

Wisconsin Terms of Service

Frontier Communications  
Wisconsin  
Not Filed with the PSCW – Administrative Tariff

Section 1  
Original Sheet No. 1

---

PREFACE

TITLE SHEET

Schedule of Rules, Regulations, and Rates and Charges applying  
to the provision of Local Exchange Service within the operating  
territory of

Frontier Communications  
In the state of  
Wisconsin

The services and facilities furnished by Frontier Communications Telephone  
Companies concurring in this tariff are subject to the terms,  
conditions and limitations herein.

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
Original Sheet No. 2

---

PREFACE

APPLICABILITY OF TARIFF

This tariff contains the description of the services offered, the terms and conditions under which each of the services are provided and all effective rates and charges applicable to the furnishing of local telecommunications services within the state of Wisconsin for the following companies:

	<u>Participation Status</u>
Frontier Communications of Wisconsin LLC.	Active
Citizens Telecommunications Company of Illinois	Active

---

Issued: January 1, 2018

Effective: January 1, 2018

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

PREFACE

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 4 and 5 would be 4.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 4 cancels the 3rd revised Page 4.
- C. Paragraph Numbering Sequence - There are five levels of paragraph coding. Each level of coding is subservient to its next higher level:
  - 2. – Denotes the Section
    - 1. – Denotes the Subject within a section
      - A. – Denotes a Subsection
        - 1)
          - a)

EXPLANATION OF SYMBOLS

- (C) Signifies a changed regulation
- (D) Signifies a discontinued rate, treatment or regulation
- (I) Signifies an increase rate or new treatment resulting in an increased rate
- (M) Signifies a move of text from one area of the tariff to another, but no change in rate, treatment or regulation
- (N) Signifies a new rate, treatment or regulation
- (R) Signifies a reduce rate or new treatment resulting in a reduced rate
- (T) Signifies change in text but no change in rate, treatment or regulation
- (Z) Signifies a correction

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
First Revised Sheet No. 4  
Cancels Original Sheet No. 4

---

PREFACE

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
1	Preface
2	Explanation of Terms
3	Rules and Regulations
	3.1 General
	3.2 Liability of the Telephone Company
	3.3 Interruptions
	3.4 Dispute Procedures
	3.5 Use
	3.6 Billing and Payment for Service
	3.7 Disconnection and Refusal of Service
	3.8 Application of Business and Residence Rates
	3.9 Obligation to Furnish Service
	3.10 Maintenance and Repairs
	3.11 Special Work Requests
	3.12 Power Supply
	3.13 Telephone Directories
	3.14 Telephone Numbers
	3.15 Local Base Rate Area
	3.16 Special Equipment and Service Arrangements
	3.17 Construction Charges
4	Service Charges
	4.1 General
	4.2 Regulations for Nonrecurring Charges
	4.3 Rates for Nonrecurring Charges
	4.4 Nonrecurring Charge Exemptions
	4.5 Installment Billing

(T)

---

Issued: October 16, 2016

Effective: October 16, 2016

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
Fourth Revised Sheet No. 5  
Cancels Third Revised Sheet No. 5

---

PREFACE

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
5	Local Exchange Service
5.1	Monthly Exchange Rates
5.2	Extended Community Calling Service
5.2.1	Scope of the Extended Community Calling (ECC) Area
5.2.2	WATS and 800 Services – Grandfathered as of August 16, 2020
5.2.3	Rates for ECC Messages
5.3	Touch Calling Service
5.4	Road Work Recovery Surcharge
6	Centrex Service
7	Payphone Service
8	Mileage Charges
9	Telecomm Utility Individual Contracts
10	Miscellaneous Services
10.1	Employees’ Concession Service
10.2	Equipment for Hearing and Speech Impaired Persons
10.3	Fire Reporting System – Unattended Dial Exchanges
10.4	Automated Attendant
10.5	Call Blocking Services
10.6	Direct Inward Dialing
10.7	Tie Lines
10.8	Circuit Pair Rental
10.9	Message Waiting Indication
10.10	Customer Incentive Program
10.11	Customer Billing
10.12	N11 Abbreviated Dialing Codes
10.13	Business Traffic Study Service
10.14	Meet Me Conference Call
10.15	Selective Class of Call Screening
10.16	Simplified Message Desk Interface
10.17	Call Transfer Service
10.18	Personal Paging
10.19	Operator Services

(T)

---

Issued: September x, 2021

Effective: September xx, 2021

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
Third Revised Sheet No. 6  
Cancels Second Revised Sheet No. 6

---

PREFACE

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
11	Custom Calling Services
	11.1 Custom Calling Features
	11.2 Custom Local Area Signaling Service (CLASS)
	11.3 Bundled Services
12	Switched Digital Services
	12.1 Switched 56 Kilobit Service
	12.2 Switched DS1 Service
	12.3 FRONTIER T-ADVANTAGE <sup>sm</sup> Digital Service
13	Temporary Suspension – Vacation Get Away Service
	13.1 Temporary Suspension: - Grandfathered
	13.2 Vacation Get Away Service
14	Construction Charges
	14.1 Line Extension Charges
	14.2 Charges Applicable for Facility Extension
	14.3 Construction Charges, Special
	14.4 Facility Relocation
	14.5 Service Drops

(N)

---

Issued: January 10, 2023

Effective: January 10, 2023

By: Sr. Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
Second Revised Sheet No. 7  
Cancels First Revised Sheet No. 7

---

PREFACE

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
15	Exchange Boundary Maps
15.1.1	Argonne Exchange
15.1.2	Crandon Exchange
15.1.3	Crescent Exchange
15.1.4	Elcho Exchange
15.1.5	Lake Tomahawk Exchange
15.1.6	Pelican Lake Exchange
15.1.7	Rhineland Exchange
15.1.8	Rib Lake Exchange
15.1.9	Sugar Camp Exchange
15.1.10	Viroqua Exchange
15.1.11	Bear Creek Exchange
15.1.12	Bowler Exchange
15.1.13	Cecil Exchange
15.1.14	Clintonville Exchange
15.1.15	Gresham Exchange
15.1.16	Keshena Exchange
15.1.17	Marion Exchange
15.1.18	Neopit Exchange
15.1.19	Shawano Exchange
15.1.20	Tigerton Exchange
15.1.21	Mondovi Exchange
15.1.22	Star Prairie Exchange
15.1.23	New Richmond Exchange
15.1.24	Fairplay Exchange
16	Directory Assistance Service
16.1	Directory Assistance Service
16.2	National Directory Assistance Service
16.3	Directory Assistance Call Completion Service
16.4	Live Operator Fee

(N)

---

Issued: November 13, 2019

Effective: November 13, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
Second Revised Sheet No. 8  
Cancels First Revised Sheet No. 8

---

PREFACE

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>	
17	Directory Listings	
	17.1 General	
	17.2 Composition of Listings	
	17.3 Types of Listings	
18	Joint User Service	
19	Interconnection with Customer-Owned Equipment and Wiring	
	19.1 General Regulations	
	19.2 Equipment	
	19.3 Customer Provided Premise Equipment	
	19.4 Recording of Two-Way Telephone Conversations	
	19.5 Connection to Company Facilities Via Protective Circuitry	
	19.6 Responsibility of the Telephone Company	
20	Lifeline Assistance Programs	
	20.1 Federal Lifeline Program	(T)
	20.2 State Lifeline Program	
	20.3 Tribal Lands Lifeline Program	(T)
21	Foreign Exchange Service	
22	Nonutility Merchandising	
23	Access Service - Concurrence	
24	Channel Services	

---

Issued: December 1, 2019

Effective: December 1, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs



Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 1  
Original Sheet No. 9

---

PREFACE

TABLE OF CONTENTS

<u>Section</u>	<u>Description</u>
25	Extended Area Service
25.1	General
25.2	Rhineland Telephone Company - EAS Exchanges
25.3	Frontier Communications of Viroqua - EAS Exchanges
25.4	Frontier Communications of Wisconsin - EAS Exchanges
25.5	Frontier Communications of Mondovi - EAS Exchanges
25.6	Frontier Communications – St. Croix - EAS Exchanges
25.7	Citizens Telecommunications Company of IL - EAS Exchanges
26	Rates and Exceptions - Rhineland Study Area
27	Rates and Exceptions - Viroqua Study Area
28	Rates and Exceptions - FC of Wisconsin Study Area
29	Rates and Exceptions - St. Croix Study Area
30	Rates and Exceptions - Mondovi Study Area
31	Rates and Exceptions - Citizens Telecommunications Company of Illinois - Fairplay WI
32	Promotions

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

---

EXPLANATION OF TERMS

Access Line

The line between the serving Central Office and the customer's premises.

Accessories

Devices which are mechanically attached to or used with the facilities furnished by the Telephone Company and which are independent of and are not electronically, acoustically, or inductively connected to the communications path of the Telecommunications system. These devices may not replace any of the component parts of the Telephone Company facilities nor be injurious to the telecommunications network.

Authorized User

A person, firm or corporation (other than the customer) on whose premises a telephone, Private Branch Exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

Average Busy Season – Busy Hour Traffic

The Average Traffic volume for the busy season, busy hour.

Base Rate Area

That portion of the Exchange Area surrounding and include the central office (or offices) within which urban classes of local exchange telephone service are offered at rates that do not vary with the distance from the central office Exchange Rate Center.

Building

A building or buildings, in which there is free access between all parts of the Structure by means of doors, open archways, elevators, stairways or continuous corridors. Heating tunnels or passageways under or over a thoroughfare or other open space do not make two separate buildings the same building.

Business Service

Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

EXPLANATION OF TERMS

Calls

Customers' telephone messages attempted.

Central Office

A switching unit, in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting subscriber lines and trunks or trunks only. There may be more than one central office in a building or more than one central office in an exchange.

Central Office Line

A circuit connecting an individual line or party line (including rural) main access line, order turret, or private branch exchange system with a central office.

Central Office Trunk

A voice grade communication channel furnished and maintained by the Telephone Company from the serving central office the network interface located at the customer premises. These facilities provide access to and from the telecommunications network.

Channel or Circuit

A path or communication between two or more access lines or Telephone Company offices, furnished in such a manner as the Telephone Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

Class of Service

The various categories of service generally available to the customer, such as business or residential.

Commission

The Public Service Commission of Wisconsin.

EXPLANATION OF TERMS

Common Battery Service

The type of telephone service is connection with which electrical energy for talking and signaling is supplied from a central point.

Communications Systems

Channels or other facilities and equipment which are capable, when not connected to telecommunications service, of communications between customer-provided terminal equipment.

