing the category of the call. During data entry, the two-party connection remains unbroken and neither party can hear the dialed digits. On call release, the code is sent to a customer-premises downstream processor through the MIS interface. This information allows the ACD customer to track the holding time for calls related to various activities.

Make Set Busy prevents an agent position from receiving calls but permits the position to make outgoing calls.

MIS Data Stream provides raw call-event data to a customer-premises downstream processor for the generation of real-time and historical reports on agent and group performance.

Multi-Stage Queue Status Display allows both agents and supervisors to monitor the "status" of their ACD group queue. A status is a visual indication used to alert an agent or supervisor on the occurrence of a specific queue condition. Multi-Stage Queue Status Display Refresh automatically updates and displays ACD enqueued call status information on a regular, near real-time basis.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 29**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.3 Definitions of Terms and Features (Cont'd)

Music On Delay broadcasts music after call-delay announcements. Calls placed on hold at an agent position can also be connected to music.

Night Service Recorded Announcement & Forward provides a recorded message to be given to out-of-hours callers before their calls are forwarded to a night-service number or to an ACD group at another location.

Night Service - Supervisor Control allows the supervisor to activate Night Service so newly arriving calls are given night-service treatment. Calls already in the incoming-call queue continue to be presented to agents unless all agents have activated Make Set Busy. If desired, agents can deactivate Make Set Busy while Night Service is in effect and resume answering calls in the incoming-call queue.

Night Treatment for Business Sets treats the group as being in night service when all the agents in the group have logged out for the day. New calls receive customer-specified night treatment (e.g., announcement or forwarding to another number).

Not Ready Key allows for follow-up on transactions without interruption. Pressing the Not-Ready key terminates the current call and prevents any new ACD calls from being presented to the agent until the Not-Ready key is again pressed.

Observe Agent permits a supervisor to listen to a conversation between an agent in that supervisor's group and a caller.

Overflow Enhancements adds the capability to program up to four ACD groups as potential overflow routes before a call is rerouted to the customer-specified destination.

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 30**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.3 Definitions of Terms and Features (Cont'd)

Overflow of Enqueued Calls establishes a customer-specified time threshold for the overflow routing of calls already in queue. When a queued call overflows, it is queued against the new queue as well as the original to ensure earliest possible response.

Queue Slot (in excess of Basic) allows for additional queue slots. A queue slot enables incoming calls to be held until an agent becomes available.

Supervisor is a position that monitors the status of agents and performs other supervisory functions.

Transfer to Incalls Key enables an agent to transfer an incoming ACD call directly to another agent's Incalls key in the same customer group.

Three-Way Calling/Call Transfer to ACD allows an agent to transfer calls to other ACD directory numbers in the same customer group. The agent transferring the call can consult with the called ACD agent before releasing the call.

Three-Way Call Chaining to ACD Interaction permits an agent to be included as a member of a three-way call chain.

Virtual Facility Group Data in ACD MIS provides an optional link between a Virtual Facility Group (VFG) and an ACD group. This link conveys VFG call-handling information over the MIS Data Stream to a customer-provider downstream processor at regular intervals.

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OF MINNESOTA, INC.**

**Section 3
Original Sheet 31**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.4 Feature Packages

A. Agent Package includes the following features:

- Emergency Key - Supervisor/Recording Device
- Call Supervisor
- Not Ready Key
- Three-Way Calling/Call Transfer to ACD
- Three-Way Call Chaining to ACD Interaction
- Call-Source Identification
- Called Name/Number Display
- Make Set Busy Key
- Abandoned Call Clearing
- Call Forcing
- Automatic Overflow
- Music on Hold
- Overflow Enhancements
- Overflow of Enqueued Calls
- Night Treatment for Business Sets
- Basic Queue Slots (One Slot Per Agent)
- ACD Queue Status Lamps
- Transfer to Incalls Key
- Night Service Recorded Announcement & Forward
- ACD Call Transfer with Time

B. Supervisor Package includes the following features:

- Display Agent Summary Key
- Display Queue Status
- Night Service-Supervisor Control
- Observe Agent
- Call Agent Key
- Answer Emergency
- Answer Agent
- Controlled Interflow Key
- ACD Forced Agent Availability

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Original Sheet 32**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.5 Rates and Charges

The following rates and charges are in addition to the applicable service charges specified in Section 4 of the Tariff No. 1 Tariff and to all other rates and charges applicable to associated services.