Connecting Arrangement

The equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

Connecting Company

A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

Connecting Device

The standard network interface device (NID) to which customer premises wiring is connected.

Connection

The establishment of telephone service. A move of existing service to a different premise requires a connection.

Construction Charge

A separate non-recurring charge applicable for the construction of facilities in excess of that contemplated under the rates quoted in the exchange tariffs.

Continuous Property

A continuous plot of ground, including any buildings thereon, which is used exclusively by the customer (or by an authorized user of the customer's service) and which is not separated by property occupied by others or by a public thoroughfare.

EXPLANATION OF TERMS

Customer or Subscriber

Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc. provided with telephone service by any telephone utility. Said customer or subscriber is responsible for the payment of charges and compliance with the regulations of the Telephone Company.

Customer – Provided Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system are so connected either electrically, acoustically or inductively.

Data Access Arrangement

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with the criteria set forth in other parts of this Tariff.

Determination of Serving Area

A customer located on the opposite side of the thoroughfare from the facilities is considered to be within the area if the customer can be served by a drop wire using not more than one additional pole.

A customer located on the same side of the thoroughfare as the facilities is considered to be within the area if the customer can be served by a drop wire not requiring any additional poles.

In no case will a location beyond 150 feet from the boundary be considered as within the respective Base Rate Area or Exchange Area.

Direct Electrical Connection

A physical connection of the electrical conductors in the communications path.

Exchange

A unit established by a telephone utility for the administration of telephone service in a specified area which usually embraces a city, town, or village and its environs. It consists of one or more central offices together with associated plant used in furnishing communication service in that area.

EXPLANATION OF TERMS

Exchange Area

The territory served by an exchange.

Exchange Access Line

Consists of the service central office line equipment, and all Telephone Company plant facilities up to and including the Telephone Company provided Standard Network Interface Device.

Exchange Service

The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in this Tariff. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the interexchange network in connection with toll calls.

Extended Area Service

Interexchange telephone service furnished at a flat rate between one or more exchange areas.

Extended Community Calling (ECC) Service

Interexchange local telephone service furnished at a per minute rate within the Extended Community Calling (ECC) Area.

Flat Rate Service

Customer exchange service in connection with which a stipulated monthly charge is made covering all messages or message units to telephones bearing certain designations.

EXPLANATION OF TERMS

Foreign Exchange Service

Exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the customer is located. It is not available in connection with public or semi-public telephone service.

The rate for foreign exchange service is the rate applicable in the foreign exchange for the class of service furnished. In those cases where foreign exchange service is in cooperation with another company, the rates and regulations of each company apply to that portion of the service it furnishes.

Customers located within two miles of the desired foreign exchange boundary are billed at the cross-boundary foreign exchange rate; for all other customers, the monthly rate is billed at the interexchange foreign exchange rate.

The foreign exchange telephone company providing the customer the telephone number is considered the switching telephone company.

Grade of Service

The type of service furnished a customer with respect to the number of main telephonic units which may be connected to a central office line (one-party, two-party or four-party).

Individual Line

A central office line designed for the connections of only one main station (not a private branch exchange trunk line).

Installation Charge

A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection and other applicable charges for service or equipment.

Interface

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection other than Telephone Company provided facilities to facilities provided by the Telephone Company.

EXPLANATION OF TERMS

Key Telephone System

A combination of a Key Service Unit (KSU) and telephones that feature multiple line pick up button and intra system communications by virtue of a voice path. The Key Telephone system is connected by Key Telephone Lines to the central office for communication with the general exchange system and for toll service.

Line Connection Charge

Line Connection Charge is applicable for work done in the Central Office and/or elsewhere in association with providing an access line from the Central Office to the customers' premises or making changes thereto. It is also applicable for work done in providing service between two points not within the same building.

Local Message

A communication between a calling station and any other stations within the local service area of the calling station.

Local Message Unit

The unit of measurement for charging for local message use. A local message, unless furnished as an unlimited local message, may carry a charge of one or more local message units, depending upon destination and length of conversation.

Local Service

Telephone service furnished between customer's access lines located within the same local service area.

Local Service Area

Consists of the basic exchange area, the Extended Area Service area, and the Extended Community Calling Service Area defined for the exchange.

Maintenance Service Charge

Maintenance Service Charge will apply for each visit to a customer's premise in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided terminal equipment or a communications system which is arranged for connection to Telephone Company facilities.

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs



EXPLANATION OF TERMS

Message

A completed customer telephone call.

Minimum Contract Period

The minimum length of time for which a customer is obliged to pay for service and facilities, whether or not retained by the customer for such minimum length of time.

Network Control Signaling

The transmission of such signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, altering, coin denominations, coin collect and coin return tones) to control the operations of switching machines in the telecommunications system.

Network Control Signaling Unit

Terminal equipment furnished, installed, and maintained by the Telephone Company for the provision of network control signaling.

Network Interface Device (NID)

A device that provides a discernible point of demarcation and interconnection between customer-provided facilities and the telecommunications utility network.

NSF Check Charge

A charge will be made when a check is presented in payment for services and is subsequently returned by the bank for insufficient funds.

Outside Plant

The telephone equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private right-of-way's between the central office and customer locations or between central offices.

EXPLANATION OF TERMS

Premises

The building, portion or portions of a building used and occupied at one time by the subscriber in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous in extent at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the subscriber who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Private Branch Exchange AKA Private Exchange System

An arrangement of equipment, situated on a customer's premises, consisting of, but not limited to a switchboard with an operating telephone, telephones connected with the switchboard, and connected by Private Branch Exchange (PABX) trunks with a central office, providing for intercommunication between these telephones.

Private Line Service

Furnishing the facilities, including channels to enable the customer and authorized users to communicate between specified locations for continuous use. It is furnished, subject to the availability of such facilities and the requirements of the Telephone Company.

Regrade

An application for a different, usually better, grade of service.

Residence Service

Telephone service furnished of customers where the actual or obvious use is for domestic purposes.

Restoral of Service Charge

When the service of a customer has been temporarily denied in accordance with the general regulations set forth in the Tariff, but the contract has not been terminated or the order to remove the service has not been issued and completed, such service will be restored upon the payment of this charge. Subsequent to the completion of a remove order, service will be reestablished only upon the basis of a new service application.

EXPLANATION OF TERMS

Rural Line Service

Service other than two or four-party services, furnished in certain sections outside the base rate area, but within the exchange area.

Same Building

A structure built as a unit. Abutting buildings are treated as the “same building” when there is free internal access between the buildings.

Same Customer

In order for different services to be considered as furnished to the “same customer”, such services must be billed in the same name.

Note: The business service of a customer, furnished in other than his own name, and his residence service qualify as being furnished to the “same customer”.

Service Charges

Non-recurring charges applicable to service connection, move or change.

Service Ordering Charges

Service Ordering Charges are applicable for work done in receiving, recording and processing information necessary to execute each customer request.

Initial - New service or customer.

Subsequent - Move, change or addition to existing service.

Record Change - Requested change involving company records only.

Subscriber

The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Telephone Company.

Tariff

The rates, charges, rules and regulations adopted by the Telephone Company.

EXPLANATION OF TERMS

Telephone Utility

Any person, firm, partnership, cooperative organization, or corporation engaged in the furnishing of telephone service to the public under the jurisdiction of the Commission.

Termination Charge

A charge applied under certain conditions, when a contact for service is terminated by the customer before the expiration of the minimum contract period.

Tie Trunk

A voice grade communication channel between PBX systems, Centrex systems, or between PBX and Centrex systems.

Toll Message

A communication from a calling access line to an access line located in a different local service area for which a long distance usage charge applies.

Toll Rate

The initial period charge prescribed for toll messages usually based upon the duration of the initial periods and distance between exchanges.

Toll Service

Telephone service between exchanges or locations for which a toll rate is charged.

Trip

A visit to a customer's continuous property at which time certain work ordered by the customer is to be performed.

Zone/Zoning

The rural exchange area outside the Base Rate Area in which one- and two-party business and residence service are offered at Base Rate Area rates plus appropriate zone increments.

---

RULES AND REGULATIONS

3.1 General

The following general regulations are in addition to the regulations contained in other sections of this tariff.

3.2 Liability of the Telephone Company

- (A) In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Telephone Company, and of the other uses for which facilities may be furnished him by the Telephone Company, and because of the unavailability of errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions, and limitations specified in b., c., d., e., and f. following.
- (B) The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay or error or defect in transmission occurs.
- (C) The customer indemnifies and saves the Telephone Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.
- (D) The Telephone Company's liability arising from errors in or omissions of directory listings shall be limited to resulting impairment of the customer's service, and the Telephone Company may discharge such liability by an abatement or refund of an amount not exceeding the charge for the service, excluding additional message charges, during the period covered by the directory in which the error or omission occurs.
- (E) When the lines of other telephone companies are used in establishing connections to points not reached by the Telephone Company's lines, the latter company is not liable for any act or omission of the other company or companies.

RULES AND REGULATIONS

3.2 Liability of the Telephone Company (Cont'd)

- (F) The Telephone Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's apparatus and associated wiring on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Telephone Company.
- (G) The Telephone Company does not undertake to transmit messages but offers the use of its facilities when available for communications between its customers.

3.3 Interruptions

The Telephone Company will, in the event the customer's exchange service is interrupted, make a subsequent appropriate billing adjustment subject to the following conditions:

- (A) Credit for interruption is not allowed where the outage is caused by willful act, or due to negligence of the customer or the failure of facilities provided by the customer.
- (B) Credit will be allowed from the time notification is received from the customer or from the time of discovery by the Telephone Company, whichever is earlier, when each interruption comprises at least 24 consecutive hours of outage.
- (C) A major fraction of the last additional day, consecutive with a period consisting of 24 hours of outage, is considered a full day.
- (D) Credit for interruption is based upon the number of consecutive days of each outage.
- (E) For the purpose of determining the allowance for interruption, each month is considered to have 30 days. The refund of the customer shall be the pro rata part of the month's charges for the period of days that the portion of the service is rendered useless or inoperative.

---

RULES AND REGULATIONS

3.4. Dispute Procedures

Whenever a customer disputes the Telephone Company's request for a deposit or other guarantee, or advises the Telephone Company's business office prior to the disconnection of service that all or any part of any billing is in dispute, or that any matter related to the disconnection or refusal of service is in dispute, the Telephone Company shall investigate the dispute promptly and completely, advise the customer of the results of the investigation, attempt to resolve the dispute and provide the opportunity for the customer to make reasonable payment arrangements or enter into a deferred payment agreement in order to settle the dispute.

After a customer has pursued the remedies available with the utility, he may request that the staff of the Public Service Commission informally review the disputed issue and recommend terms of settlement.