		<u>Monthly Rates</u>			
		<u>Service Agreement</u>			
		<u>I.N.C.</u>	<u>Month to Month</u>	<u>36-Month</u>	<u>60-Month</u>
A.	ACD System Setup, per ACD Group	\$400.85 (ASSUN)	None	None	None
B.	Agent Package, per Position	25.45 (AAPN)	\$50.90 (AAPM)	\$45.80 (AAPT)	\$42.00 (AAPS)
C.	Supervisor Package, per Position	31.80 (ASPN)	54.70 (ASPM)	49.65 (ASPT)	45.80 (ASPS)
D.	Optional Features				
1.	Queue Slot(s), in excess of Basic Queue Slots, per Queue Slot	15.25* .30 (AQSN)	.25 (AQSM)	.20 (AQST)	(AQSS)
2.	MIS Data Stream, per MIS Link	152.70 (AMDN)	286.35 (AMDM)	267.25 (AMDT)	248.15 (AMDS)

*Per installation order.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 33**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.5 Rates and Charges (Cont'd)

D. Optional Features (Cont'd)

	<u>I.N.C.</u>	<u>Monthly Rates</u>		
		<u>Service Agreement</u>		
		<u>Month to Month</u>	<u>36-Month</u>	<u>60-Month</u>
3. Optional MIS Feature Package, per ACD Line Includes:	\$ 6.35 (AOMN)	\$ 8.35 (AOMM)	\$ 7.50 (AOMT)	\$ 6.70 (AOMS)
a. Line-of-Business Code				
b. ACD Walkaway/Closed Key Operation				
c. Virtual Facility Group Data in ACD MIS				
d. ACD Variable Wrap-Up Time				
4. Multi-Stage Queue Status Display and Refresh, per ACD Line	\$11.45 (AMSN)	\$ 7.65 (AMSM)	\$ 7.30 (AMST)	\$ 7.00 (AMSS)

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Regulatory Staff Manager**

**TARIFF NO. 3
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**FRONTIER COMMUNICATIONS
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**Section 3
Original Sheet 34**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.5 Rates and Charges (Cont'd)

D. Optional Features (Cont'd)

	Monthly Rates			
	Service Agreement			
<u>I.N.C.</u>	<u>Month to Month</u>	<u>36-Month</u>	<u>60-Month</u>	
5. Call-Delay Announcements				
a. Second Announcement	\$108.15 (CD2AN)	\$ 42.00 (CD2AM)	\$ 38.20 (CD2AT)	\$ 34.35 (CD2AS)
b. Third Announcement	\$ 38.20* (CD3AN)	\$ 42.00 (CD3AM)	\$ 38.20 (CD3AT)	\$ 34.35 (CD3AS)
6. Agent Status Lamp, per ACD Supervisor	\$ 31.80 (ASLN)	\$ 48.35 (ASLM)	\$ 44.55 (ASLT)	\$ 40.70 (ASLS)

E. Other Nonrecurring Charges

For subsequent activation or rearrangement of features, the following nonrecurring charges apply:

	Nonrecurring Charges
1. ACD Secondary Directory Number, per Number	(A2D#N) \$ 10.20
2. Call Delay Announcement, per Announcement	(CDAN) \$108.15

*Charge applies if the third announcement is installed with the second announcement. Otherwise, the I.N.C. for the second announcement applies.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 3
Original Sheet 35**

CENTREX SERVICES

3.3 Automatic Call Distribution Service (Cont'd)

3.3.5 Rates and Charges (Cont'd)

E. Other Nonrecurring Charges (Cont'd)

	<u>Nonrecurring Charges</u>
3. Queue Slot(s), per Order	(QSLOT) \$15.25
4. MIS Programming, per Hour	(MISP)\$63.65*
5. Any Other Changes, per Feature	(OFC/F)\$31.80

*MIS Programming charge per hour applies to work performed by the Company.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 4
Original Index Sheet 1**

BILLING AND COLLECTION SERVICES

CONTENTS

	<u>SHEET NO.</u>
4.1 <u>General Terms and Conditions</u>	1
4.2 <u>Description of Service</u>	2

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Regulatory Staff Manager**

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NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 4
First Revised Sheet 1
Cancelling Original Sheet 1**

BILLING AND COLLECTION SERVICES

4.1 General Terms and Conditions

Services and prices were established assuming standard implementation, as determined by the Company, but a customer may request Billing and Collection Services that are not specifically addressed in this description or may request modifications to the services described. All such requests will be reviewed to determine the flexibility of implementing the request and whether the Company wishes to provide the requested service or modification. In such cases where the Company has agreed to fulfill the customer's request, the applicable charges, rates, terms and conditions will be determined on an individual basis.

Recording Service is classified as a non-price-regulated service in all exchanges where equal access is available. In non-equal access exchanges, recording is a price-regulated service, provided at the rates and charges specified in the Company's Intrastate Access Services Tariff.