Any party to the dispute after informal review by the Commission staff may make a written request for a formal review by the Commission. Such request must be made within five days of the date the Commission staff mails written notice of recommended terms of settlement after informal review.

If the Commission decides to conduct formal hearing on the dispute, the customer shall be required to pay 50% of the bill or deposit in dispute to the Telephone Company or post bond for that amount on or before the date of hearing. Failure to pay the specified amount before hearing will constitute waiver by the customer. In disputes involving complaints or facts which are essentially the same as or similar to those involved in previous disputes handled through the procedures described in this Section 3.4, the Telephone Company require the customer to post a 100% surety bond or to deposit the total disputed amount.

Service shall not be disconnected or refused because of any disputed matter while the disputed matter is being pursued in accordance with the provisions of this Section 3.4. Pursuit of remedies in accordance with this Section 3.4 in no way relieves a customer from the obligation of paying charges which are not in dispute.

---

RULES AND REGULATIONS

3.5. Use

3.5.1 Use and Ownership of Equipment on Customer's Premises

Facilities on the customer's premises necessary to the furnishing of service, excluding power wiring and outlets for which the customer is responsible, are provided by the Telephone Company except as expressly provided in sections of this Tariff, and all work of installation, relocation, changing and maintenance of such facilities on the customer's premises is done by the Telephone Company. Facilities furnished by the Telephone Company on the customer's premises are the property of the Telephone Company, whose agents and employees shall have the right to enter the premises at any reasonable hour for the purpose of installing, inspecting or repairing, or upon termination of the service, or removing the facilities.

Except as otherwise provided in this Tariff, such facilities and lines are not to be used for performing any part of the work or transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company. However, customers who furnish telephone service to guests or patients, may recover billed charges of the Telephone Company for local and toll messages placed by guests or patients. Also, any federal, state, or local governmental entity (including counties, cities, towns, and villages) may authorize any other governmental entity to use its telecommunications facilities or service and may recover for such use a portion of the charges billed by the Telephone Company to it for such facilities or service.



---

RULES AND REGULATIONS

3.5. Use (Cont'd)

3.5.2 Use of Customer Service

The customer subscribing to telephone service is responsible for its use and for the payment of all charges in connection therewith and shall exercise such control as may be necessary to ensure that it is not improperly used. If the use of service interferes unreasonably with the service of other customers, a customer may be required to take service in sufficient quantity or a different class or grade.

The use of customer service, as distinguished from public or semi-public service, is limited as follows:

- (A) Customer service (residence) is furnished only for use by the customer, his family, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises.
- (B) Customer service (business) is furnished only for use by the customer, his employees, representatives, patients or guests except as provided in Section 3.5.1, preceding, and as the use may be extended to joint users in accordance with the "Joint User" portion of this Tariff.

3.5.3 Cancellation for Cause

(A) Abuse or Fraudulent Use

The Telephone Company may by at least 5 days written notice to the customer, without incurring any liability, forthwith deny or disconnect service because of abuse or fraudulent use of service. In case of emergency where the public interest requires immediate action or pursuant to governmental requirements, service may be disconnected without notice. Abuse or fraudulent use of service includes, without specific limitation, the following:

In case of a dangerous or emergency condition where the public interest requires immediate action or pursuant to governmental requirements, service may be disconnected without notice for as long as the condition exists.

---

RULES AND REGULATIONS

3.5 Use (Cont'd)

3.5.3 Cancellation for Cause (Cont'd)

(A) Abuse or Fraudulent Use (Cont'd)

- (1) The use of services, or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for services;
- (2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part of the regular charge for each such service;
- (3) The use of service or facilities of the Telephone Company for a call or calls, anonymous, or otherwise, if in a manner reasonable to be expected to frighten, abuse, torment, or harass another;
- (4) The use of profane or obscene language;
- (5) The use of service in such a manner as to interfere unreasonably with the use of the service by one or more other customer; and
- (6) The impersonation of another with fraudulent intent.

3.5.4 Origination or Termination of Calls

Other than for incidental use, use of basic local service for the purpose of either originating or terminating calls on behalf of a third party is an inappropriate use of service. Basic local service used for such purposes will be reclassified to an appropriate class or type of service.

---

RULES AND REGULATIONS

3.6 Billing and Payment for Service

3.6.1 Customer Billing

- (A) Bills to customers will be rendered regularly, will contain a clear listing of charges, and are due upon receipt.
- (B) Bills may be paid at any authorized payment agency or by mail.
- (C) Monthly recurring charges are billed in advance while toll charges and service charges are normally billed in arrears.
- (D) A 30-day month will be used to compute charges for the fractional part of a month.

The customer is responsible for all charges made in connection with the service furnished, including collect toll calls and should exercise control to ensure that it is not improperly used.

3.6.2 Payment in Advance of Service

Applicants for service who have no account with the Telephone Company or whose financial responsibility is a matter of general knowledge, may be required to make an advance payment at the time of application equal to the service connection or installation charges, or both, and the initial period charges for the service provided. The amount of advance payment is credited to the customer's account as applying to any indebtedness under the Tariff.

---

RULES AND REGULATIONS

3.6 Billing and Payment for Service (Cont'd)

3.6.3 Deposits

(A) New Residential Service

The Telephone Company may require a cash deposit or other guarantee as a condition of new service under any of the following conditions:

- (1) The customer has an outstanding account balance with any Wisconsin telephone utility which accrued within six years of the date of application for service with the Telephone Company, and, at the time of such application, remains outstanding and not in dispute.
- (2) The customer is attempting to receive service with intent, which may be inferred from all the circumstances surrounding the application for service, not to pay for such service.
- (3) The customer, in the opinion of the Telephone Company, will clearly be unable to pay for service rendered at the time payment is due.

(B) Existing Residential Service

The Telephone Company may require a cash deposit or other guarantee as a condition of continued service under any of the following circumstances:

- (1) The service of the customer has been disconnected by the Telephone Company at least once within the preceding twelve-month period for nonpayment of a delinquent service account not currently in dispute.
- (2) Credit information obtained by the Telephone Company subsequent to the customer's initial application for service indicates that such application was falsified or incomplete to the extent that a deposit would be required under this Tariff.

(C) Business Service

If the credit of an applicant for business service has not been established satisfactorily to the utility, such applicant may be required to provide a deposit or guarantee. Such a deposit shall be refunded after twenty-four consecutive months if the customer's credit standing is satisfactory to the utility.

RULES AND REGULATIONS

3.6 Billing and Payment for Service (Cont'd)

3.6.3 Deposits (Cont'd)

(D) Conditions of Deposit

The deposit for a new residential or business customer shall not exceed the bill for two months exchange service plus estimated toll charges for two months. The deposit for an existing customer shall not exceed the bill for two months exchange service plus the highest actual toll charges for two consecutive months within the preceding twelve-month review period.

(E) Refund of Deposits

Any deposit refunded to a customer shall be refunded by check unless both the customer and the Telephone Company agree to a credit on the regular billing, or unless service is terminated, in which case the deposit, with accrued interest, shall be credited to the final bill and any balance returned promptly to the customer.

(F) Guarantee Contracts

The Telephone Company may accept, in lieu of a cash deposit, a contract signed by a guarantor satisfactory to the Telephone Company whereby payment of a specified sum, not exceeding the cash deposit requirement, is guaranteed. The term of such contract shall be for no longer than two years but shall automatically terminate after the customer has closed his account, or at the guarantors' request, upon thirty days written notice to the Telephone Company.

Where the customer's business is of a hazardous or temporary nature, the Telephone Company may adjust the deposit or guarantee requirement and bill the customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantor requirements.

Upon termination of a guarantee contract, or whenever the Telephone Company deems such contract insufficient as to amount or survey, a cash deposit or a new or additional guarantee may be required upon reasonable written notice to the customer. The service of any customer who fails to comply with these requirements may be disconnected upon five days written notice.

(D)  
|  
(D)

RULES AND REGULATIONS

3.6 Billing and Payment for Service (Cont'd)

3.6.3 Deposits (Cont'd)

(G) Other Conditions.

The Telephone Company shall not require any customer to pay a deposit or guarantee in lieu of deposit without explaining, in writing if requested, why the deposit is required.

The Telephone Company may refuse to provide service to a new customer, or disconnect service of an existing customer, for failure of a customer to pay a deposit, subject to the rules set forth in Section 3.6.3 (F), preceding.

3.6.4 Deferred Payment Arrangements

In lieu of a cash deposit or guarantee, an application for new residential service who has an outstanding account accrued within the last six years with the same utility or an existing customer who is unable to pay an outstanding bill shall have the right to receive service from the utility under a Deferred Payment Agreement for the outstanding account.

The terms include a reasonable initial payment and installment payments to pay the outstanding bill within a reasonable time. No finance charge applies.

Any payment made by a customer to comply with a Deferred Payment Agreement will first be considered in payment of the previous outstanding account with any remainder credited to the current bill. If a telephone subscriber has not fulfilled the terms of a Deferred Payment Agreement, the Telephone Company has the right to disconnect the telephone service upon at least five calendar days written notice. Under such circumstances the Telephone Company is not required to offer subsequent negotiation of a Deferred Payment Agreement prior to disconnection.

RULES AND REGULATIONS

3.6 Billing and Payment for Service (Cont'd)

3.6.5 Late Payment Charge

A. Residential Customers

A Late Payment Charge of 1.5 percent per month or \$9.00, (whichever is greater), applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward.

B. Business Customers

A Late Payment Charge of 1.5 percent per month plus \$14.00 applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. (I)

C. Regulations

- (1) The late payment charge will be carried forward and will be included in the total amount due on the current bill.
- (2) The late payment charge will not be applied to previous unpaid late payment charges.
- (3) State and federal government accounts are exempt from late payment charges.
- (4) If payment for a current bill is received by the Company before the late payment charge date, but for technical or other reasons the payment is not applied to the customer's account prior to the issuance of a subsequent bill, the customer will not be liable for that portion of any unpaid balance attributable to a late payment charge.
- (5) A customer will not be liable for any late payment charge applicable to a disputed portion of that customer's bill, so long as the customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute. A late payment charge will not be added after a bill goes final.

---

RULES AND REGULATIONS

3.7 Disconnection and Refusal of Service

- (A) Reasons for Disconnection. Service may be disconnected or refused for any of the following reasons:
- (1) Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement provided the total amount owed for services used exceeds one month's local service charges.
  - (2) Violation of the Telephone Company's rules pertaining to the use of service in a manner which interferes with the service of others or to the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.
  - (3) Failure to comply with deposit or guarantee arrangements as specified above.
  - (4) Falsification of the customer's initial application for service to the extent that a deposit or guarantee would be required, or service refused per above.
- (B) Disconnection Procedures.

The Telephone Company shall give at least five days written notice of disconnection to a customer prior to disconnecting the service of such customer. Service must be disconnected within fifteen days of the date such notice is mailed unless the customer and the Telephone Company agree to extend such periods of time.

Whenever a customer disputes a disconnection notice, the Telephone Company shall investigate and attempt to resolve any disputed issue, and, in the interim, shall not disconnect service for reasons that are in dispute.

The Telephone Company shall not disconnect any residential service without notifying the County Department of Health and Social Services at least five calendar days prior to the scheduled disconnection if the customer or responsible person has made a written request for such notification.



---

RULES AND REGULATIONS

3.7 Disconnection and Refusal of Service (Cont'd)

(C) Nonpayment

The Telephone Company will not attempt to collect by threat of disconnect or refusal of service for any of the following reasons:

Delinquency in payment for service by a previous occupant of the premises to be served other than a member of the same household residing at the same premises.

Delinquency in payment for another class of telephone Service.

Failure to pay another customer's bill as guarantor thereof.

Failure to pay for directory advertising or changes for nonutility service billed by the utility

Failure to pay charges arising from any underbilling occurring more than one year prior to the current billing and due to any misapplication of rate or due to inaccurate metering.

Failure to pay a delinquent account over six months old where no collection steps have been taken within six months of the date on the delinquent bill unless the passage of additional time is a result of other provisions described herein or from good faith negotiations or arrangements made with the customer.

(D) Other

The Telephone Company may, deny or disconnect the service upon at least five calendar days written notice to the customer, without incurring any liability, for any of the following reasons.

Excessive use of party lines

Failure of a customer to make suitable Deposit or Guarantee in Lieu of Deposits arrangements as required by this document.

Listening in on party line conversations.

Any other violation of the Telephone Company's regulations.

RULES AND REGULATIONS

3.8 Application of Business and Residence Rates

Although the location at which a customer's telephone service is established or the type of directory listing desired may in most cases serve as a satisfactory basis for determining whether business or residence rates apply, determination whether such service should be classified as business or residence depends on the character of use to be made of the service.

3.8.1 Business Rates

Service is classified and charged for a business service at all locations where the use is primarily or substantially of a business, professional, institutional or occupational nature, or where a business listing is furnished.

3.8.2 Residence Rates

Service is classified and charged for as residence service where the primary use is of a social or domestic nature and where the business use, if any, is merely incidental.

When it is determined that a customer to residence service is using the service in such a manner that it should be classified and charged for as business service under the above provision, the Telephone Company will discontinue the service of such customer in the event he refuses to permit his service to be classified as business service and pay the applicable business rates.

3.9 Obligation to Furnish Service

The Telephone Company's obligation to furnish service is depended upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the facilities.

RULES AND REGULATIONS

3.10 Maintenance and Repairs

The Telephone Company undertakes to maintain and repair the facilities which it furnished to customers. The customer shall be responsible for damages to facilities of the Telephone Company caused by the negligence or willful act of the customer or authorized user. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect remove or attempt to repair any facilities owned by the Telephone Company except as authorized in other portions of this Tariff or upon written consent of the Telephone Company.

For the purpose of inspecting, repairing or removing any part of the Telephone Company's equipment, apparatus and lines, the Telephone Company's employees shall, upon producing proper identification, have the right of access to subscribers' premises at any reasonable hour.

3.11 Special Work Requests

It is expected that all installations, removals, service connections, moves, changes, repair and maintenance work requested by a customer will be performed during normal business hours without the Company incurring unusual costs. If a customer requests that work be performed in a particular manner or at a particular time which results in unusual costs to the Company, a charge equal to the amount of unusual costs will apply in addition to other applicable rates and charges as specified in this tariff. These unusual costs may include overtime or premium wage payments, special equipment charges, special materials costs, or other costs associated with the special request.

3.12 Power Supply

When the Telephone Company Facilities, installed on the premises of a customer or authorized user, requires power for its operation, the customer is required to prove such power wiring and power outlets at the locations where the facilities are to be installed.

RULES AND REGULATIONS

3.13 Telephone Directories

3.13.1 Distribution

The Telephone Company will revise and distribute directories annually except for special cases allowed by the Commission when the number of changes and new listings do not warrant such action. When an abnormally large number of changes and new listings occur, a shorter interval may be used. Directories will be distributed without charge for each local main and extension station. Additional directories will be furnished at the discretion of the Telephone Company and a reasonable charge may apply. A copy of each new directory will be filed with the Commission.

3.13.2 Listings

The Telephone Company, may, where practicable, include all listings for a local calling area within a single volume. When such listings are not furnished, information will be provided in the directory as to the method of obtaining these listings. (T)

3.13.3 Cover Information

The directory front cover will be printed to include:

- (1) The Telephone Company name;
- (2) Exchange or exchanges included in the directory;
- (3) Month and year issued;
- (4) Area code; and
- (5) Common governmental emergency numbers

RULES AND REGULATIONS

3.13 Telephone Directories (Cont'd)

3.13.4 Directory Information

The following information will be prominently displayed on front information pages:

- (1) A warning that nuisance calls are prohibited by Section 947.012, Wisconsin Statutes;
- (2) A list of extended area service points;
- (3) Repair service number; and
- (4) Pertinent instructions for the use of ECC, local, extended area, and toll service.
- (5) The wiring to party line subscribers as required by Section 941.35 Wisconsin Statutes.
- (6) A statement informing residence customers that upon written request the Telephone Company will furnish service disconnection notices to the County Department of Health and Social Services.

3.14 Telephone Numbers

The customer has no property right in the telephone number which is assigned by the Telephone Company nor any right to continuance of service through any particular central office, and the Telephone Company reserves the right to change the telephone number or the central office designation, or both, of the customer whenever it deems it necessary to do in the conduct of its business.

RULES AND REGULATIONS

3.15 Local Base Rate Area

The local base rate area within which urban service is available is the area included within the village or city limits of each community in which an exchange is located except that when the base rate boundary coincides with a street or highway, subscribers on both sides of the street or highway shall be included within the local base rate area. When urban service is given outside the local base rate area mileage charges on file with the Public Service Commission shall apply. The minimum contract period for telephone service outside the base rate area shall be one month.

Local base rate areas extend beyond limits of cities and/or villages in some exchanges in accordance with maps filed with the Public Service Commission.

3.16 Special Equipment and Service Arrangements

Special equipment and service arrangements for which provision is not otherwise made in these tariffs, are furnished whenever practicable, if in connection with and not detrimental to any of the services furnished by the Telephone Company under these tariffs, at charges based on cost when such special services are to meet the unique requirements of a small number of customers.

3.17 Construction Charges

All rates and charges quoted in this tariff provide for the furnishing of service when suitable facilities are available or where the construction of the necessary facilities does not involve unusual costs. When the revenue to be derived from the services does not warrant the Telephone Company assuming the unusual costs of providing the necessary construction, the Customer may be required to pay all or a portion of such costs and to contract for the service for a sufficient period to warrant the construction, depending upon the circumstances in each case.

---

SERVICE CHARGES

4.1 General

A service charge consisting of one or more of the charges shown in this section is applicable for the following activities undertaken at customer request:

4.1.1 Connections

Nonrecurring service charges are in addition to rates and any other charges normally applying under the tariffs, except where such application is specifically excluded. They apply in addition to installation, move, change, termination or construction charges specifically stated in connection with the various services described in the Telephone Company's tariffs. The nonrecurring charges in this tariff section also apply for service connection, move or change of miscellaneous services that have no other nonrecurring charge.

4.1.2 Payment of Service Charges

Payment of service charges for the initial establishment of service may be required prior to the establishment of service.

The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

4.2 Regulations for Nonrecurring Charges

4.2.1 Service Order Charge

- (A) One Service Order Charge is applicable for work done to comply with a customer's request for new connections, outside moves, or change telephone service or restoral of service after disconnection, mobile telephone service, paging services or semi-public telephone services.
- (B) The term "per order" means all work or service ordered at the same time by the customer, which is performed or provided on the same premises.

SERVICE CHARGES

4.2 Regulations for Nonrecurring Charges (Cont'd)

4.2.1 Service Order Charge (Cont'd)

- (C) One Service Order Charge is applicable for each mileage circuit between points on separate premises. Multiple channels between the same points, or multipoint channels, or extensions on mileage channels, ordered at the same time are included under the same Service Order Charge.
- (D) Unless otherwise specified, the appropriate Service Order Charge is applicable for a customer order for service and is in addition to any Initial Nonrecurring Charge which may be applicable for the service furnished.
- (E) The Service Order Charge is applicable, but not limited to the following customer requests which do not involve line connection or premises work.
  - (1) Changes or additions involving Directory Listings or Joint User Service.
  - (2) Changes in the name, responsibility or billing address.
  - (3) Changes in service requested by a customer that requires the issuance of a service order.
- (F) Service Order Charge - Initial - Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises.
- (G) Service Order Charge - Subsequent - Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service.

(T)  
|  
(T)



SERVICE CHARGES

4.2 Regulations for Nonrecurring Charges (Cont'd)

4.2.2 Central Office Connection Charge

- (A) Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

(T)  
|  
(T)

4.2.3 Central Office Line Connection / Rearrangement Charge

- (A) The Central Office Connection / Rearrangement Charge applies to work performed in the Central Office due to a customer's service request. The Central Office in this case is defined to include the Main Distribution frame (equipment side).
- (B) The Central Office Connection / Rearrangement Charge applies to work performed in the Central Office required in:
  - (1) Connection or reconnection of local exchange lines: FX lines, local private lines, local off-premises extension lines, local tie lines and wide area telephone service (WATS).
  - (2) Number change on a local exchange Central Office line or trunk made at the customer's request.
  - (3) Rearrangement of an existing C.O. Line for the connection of either touch calling or custom calling features.

4.2.4 Connecting Device Charge

A Connecting Device Charge applies for connecting a Network Interface Device (NID) when it is at the request of an existing customer and the Telephone Company has to make a special trip to the customer's residence. (See Premises Visit Charge)

4.2.5 Access Line Work Charge

The charge applies to work associated with making and changing connections on the circuit between the serving central office up to and including the protector on the customer's premises, and/or other premises where the service is to be terminated, including necessary cross connections and line and station transfers.

(T)  
|  
(T)

SERVICE CHARGES

4.2 Regulations for Nonrecurring Charges (Cont'd)

4.2.6 Maintenance of Service Charge

A non-recurring charge, based on the time and materials required to complete the work, will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided terminal equipment or a communications system which is arranged for connection to Telephone Company facilities.