Billing and Collection rates are available under the following rate options:

Rate Option A:

<u>Service</u>	<u>Unit</u>	<u>Rate</u>
Message Processing	Per Message	I.C.B. *
Bill Processing	Per Message	I.C.B. *
Inquiry	Per Message	I.C.B. *
Bill Rendering	Per Bill	I.C.B. *
Recording	Per Message	I.C.B. *

Rate Option B:

Rating	Per Message	I.C.B. *
Bill Processing	Per Message	I.C.B. *
Inquiry	Per Message	I.C.B. *
Data Transmission	Per Message	I.C.B. *
CMDS II	Per Message	I.C.B. *
Bill Rendering	Per Bill	I.C.B. *
Record Keeping	Per Message	I.C.B. *
Recording	Per Message	I.C.B. *

Rate Option C:

Billing and Collection Service (Bundled)	Per Message	I.C.B. *
--	-------------	----------

Rate Option D (Image Ready B&C):

Rate Elements:			(N)
Image Rate	Per Image	I.C.B. *	
End User Rate	Per Bill	I.C.B. *	
Net Revenue Factor	Net Revenue	I.C.B. *	(N)

*I.C.B. - Individual Case Basis: Proprietary contracts containing I.C.B. rates are on file with the Minnesota Public Utilities Commission and Minnesota Department of Public Services.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
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**Section 4
Original Sheet 2**

BILLING AND COLLECTION SERVICES

4.2 Description of Service

Rate Option A:

Message Processing

Message Processing is the processing of recorded customer call details to rated messages in preparation for billing.

Bill Processing

Bill Processing is the preparation of billing data for message-billed service and bulk-billed service.

Inquiry

Inquiry is the answering of customer questions about charges billed, and application of credits and adjustments to customer accounts.

Bill Rendering

Bill Rendering is the preparation of the bill, mailing of statements showing amounts due from customers, processing payments and collection of amounts due from the customer.

Recording

Recording is the initial creation of information required for billing a customer message. It consists of entering on magnetic tape, or other acceptable media, the billing details of customer messages.

Rate Option B:

Rating

Rating is the transforming of recorded call detail into rated messages in preparation for billing.

Bill Processing

Bill Processing is the accumulation, guiding and preparation of messages for customer bill rendering for bulk-billed and message billed services.

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Regulatory Staff Manager**

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NON-PRICE-REGULATED SERVICES**

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

**Section 4
Original Sheet 3**

BILLING AND COLLECTION SERVICES

4.2 Description of Service

Rate Option A:

Inquiry

Inquiry is the answering of customer questions about charges billed, and application of credits and adjustments to customer accounts.

Data Transmission

Data Transmission is transmission of CMDS I messages sent and/or received in industry standard format.

CMDS II

Centralized Message Data System II (CMDS II) is the system that daily collects, edits and expands a sample of toll calls to establish a central database to support engineering, marketing, forecasting and other business function studies and applications.

Bill Rendering

Bill Rendering is the preparation of the bill, mailing of statements showing amounts due from customers, processing payments and collection of amounts due from the customer.

Bill Rendering is the printing and mailing of statements showing amounts due from customers.

Record Keeping

Record Keeping is the maintenance of master file information for all billing accounts that meet the definition of the billing and collection customer.

Recording

Recording is the initial creation of information required for billing a customer message. It consists of entering on magnetic tape, or other acceptable media, the billing details of customer messages.

Rate Option C:

Billing and Collection Service (Bundled)

Billing and Collection Service (Bundled) includes receipt of rated messages, posting to customers accounts, bill issuance, response to customer billing questions and collection of payments.

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Regulatory Staff Manager**

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**FRONTIER COMMUNICATIONS
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**Section 4
Original Sheet 3.1**

BILLING AND COLLECTION SERVICES

4.2 Description of Service (Cont'd)

Rate Option D (Image Ready B&C)

Image Ready Billing and Collection Services include posting image ready summary to Customer accounts, preparing and rendering bills, maintaining Customer accounts, receiving payments and deposits, treating delinquent accounts, investigating messages which are unbillable or removed from Customer accounts, accepting customer inquiry and applying credit and adjustments.

Image Rate

An Image Rate will be applied to the total number of images (pages) billed to the Customer for use of the Carrier's services.

End User Rate

An End User Rate will be applied to the total number of End Users (Customers) that receive images to bill for the use of the Carrier's services or as Carrier marketing messages.

Net Revenue Factor

The Net Revenue Factor will be applied to the total amount billed to the Customer for Carrier services adjusted for Customer account balance additions or removals due in accordance with the Company inquiry guidelines, services billed in prior periods (including rebills and unbillable amounts) due to prior period errors, and uncollectibles from the prior month.