If customer does not have a Network Interface Device (N.I.D.) no maintenance of service charge will apply.

4.2.7 Reconnect Charge

The Reconnect Charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service charges will apply thereafter.

(T)  
—  
(T)

4.2.8 NSF Check Charge

A charge will be made when a check is presented in payment for services and is subsequently returned by the bank unpaid.

4.2.9 Unauthorized End User Service Change Charge

A charge set forth when a Customer of Record requests a change in an end user client's selection of a provider of local exchange service without the approval of the end user.

4.2.10 Overtime Work or Work Performed Outside Regular Working Hours

The rates and charges specified in the various sections of this Tariff and in the other Tariffs of this Company contemplate that all work on the customer's premises be performed during regular working hours and that such work once begun will not be interrupted by the customer. If a customer requests that such work be performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours, or interrupts such work which has begun, the customer may be required to bear any additional costs incurred.

---

SERVICE CHARGES

4.2 Regulations for Nonrecurring Charges (Cont'd)

4.2.11 Maintenance of Service Charges

A maintenance of Service Charge is applicable for service calls made to a customer premises where the service problem is due to a fault in the customer owned equipment or wiring, provided the premises is equipped with a Network Interface Device (NID). If the customer premises is not already equipped with a NID, the service personnel shall install one during that visit, and the Maintenance of Service, Premises Visit and Connecting Device charges shall not apply for that visit and installation.

4.3 Rates for Nonrecurring Charges

Work scheduled to be done during normal working hours and not completed until after normal working hours shall be considered as work performed during normal working hours.

4.4 Nonrecurring Charge Exemptions

- (A) Service reestablishment after destruction of the customer's premises by Act of God or a public enemy, whether at the same or another location. Regular Service Charges apply, however; to service reestablished in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.
- (B) Changes required for the proper maintenance of the service.
- (C) Changes made at the initiative of the Telephone Company for service reasons.
- (D) When an upgrade in the class, type or grade of service is made, only the Service Order Charge is applicable.
- (E) Moves or changes required for the proper maintenance of the Network Interface Device (NID).

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 4  
First Revised Sheet No. 6  
Cancels Original Sheet No. 6

SERVICE CHARGES

4.5 Installment Billing

Residence customers may have nonrecurring charges billed in equal consecutive monthly installments over either three- or six-month periods, subject to the following conditions:

- (A) Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (N)  
(N)
- (B) Installment billing is offered only to customers who are not known credit risks to the Company. (T)
- (C) More than one installment billing plan may be in effect for the same customer at the same time. After an installment billing plan begins, the period of that plan may not be changed. (T)
- (D) Installment billing shall be applied to the entire amount of the nonrecurring charges associated with a service order. A customer may not make partial payment of such charges and then receive installment billing for the remainder of such charges. (T)
- (E) If a customer fails to pay any of the installments when due, the Company may, at its option, declare the entire balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it including the right to terminate telephone service. (T)
- (F) Installment billing will be continued even when service is temporarily suspended. (T)
- (G) Installment billing is not available for nonrecurring charges billed back to the customer as a result of the customer's termination of a service before the end of a service commitment period that is established in conjunction with a promotion. (T)
- (H) No interest or finance charges apply. (T)

---

Issued: October 16, 2016

Effective: October 16, 2016

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

---

BASIC LOCAL EXCHANGE SERVICE

5.1 Monthly Exchange Rates

Rates are located in Section 26 through 31 of this tariff for each exchange.

5.2 Extended Community Calling Service

Extended Community Calling (ECC) Service provides for the completion of local messages between a customer located in an Exchange operated by the Telephone Company and customers located in different Exchanges in accordance with the regulations and rates set forth in the following:

5.2.1 Standard ECC Area

- (1) The ECC area for a Telephone Company Exchange consists of all other Exchanges within the State of Wisconsin within the same LATA, including those of other Local Exchange Companies, not included in the Extended Area Service area of the Exchange, that are either adjacent to the Exchange or are within 15 airline miles of the Exchange.
- (2) ECC is provided from listed exchanges to listed ECC calling points as specified in the rates and charges section for that exchange.

5.2.2 WATS and 800 Services <sup>1</sup> - Grandfathered

(C)

Extended Community Calling Service is not available for WATS and 800 Services.

<sup>1</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

(N)  
(N)

---

BASIC LOCAL EXCHANGE SERVICE

5.2 Extended Community Calling Service (Cont'd)

5.2.3 Rates for ECC Messages

(A) Basic Rates

Rates for ECC Messages consist of a charge per minute. The per minute charge applies for each minute with a fraction of a minute being charged as a full minute of call duration. Call duration begins when the connection is established between the calling telephone and the called telephone. telephone and the called telephone.

Call duration ends when the calling telephone “hangs up” thereby releasing the network connection. If the called telephone “hangs up” but the calling telephone does not, call duration ends when the network connection is released either by automatic timing equipment in the telephone network or by the Operator. ECC per minute rates are shown in the rate section:

(B) Operator Assisted ECC Calls

Where an ECC call is completed utilizing the assistance of an operator or operator services capability, in addition to the charges specified above, other charges may apply.

(C) ECC Message Detail Billing

The Company will provide detail ECC bills to customers at no charge.

BASIC LOCAL EXCHANGE SERVICE

5.3 Touch Calling Service

5.3.1 General

- (A) Touch Calling Service provides for the origination of telephone calls through the use of telephones equipped with push buttons in lieu of a rotary dial.
- (B) The service is available only where the Telephone Company central office facilities have been arranged for Touch Calling and all equipment on the customer's premises is compatible. It is not necessary that all instruments on a line be equipped for Touch Calling; however, all lines on a particular instrument must be similarly equipped.

5.3.2 Rates and Charges

- (A) Rates and Charges are specified in the Rates and Charges section for that exchange.

5.4 Frontier Road Work Recovery Surcharge

5.4.1 General

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by the City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs. The surcharge will be billed monthly per account.

5.4.2 Regulations

Surcharge will be assessed at the time of billing.

There will be no proration of charges.

There will be no discounts for vacation, seasonal or temporary suspension of service.

---

CENTREX SERVICE

6.1 General

- 6.1.1 Centrex Service consists of digital switching equipment on the Company premises connected to station lines on the customer's premises.
- 6.1.2 The customer must subscribe to a minimum of two access lines per premises.
- 6.1.3 The customer shall receive the same directory listing as a business customer.
- 6.1.4 The customer shall receive one monthly bill.
- 6.1.5 Centrex Service is only offered in a Central Office equipped to provide such service.

6.2 Definitions

- 6.2.1 Each Centrex Line provides access to the public switched network and includes the following features:
  - A. Call Forward –allows the customer to reroute incoming calls to a different number.
  - B. Calls Transfer- allows the customer to receive an incoming call, then transfer the calling party to any other number.
  - C. Caller ID Name and Number-allows for automatic delivery of a calling party's name and number to the called customer. The telephone number is displayed on customer-provided equipment.
  - D. Hunting-starts at the terminal associated with the dialed number and continues through the last terminal in the hunt group, then proceeds to the first terminal in the group and continues to hunt through the remaining lines in the group.
  - E. Three-way Conference Calling-allows the user to form a three-way conference with two other parties. The user flashes the hook switch during a normal talking connection receives a special dial tone and dials a third party. The third party can be added to the conversation at any time by flashing the hook switch after third party dialing is complete and audible ringing is heard. The user controls the conference and must remain on the line for the duration of the call.
  - F. Abbreviated Dialing (where Available)- permits the calling party to dial the destination telephone number with fewer than normal digits.



CENTREX SERVICE

6.2 Definitions (Cont'd)

6.2.2 Centrex Service may be offered with other feature arrangements, under contracts with individual customers pursuant to Section 9.

6.3 Rates and Charges

In addition to rates and charges specified in the rate and charges section for that exchange, the customer is subject to other applicable rates, charges and fees. Where service charges are applicable, the business service charges apply.

---

PAYPHONE SERVICE

7.1 Description

Payphone Provider Service provides for the use of customer-provided coin operated or coinless telephones. Payphone Provider Service utilizes a voice grade business access line, Basic Coin Transmission Dial Tone Line, to connect the customer-provided equipment to the Telephone Company's central office.

7.2 Definitions

Answer Supervision – Line Side – Is an optional feature, which provides the capability of determining when the terminating station has returned positive answer supervision. This feature is only available from central offices, which have been equipped to provide this feature and may be incompatible with other optional features.

Basic Coin Transmission Dial Tone Line – A network access line used to connect customer-provided coin operated or coinless telephone equipment to and from the telecommunications network.

Coin Collection and Return – This coin signaling is provided by the network. Coin collection occurs when a call is completed. Coin return will return the coins to the calling party when a busy signal, or no answer is encountered.

Coin Supervision Additive – This is an optional feature provided from central offices that are equipped to provide this feature. The feature is provided when payphone equipment connected to the Basic Coin Transmission Dial Tone Line requires central office coin supervision capability. This feature provides the capability of central office line equipment to pass signals and/or tones from the Basic Coin Transmission Dial Tone Line to a trunk terminating at the Payphone Provider's operator service provider. These signals enable the operator service provider to recognize coin deposits and coin return to the pay telephone user. The Coin Supervision Additive feature also permits a suitably equipped operator service provider to automatically ring back the originating local exchange service line upon completion of call.

Telephone Company – Is the utility named above.

Payphone Provider – Is the customer, or the Telephone Company that subscribes to the Payphone Provider Service.

Selective Class of Call Screening – This is an optional feature provided where facilities are available. This screening is provided to alert the operator services system that an originating non-sent paid operator assisted call is to be restricted to collect, calling card, or third party billing.

PAYPHONE SERVICE

7.3 Rules and Regulations

7.3.1 General

The Payphone Provider Service is classified as business service. It is subject to the terms, rates and conditions applicable to business service as described elsewhere in this Tariff.

Payphone Provider Service may be provided on a measured service basis, or a fixed rate basis. Applicable charges are found in each company's rate section and will apply to customers that buy Payphone Provider Service.

The maximum of one payphone instrument may be connected to one Basic coin Transmission Dial Tone Line. Extensions to this line are not permitted. A Payphone Provider must use a separate line for each payphone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions are not permitted.

Directory listings may be provided under the regulations which provide for the furnishing of listings for business service.

Payphone Service is the only service available for use with payphones. Payphone Service is prohibited in conjunction with Foreign Exchange Service. Payphone Service may not be connected behind a PBX or Centrex Service.

Directories will be provided to the Payphone Provider on the same basis as business access lines.

The Telephone Company shall not be liable for shortages of coins deposited and/or collected from the Payphone Provider's payphone instrument.

The Telephone Company shall not be liable for end-user fraud of any nature occurring at, or in association with, the Payphone Provider's payphone equipment.

---

PAYPHONE SERVICE

7.3 Rules and Regulations (Cont'd)

7.3.2 Responsibility of the Payphone Provider

The Payphone Provider is responsible for the installation, operation and maintenance of the customer-provided instrument and any associated equipment such as booths, shelves, directories and any other ancillary equipment. The Payphone Provider is responsible for complying with the requirements of the Americans with Disabilities Act. The Payphone Provider is responsible for providing terminal equipment that is hearing aid compatible and meets all standards for handicapped users as required by law, including height restrictions.

It is the responsibility of the Payphone Provider to insure its terminating equipment is properly equipped if it desires the optional feature, Coin Supervision Additive.

The Payphone Provider is responsible for the payment of all charges originating, or accepted at this service, incurred through the use of the Basic Coin Transmission Dial Tone Line including local messages, toll messages, and calls to directory assistance. The Payphone Provider is responsible for any federal, state, or local taxes on the customer-provided payphone, or on calls made from that payphone.

The customer-provided payphone must be registered in compliance with Part 68 of the FCC's Registration program.

The Payphone Provider is responsible for providing at no charge to the caller and without depositing coins;

- Access to dial tone,
- Access to 911 emergency services,
- Access to operators,
- Access to 800 numbers,
- Access to 10XXX numbers, and

Access to telecommunications relay service calls for the hearing disabled.

PAYPHONE SERVICE

7.3 Rules and Regulations (Cont'd)

7.3.2 Responsibility of the Payphone Provider

The Payphone Provider is responsible for posting and prominently displaying all information required by the Federal Communications Commission, or the Wisconsin Public Service Commission.

The Payphone Provider is responsible for compliance with the Rules and Regulations of the Wisconsin Public Service Commission, or the Federal Communications Commission related to payphone service and equipment.

7.3.3 Rates and Charges

The rates and charges for Payphone Provider Service are specified in the Rates and Charges section for that exchange.

MILEAGE CHARGES

8.1 Extension Line Mileage

8.1.1 Types of Lines

Circuits may be provided to customers for a variety of purposes, such as extension service, extensions from a PABX, radio broadcasting, or signal and/or alarm service. Mileage is route-measured airline to the customer locations.

8.1.2 General

- (A) Extension lines may be furnished in connection with all classes and grades of local service except Public Telephone Service.
- (B) Extension lines provided in connection with Semi-Public Telephone Service will be restricted to answering incoming calls only.
- (C) Extension lines must be located in the same local service area as the associated main line.
- (D) When either the main or extension line is located at business classification, business rates apply to both stations.
- (E) The Telephone Company may limit the number of extension lines.
- (F) Extension lines located outside the building in which the main service is terminated will be furnished under the following conditions:
  - (1) May be located on the premise of another customer provided the other customer has his own separate service at the same location;
  - (2) May be located on the premise of another customer for answering purposes only if the other customer does not separate service at the same location;
  - (3) Mileage charges will be based upon the airline mileage between the locations of the primary and extension line termination when served by the same cable pair or from the central office to the extension line termination when served on a different pair.

MILEAGE CHARGES

8.1 Extension Line Mileage (Cont'd)

8.1.3 Mileage Measurements

- (A) For two-point channels, the mileage is the shortest airline distance between buildings with partially fractional miles treated as full fractional miles.
- (B) For multi-point channels, the mileage is the shortest airline distance between each building in which the channel terminates with partially fractional miles treated as full fractional miles. The charging mileage is the combination of such segments of distance, which results in the lowest total mileage for the entire channel.
- (C) For multi-office exchanges, the mileage is measured airline from the location of the extension line termination via its central office to the central office serving the main access line.

8.1.4 Rates

Mileage charges will be based upon the airline mileage between the locations of the primary telephone unit and extension. Rates and Charges are specified in the Rates and Charges section for that exchange.

TELECOMMUNICATIONS UTILITY INDIVIDUAL CONTRACTS

9.1 General

The Telephone Company may enter into contract(s) with individual customers to provide services and offerings. The specific features and facilities for the services listed may vary among customers.



---

MISCELLANEOUS SERVICES

10.1 Employees' Concession Service

10.1.1 General

Concession service may be granted to regular full-time and qualified part-time employees.

10.1.2 Conditions

- (A) Qualified employees must have completed their probationary period. To qualify, part-time employees must be scheduled to work twenty hours a week or more for at least six consecutive months.
- (B) The employee's place of residence must be within the area served by an exchange of the Telephone Company.
- (C) The directory listing must be published in the name of the employee, or in the name of the employee's spouse.
- (D) This concession does not extend to any toll charges, extended area service rate additives, or charges for terminal equipment.
- (E) Any retired employee of the Telephone Company that is receiving an employee concession in accordance with any existing or grandfathered tariff shall retain such concession as long as the employee resides within the Telephone Company's exchange area and does not disconnect the service.
- (F) The telephone concession program is not available to any employee that retires on or after October 1, 2001.

10.1.3 Rates

- (A) The Telephone Company reserves the right to provide free or discounted service to all qualified employees according to guidelines established by Telephone Company policy.

---

MISCELLANEOUS SERVICES

10.2 Equipment for Hearing and Speech Impaired Persons

10.2.1 General

- (A) A volume-controlled telephone to amplify incoming speech is available for use by customers whose hearing is impaired or to assist in overcoming high room noise conditions.
- (B) The charges are in addition to the regular rates and charges for service furnished. Rates are located in Section 26 through 31 of this tariff for each exchange.

10.2.2 Teleprinter for Hearing and Speech Impaired Persons

- (A) The TDD is a single unit with a visual display window and key board. It acoustically couples to the telephone through the telephone handset.
- (B) This service is provided to certified learning or speech impaired customers at conventional monthly rates or optional one-time payment plan. This service is offered to noncertified customers on a deregulated basis only.
- (C) Certified deaf or speech impaired customers choosing the optional one-time payment plan will be billed a monthly rate, as approved by the Public Service Commission of Wisconsin, for the on-going recurring expenses at the expiration of a six-year in-service life of the TDD. Customers selecting the optional one-time payment plan and discontinuing service prior to the expiration of the six-year service period will receive a refund based on the difference between what the customer actually paid and what the customer would have paid had the customer selected conventional monthly rates.
- (D) Certified persons are defined as those who have been certified according to the certification process approved by the Public Service Commission of Wisconsin.
- (E) The customer must pick up or return the TDD at the telephone office when establishing or disconnecting service or when maintenance is required.

---

MISCELLANEOUS SERVICES

10.2 Equipment for Hearing and Speech Impaired Persons (Cont'd)

10.2.2 Teleprinter for Hearing and Speech Impaired Persons

- (F) Applicable service connection charges apply for the TDD when at the customer request, a trip is made to the custom's premise for the delivering or installing the VuPHone's TDD.
- (G) The TDD is available only to customers subscribing to one-party service. The TDD may provide less than suitable transmission performance with certain telecommunication equipment and/or facilities. When this occurs, customers may have to forgo the use of this service at those locations or, where adjustments to the equipment are possible, pay charges based upon actual cost.

---

MISCELLANEOUS SERVICES

10.3 Fire Reporting System – Unattended Dial Exchanges

10.3.1 General

This equipment is designed for communities where volunteer departments provide fire protection.

A fire alarm circuit to which a number is assigned is located in the central office. Telephones at the volunteer fireman's premises are connected to it by means of the same circuit that connect the subscriber station equipment to the central office. When the fire number is dialed, to report a fire, telephones at the premises of the volunteers connected to the circuit ring. Should any of these be busy, a distinctive tone interrupts, giving notice of the call. After the fire call is placed, the entire fire alarm circuit remains in operations for a 6 to 8 minute interval so that information as to the location of the fire can be furnished to all the firemen by the first to respond to the call.

10.3.2 Rates

Rates and Charges are specified in the Rates and Charges section for that exchange.

---

MISCELLANEOUS SERVICES

10.4 Automated Attendant

10.4.1 General

Automated Attendant is a service available only with individual line service in exchanges where Frontier central offices are properly equipped to customers who have a touchtone phone.

10.4.2 Description

Automated Attendant is designed to answer all calls. It allows callers to route their calls to proper extensions via dial-by-name or extension number without the need for an operator.

10.4.3 Rules and Regulations

- (A) The rate for Automated Attendant is in addition to the rates and charges for all associated services.
- (B) Service order charge plus a central office connection charge per Information Box applies as shown elsewhere in this tariff.
- (C) Subscribers to Automated Attendant whose residence or place of business is outside the company's franchise area, will incur additional charges. An additional charge is also applicable when the service is used in connection with the EAS or toll network.

10.4.2 Rates

Rates and Charges are specified in the Rates and Charges section for that exchange.

MISCELLANEOUS SERVICES

10.5 Call Blocking Services

10.5.1 Universal Toll Blocking (Option 1)

(A) Description

Toll Restriction Service is an optional service which provides customers with the capability to block originating calls being made to a destination outside the local calling area. Except as noted below, all calls beginning with 1+, 0+, 0-, 950, 10XXX, 011+, 900/976 or 700 will not be allowed to complete. Calls will be allowed to complete to 911, 411, (Home NPA) 555-1212, 611 and 1+800. Customers subscribing to Toll Restriction Service attempting to dial a number outside their local calling area from a restricted line will reach a Telephone Company-provided intercept announcement.

(B) Regulations

- (1) Subscribing to Toll Restriction Service does not relieve customers of the responsibility for calls charged to their telephone number(s).
- (2) Toll Restriction Service is available on Business and Residence lines.
- (3) Toll Restriction Service may be canceled at any time without charge.
- (4) Toll Restriction Service will not be provided on Public, Semi-Public or Customer Provided Coin Operated or Coinless Telephone Services.
- (5) The Telephone Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provisions of the service, including without limitation, the inability to access the Operator or any non-toll free number for any purpose.

(C) Rates and Charges

Rates and Charges are specified in the Rates and Charges section for that exchange.

---

MISCELLANEOUS SERVICES

10.5 Call Blocking Services (Cont'd)

10.5.2 Customer Controlled Long Distance Access (Option 2)

(A) General

- (1) A Central Office software controlled feature is available that enables a customer to control access to long distance service by touching a series of privately known digits on the customer telephone. Unless these digits are entered at the beginning of a call, the line is unable to reach long distance carriers.
- (2) This service is furnished subject to Central Office capability.
- (3) This service is furnished to Private Line customers only.
- (4) This service is available only to a telephone line conditioned for Touch Call service.
- (5) The Telephone Company assumes no liability for long distance charges from the customer line.