(N)

(N)

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Regulatory Staff Manager**

**TARIFF NO. 3
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**FRONTIER COMMUNICATIONS
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**Section 5
Corrected Original Index Sheet 1**

COIN TELEPHONE SERVICE

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**BY: Jack D. Phillips
Regulatory Staff Manager**

TARIFF NO. 3
NON-PRICE-REGULATED SERVICES

**FRONTIER COMMUNICATIONS
OF MINNESOTA, INC.**

Section 5
First Revised Sheet 1
Cancelling Corrected Original Sheet 1

COIN TELEPHONE SERVICE

5.1 Public Telephone Service

5.1.1 General

- A. A public telephone is an exchange station installed, at the Company's initiative or at its option, to a location chosen or accepted by the Company as suitable and necessary for furnishing service to the general public.
- B. Public telephones are installed for use of the general public, and their use by occupants of the premises in which they are located is only incidental to their principal purpose.

(D)

(D)

5.1.2 Selection of Location

- A. The Company recognizes its responsibility for providing adequate telephone facilities to meet all reasonable public requirements, and the decision as to the extent, character and location of the public telephone facilities rests with the Company.
- B. In the selection of premises the Company endeavors to secure the most suitable of those available for the purpose, public convenience considered. The character of the premises or the location of the equipment should not be such as to offer risk to the Company's equipment or receipts.

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Regulatory Staff Manager

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OF MINNESOTA, INC.**

**Section 5
First Revised Sheet 2
Cancelling Corrected Original Sheet 2**

COIN TELEPHONE SERVICE

5.1 Public Telephone Service (Continued)

5.1.3 Provision of Service

- A. Persons with whom arrangements are made for the installation of public telephones will be required where it is practicable and reasonable, to supervise and protect the equipment and receipts of the Company.
- B. Public telephones are installed by agreement, without specific term, and such public telephones may be disconnected at the request of either party upon 30 days' notice.
- C. Public telephones are ordinarily connected with individual lines and are equipped with coin collecting devices.
- D. Additional stations are installed at locations where the volume of traffic is too great to be properly cared for by one station.
- E. Booths are furnished, when in the judgment of the Company they are warranted by the estimated amount of traffic, or by the character of the location as in lobbies, waiting rooms, etc.
- F. In all cases, the Company furnishes and displays such of its standard signs as are necessary to properly advertise the station.

5.1.4 Rates and Charges

(D)

Local Messages, each \$.35

**(D)
(T)(I)
(D)**

(D)

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Regulatory Staff Manager**

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Section 5
Corrected Original Sheet 3

COIN TELEPHONE SERVICE

5.1 Public Telephone Service (Continued)

5.1.5 Contract Arrangements

Public telephones may be placed under a space rental agreement at the option of the Company.

5.1.6 Coinless Public Telephones

At the option of the Company, coinless public telephones may be provided for the placing of collect, credit card and third number billed long distance calls only.

5.2 Semipublic Telephone Service

5.2.1 General

- A. Semipublic Service is in general designed to meet telephone service requirements at the following types of locations:
1. Where there is an appreciable demand for service on the part of transients but where installation of a public telephones is not warranted.
 2. Where there is a collective use of the service by a relatively stable body of guest, members, employee or occupants.
 3. Where the demand for service is for combination of customer and transient usage, but not where such demand is primarily in connection with the customer's business.
- B. The customer is required to redeem all slugs and spurious, mutilated or foreign coins deposited in the collecting device at the value for which they were deposited therein.

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Regulatory Staff Manager

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**Section 5
First Revised Sheet 4
Cancelling Corrected Original Sheet 4**

COIN TELEPHONE SERVICE

5.2 Semipublic Telephone Service (Continued)

(D)

(D)

5.2.2 Rates and Charges

- A. Local messages from Semipublic telephones are charged at the following rates:

(D)

(D)

Local Messages, each \$.35

(T)(I)

(D)

(D)

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Regulatory Staff Manager**

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**Section 5
Corrected Original Sheet 5**

COIN TELEPHONE SERVICE

5.3 Booths

5.3.1 General

Booths are furnished at the discretion of the Company and will normally be provided only at selected full public Paystation locations. In cases where booths are requested by semipublic Paystation customers or others, installation may be made by the Company at the following rates:

5.3.2 Rates and Charges

	<u>MONTHLY RATE</u>	<u>I.N.C.</u>
A. Standard full length booths with standard finishes, each	\$13.55 (BOOTH)	\$25.45 (FBINC)
B. Standard half length booths with standard finishes, each	7.85 (PAYBO)	25.45 (HBINC)

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