(B) Rates

Rates and Charges are specified in the Rates and Charges section for that exchange.

10.5.3 900/976 Number Block (Option 3)

Blocks all originating calls to 900 numbers nationwide and all originating calls to 976 numbers within the customer's home NPA.

---

MISCELLANEOUS SERVICES

10.5 Call Blocking Services (Cont'd)

10.5.4 ECC Blocking (Option 4)

(A) Description

ECC Call Blocking Service is an optional service, which provides customers with the capability to block originating calls being made to a destination inside the ECC calling area. Customers subscribing to ECC Call Blocking Service attempting to dial a number inside the ECC calling area from a restricted line will reach a Telephone Company-provided intercept announcement.

(B) Regulations

- (1) Subscribing to ECC Call Blocking Service does not relieve customers of the responsibility for calls charged to their telephone number(s).
- (2) ECC Call Blocking Service is available on Business and Residence lines.
- (3) ECC Call Blocking Service may be canceled at any time without charge.
- (4) ECC Call Blocking Service will not be provided on Public, Semi-Public or Customer Provided Coin Operated or Coinless Telephone Services.
- (5) The Telephone Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provisions of the service.

(C) ECC Call Blocking

Customers may elect to block ECC usage. There is no charge to establish initial ECC blocking. Non-recurring charges apply to second and subsequent orders found elsewhere in this Tariff.



---

MISCELLANEOUS SERVICES

10.5 Call Blocking Services (Cont'd)

10.5.5 Availability of Service

Call Blocking Service will be offered subject to the availability of suitable facilities and where conditions permit. 800 series number calls may be blocked in certain exchanges where facilities require it.

10.5.6 Regulations

Call Blocking Service is available to Single Line Residence and Business Basic Exchange Service Customers. Call Blocking Service charges will be waived to any individuals or households receiving benefits from one or more of the following State administered income assistance programs:

1. Aid to Families with Dependent Children (AFDC)
2. Food Stamps
3. Title 19 Medical Assistance
4. Supplemental Security Income (SSI)
5. Low Income Energy Assistance Program (LIEAP)
6. Wisconsin Homestead Tax Credit
  - Effective upon notification from the PSC of WI that a data base is available for confirmation of eligibility.

Call Blocking Service will not be provided on party lines, Centrex lines, PBX trunks or payphones.

The minimum contract period for this service is one month.

Subscribing to Call Blocking Service does not relieve customers of the responsibility for calls charged to their telephone number(s).

The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the Operator or any non-toll free number for any purpose. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

MISCELLANEOUS SERVICES

10.5 Call Blocking Services (Cont'd)

10.5.7 Rates and Charges

Call Blocking Service charges apply to the provisioning of Call Blocking Service with the exception of the customers that are waived as outlined preceding and are in addition to any applicable rates and charges already provided for in other sections of this tariff and other tariffs of the Company.

First-time orders for Call Blocking Service options shall be without monthly or nonrecurring charges to the customer. The nonrecurring installation charge applies to second and all subsequent orders for Call Blocking Service options.

---

MISCELLANEOUS SERVICES

10.6 Direct Inward Dialing

10.6.1 General

- (A) This service is furnished subject to central office capacity for facilities and telephone number availability and compatibility of PABX facilities.
- (B) The service includes central office switching equipment necessary for in-dialing from the exchange and toll network directly to stations associated with customer premises located equipment.
- (C) The customer must subscribe to a sufficient number of trunks to insure service standards as determined by the Telephone Company.
- (D) The service must be provided on all lines in a trunk group arranged for inward service.
- (E) Operational characteristics of interface signals between the Telephone Company provided connecting arrangements and the customer-provided equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.
- (F) The Telephone Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer, authorized user or joint user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- (G) Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this tariff for applicable associated exchange service. DID numbers furnished herein are not entitled to free directory listings.
- (H) Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.
- (I) Where DID is requested on more than one group of trunks or lines, each such group shall be considered a separate service.

MISCELLANEOUS SERVICES

10.6 Direct Inward Dialing (Cont'd)

10.6.1 General (Cont'd)

- (J) The rates herein contemplate the use of standard equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
- (K) The contract period for this service is five years for a Digital or Computer Controlled Electronic Central Office from the date of installation. In case of discontinuance or reduction of service within the minimum contract period, a termination charge applies for the unused portion of the contract period. This charge is reduced by 1/60<sup>th</sup> for each full month that the service is provided.

10.6.2 Rates and Charges

Rates and Charges are specified in the Rates and Charges section for that exchange.

---

MISCELLANEOUS SERVICES

10.7 Tie Lines

10.7.1 General

Tie lines are installed to serve as a means of communications between two or more Private Branch Exchange Switchboards located within the same exchange service area. The use of tie lines is not contemplated for communicating with stations not directly connected with the Private Branch Exchange Switchboards where the use of trunking circuits between or to central offices are required. Tie lines will be furnished at the monthly rates shown below provided the necessary facilities are available.

10.7.2 Rates

Rates and Charges are specified in the Rates and Charges section for that exchange.

10.8 Circuit Pair Rental

10.8.1 General

- (A) The Telephone Company may rent cable pairs to subscribers for specific purposes when suitable facilities are available or where construction of facilities is minimal. If there are unusual costs in providing facilities, the customer may be required to pay all or a portion of such costs and/or to contract for a sufficient period of time depending on the circumstances in each case. This service is only available in Crandon and Argonne exchanges.
- (B) Customer usage must not be cause interference in any manner with the usage of other circuits of the Telephone Company. Where additional equipment is required to eliminate such interference, this shall be provided at the customer's expense.

10.8.2 Rates

Rates and Charges are specified in the Rates and Charges section for that exchange.

MISCELLANEOUS SERVICES

10.9 Message Waiting Indication

10.9.1 General

- (A) For a customer who forwards calls to a text messaging or voice messaging provider, this feature provides an indication at the customer's station that messages are waiting. The indication is provided as intermittent dial tone or visual indication, depending on the capabilities of the central office and customer premises equipment.
- (B) Message Waiting Indication is offered only in central offices equipped to provide such service.

10.9.2 Rates

Rates and Charges are specified in the Rates and Charges section for that exchange.

---

MISCELLANEOUS SERVICES

10.10 Customer Incentive Program

10.10.1 Residence Customer Incentive Program

A. Description

The 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

B. Terms and Conditions

1. 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.
2. 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.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. 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.
5. 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 under C. following.

MISCELLANEOUS SERVICES

10.10 Customer Incentive Program (Cont'd)

10.10.1 Residence Customer Incentive Program (Cont'd)

B. Terms and Conditions (Cont'd)

6. 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 C following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C. following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.



---

MISCELLANEOUS SERVICES

10.10 Customer Incentive Program (Cont'd)

10.10.1 Residence Customer Incentive Program (Cont'd)

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) 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
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (c) above, shall be used.
2. 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.
3. 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).

---

MISCELLANEOUS SERVICES

10.10 Customer Incentive Program (Cont'd)

10.10.2 Business Customer Incentive Program

A. Description

The 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

B. Terms and Conditions

1. 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.
2. 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.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business 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 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.
5. 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 under C. following.

---

MISCELLANEOUS SERVICES

10.10 Customer Incentive Program (Cont'd)

10.10.2 Business Customer Incentive Program (Cont'd)

B. Terms and Conditions (Cont'd)

6. 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 C following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.
7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (a) The sales channel through which the products are sold.
  - (b) A specific geographic area.
  - (c) Existing customers who request to have one or more products disconnected.
  - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C. following.
  - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

---

MISCELLANEOUS SERVICES

10.10 Customer Incentive Program (Cont'd)

10.10.2 Business Customer Incentive Program (Cont'd)

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
  - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
  - (c) 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
  - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of noncash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of (c) above, shall be used.
2. 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.
3. 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).

MISCELLANEOUS SERVICES

10.11 Customer Billing

10.11.1 Digital Billing

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.

Rates and Charges are specified in the Rates and Charges section for that exchange.

10.11.2 Duplicate Bill Charge

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

See Rates and Charges are specified in the Rates and Charges section for that exchange.

(T)

(C)

(C)

---

MISCELLANEOUS SERVICES

10.12 N11 Abbreviated Dialing Codes

10.12.1 General

- A. N11 abbreviated dialing codes enable callers to connect to a location in the telephone network that would be otherwise accessible only via a seven or ten-digit telephone number. The network must be preprogrammed to translate the three-digit code into the appropriate seven- or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
- B. The following N11 abbreviated dialing codes are assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:
  - 211 – Community Information and Referral Services
  - 311 – Non-Emergency Governmental Services
  - 511 – Traffic and Transportation Information
  - 711 – Telecommunications Relay Service
  - 811 – One-Call Notification Systems
- C. Calls placed to an N11 code will be routed to the point-to number based upon the central office switch where technically feasible.

10.12.2 Terms and Conditions

- A. This service is provided subject to the availability of the N11 code.
- B. N11 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- C. Limitations and use of service apply as stated in Section 2 of this Tariff.
- D. Directory listings for N11 are offered under the terms, conditions, and rates specified in section 20 of this Tariff.
- E. Access to N11 is not available to the following classes of service:
  - 1+
  - 0+, 0- (credit card, third-party billing, collect calls)
  - 101XXXX

Operator-assisted calls to the N11 subscriber will not be completed.

---

MISCELLANEOUS SERVICES

10.12 N11 Abbreviated Dialing Codes (Cont'd)

10.12.2 Terms and Conditions (Cont'd)

- F. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- G. N11 will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- H. Calls to the N11 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to N11 from areas where N11 service is not being provided will be advised that the service is not available from their number.
- I. Disputes regarding geographic coverage by two or more subscribers to the same N11 code will be referred to the Public Service Commission of Wisconsin.
- J. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order.  
  
If during this period, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 code will be recalled and the code will be considered available for reassignment.
- K. Only a single ten-digit toll-free or local number may be used as the point-to-number.
- L. N11 service is provided where facilities permit.
- M. The N11 subscriber shall work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach the services provided by dialing the N11 code.

---

MISCELLANEOUS SERVICES

10.12 N11 Abbreviated Dialing Codes (Cont'd)

10.12.2 Terms and Conditions (Cont'd)

N. N11 will be provided under the following conditions:

1. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
2. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
3. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
4. Suspension of N11 Service is not allowed.
5. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
6. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation or continues to cause service impairments.



MISCELLANEOUS SERVICES

10.12 N11 Abbreviated Dialing Codes (Cont'd)

10.12.2 Terms and Conditions (Cont'd)

- O. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
1. The N11 subscriber will provide announcements. The Company will provide only delivery of the call.
  2. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
  3. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  4. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- P. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

10.12.3 Rates and Charges

- A. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the N11 subscriber's designated premises.
- B. Rates and Charges are specified in the Rates and Charges section for that exchange.

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

---

MISCELLANEOUS SERVICES

10.13 Business Traffic Study Service

10.13.1 General

Business Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunk groups or hunt groups. The traffic study report enables business customers to determine how many calls terminate successfully compared with the number of calls that reach a station-busy condition.

10.13.2 Regulations

- A. At the customer's request traffic studies will be performed on access lines, trunk groups or hunt groups that are provided by the Company.
- B. A separate traffic study report is required for each access line, hunt line, or trunk group.
- C. Business Traffic Study Service is available to business customers and only where technically feasible.
- D. Traffic study detail requested by the customer will be limited to calls that originate or terminate on the Company's network.
- E. Studies will not be performed on toll-free or pay-per-call type telephone numbers.
- F. Studies are done in 7-day intervals.
- G. Types of studies include (but are not limited to):

- Line or Trunk Study
- Remote Call Forwarding Study
- Multi-Line Hunt Group Study

10.12.3 Rates and Charges

Rates and Charges are specified in the Rates and Charges section for that exchange.

---

MISCELLANEOUS SERVICES

10.14 Meet Me Conference Call

10.13.1 General

- A. Meet-Me Conference Service furnishes a voice grade connection for up to 6 station users on one connection (conference) at the same time.
- B. The conference call originator must call the telephone company attendant to schedule a date and time and receive a directory number. The conference call originator must then inform all conference members of the directory number and the time and date of the conference call.
- C. At the scheduled time, each conferee dials the conference bridge directory number. The conference begins after the first two callers reach the conference bridge. When a new conference member is added, all conferees (excluding the new conferee) receive a confirmation tone to indicate that a new conference member has been added.
- D. Other calling parties may be blocked from intruding on the Meet-Me Conference call whenever the Telephone Company subscriber(s) participating in the conference call flashes the switch hook for the first time. Callers who attempt to dial into the locked (blocked) conference call will receive a busy tone.
- E. As each member leaves the conference call, all remaining conferees receive a confirmation tone to confirm that there has been a change in the number of participants.

MISCELLANEOUS SERVICES

10.14 Meet Me Conference Call (Cont'd)

10.13.2 Regulations

- A. Meet-Me Conference Service is furnished where and to the extent that facilities permit.
- B. The conference call will be disconnected at the end of the scheduled time.
- C. The conference bridge arrangement is designed for voice transmission and for terminals which can operate using non-simultaneous two-way transmission over a multi-point voice grade connection. This arrangement does not make any provision for protocol-dependent communications.
- D. In View of the possibility of errors and/or difficulties occurring in the network, and the impossibility of fixing the cause, the customer assumes all risks connected with the Meet-Me Conference service, except as follows:

If the Meet-Me Conference service is interrupted other than by negligence or willful act of the customer, an allowance at the scheduled rate will be made to the conference originator for the time of such interruption. No other liability shall, in any case, be attached to the Company.

MISCELLANEOUS SERVICES

10.15 Selective Class of Call Screening

10.15.1 General

- A. Selective Class of Call Screening Service enables the identification, by Telephone Company operators, of patron sent-paid calls from establishments which do not permit sent-paid calls.
- B. This service will allow station users of a subscriber to place only calls which are charged to the called telephone, a third number or a Telephone Company credit card account.
- C. This service is available only where facilities permit.

10.15.2 Rates and Charges

See Rates and Charges section of the Exchange needed.

MISCELLANEOUS SERVICES

10.16 Simplified Message Desk Interface

10.16.1 General

Simplified Message Desk Interface (SMDI) enables a customer to connect a customer-provided system through a data link to a central office switch which serves its clients. The customer is a text messaging or voice messaging provider. The client is an end-user who uses the customer's text messaging or voice messaging service. Clients may access the customer directly or through call forwarding service. When a call is placed to a client, the data link simultaneously transmits the following information:

- The called number (client's telephone number).
- The calling number, if the call originates from within the same central office switch.
- The type of call forwarding or a direct call indication.

SMDI provides the customer with the ability to offer voice store and forward service. The information transmitted over the data link may be used to activate a recorded announcement, allowing the caller to leave a recorded message, and place and store the message for the client.

SMDI provides the capability for the customer to direct a message waiting indication (audible or visual) to its client's telephone line when calls are forwarded to the messaging system.

MISCELLANEOUS SERVICES

10.16 Simplified Message Desk Interface (Cont'd)

10.16.2 Regulations

- (A) SMDI is offered only in central offices equipped to provide such service.
- (B) The customer must subscribe to a compatible incoming service (Rotary hunt service or Centrex)
- (C) The customer must provide compatible messaging system equipment, including the modem at the customer's end of the data link.
- (D) The customer must have a data link to each central office which serves its clients and must obtain the data links by subscribing to private line service.
- (E) The customer's clients must subscribe to call forwarding in order to obtain call forwarding service.
- (F) The customer's clients must subscribe to the message waiting indicating service in order to obtain that service.
- (G) Providers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party; providers will only use the information to complete the processing of that call.

MISCELLANEOUS SERVICES

10.17 Call Transfer Service

10.17.1 General

- (A) Call Transfer service allows the customer (Party X) in a two way call to transfer the other party (Party Y) to a third party. The call is transferred with Party X flashes the switchhook, getting a special dial tone, then dials Party Z and hangs up before Party Z answers. Party X is responsible for all charges for the duration of the call, beginning from the time that the call is transferred to Party Z, even though Party X is no longer involved in the conversation.
- (B) If Party X originates a call with Party Y, add Party Z in a three-way calling arrangement, and then disconnects from the call, Parties Y and Z will be able to continue their conversation. Party X is responsible for all charges for the duration of the call beginning from the time that Party Z is added.

10.17.2 Regulations

- (A) Call Transfer service is offered only in central offices equipped to provide such service.
- (B) This service is available only to customers with one-party Residence and Business Service. Payphone Service and Customers with PBX and Digital Centrex service are excluded.



---

MISCELLANEOUS SERVICES

10.18 Personal Paging

10.18.1 General

- (A) Personal Paging Service provides one-way communication between a telephonic unit and a portable receiver through a radio transmission station. The receiver is a small portable radio unit which can be carried on the person of the customer.
- (B) “Tone Only” Personal Paging Service is provided by a radio receiver arranged to respond with a distinctive tone when the assigned telephone number is dialed. This usually is an indication to the customer to call a predetermined number. “Tone and Voice” service has the same operation with the addition of a one-way out voice message.
- (C) Personal Paging Service is available to properly equipped radio paging receivers only when within range of the radio transmitter station through which such service is furnished and is subject to transmission, atmospheric and like limitations and to delays by usage of the personal paging radio transmission station to contact other customers of this service.
- (D) The Telephone Company may, at its option, provide Personal Paging Service to customers of other telephone utilities.
- (E) The customer’s name and the radio paging receiver telephone number will not appear in the exchange directory nor will it be available from Directory Assistance because the general public is normally not familiar with the operation of this service.
- (F) Customer-Owned Paging Equipment, which is compatible to the Company’s network, shall have access to the Company’s network.
- (G) The Telephone Company reserves the right to regulate the duration of each call made over the equipment providing this service.

MISCELLANEOUS SERVICES

10.19 Operator Services

10.19.1 Definitions

(A) Busy Verification

The operator, at the request of the customer, will determine the status of an exchange access line (e.g., conversation in progress) and report the status to the customer.

(B) Busy Interrupt

The operator, at the request of the customer and being informed that an emergency exists, will interrupt conversation on the exchange access line and inform the called party that an attempt to place a call to that line is being made.

(C) Operator Assisted Station to Station

A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

(D) Collect

A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges.

(E) Operator Assisted Person to Person

An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station

(F) Operator Assisted Time and Charges

A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call.

MISCELLANEOUS SERVICES

10.19 Operator Services (Cont'd)

10.19.1 Definitions (Cont'd)

(G) Operator Assisted - Corrections

Applicable to each outgoing message where the person originating the call is calling from a correctional facility using special restricted correction service. The restricted correction service only provides corrections collect calls via an automated operator.

(H) Billed to Third Number

Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed.

10.19.2 Rates and Charges

See Rates and Charges section of the Exchange needed.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.1 Custom Calling Features

11.1.1 General

Custom calling services are optional services offered in addition to regular exchange service to those customers served by a central office arranged to provide such services.

11.1.2 Regulations

Custom calling services are furnished only in association with individual line service. Semi-public telephone service equipped with a coin collector is excluded.

11.1.3 Feature Descriptions

Basic Call Forward - This feature 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.

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.

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.

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.

Call Waiting/Cancel Call Waiting - Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.1 Custom Calling Features (Cont'd)

11.1.3 Feature Descriptions (Cont'd)

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.

The pay per use charge is activated irrespective of whether the call is completed or not.

Speed Call 8<sup>2</sup> - 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.

Warm Line<sup>1</sup> - Warm Line allows a customer to call a predesignated number or emergency service simply by lifting the handset.

11.1.4 Rates and Charges

The following rates are in addition to the rates and charges for connection, move or change of the telephone service with which custom calling services are associated.

A Subsequent Service Ordering Charge and a Central Office Connection/Rearrangement Charge are applicable when adding Customer Calling Service(s) to an existing Access line.

<sup>1</sup> This service is grandfathered.

<sup>2</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(T)  
|  
(T)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.2 Custom Local Area Signaling Service (CLASS)

11.2.1 General

CLASS is basic exchange telecommunications services that consist of one or more of these optional Central Office features.

11.2.2 Regulations

- (A) CLASS is available to Single Line Residence and Business Exchange Service, Meridian Digital Service (MDS), Key Systems and PABX customers served by Central Offices arranged to provide such service.
- (B) A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped stored program control offices.
- (C) To activate a feature, the subscriber must dial a Telephone Company designated code.
- (D) CLASS may not be compatible with all types of lines or systems.
- (E) It shall be the responsibility of the customer to provide terminal equipment (CPE) compatible with CLASS.
- (F) All Customer-provided Equipment (CPE) used to interface with Caller ID is required to conform with Technical Reference Specifications as used by the Telephone Company.
- (G) Variations in Central Office equipment and the activation of other Central Office features by the called and/or calling party may cause differences in the operation of features.
- (H) \*69 Call Return and \*66 Busy Number Redial features cannot be activated to numbers with an 800 or 900 prefix.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.2 Custom Local Area Signaling Service (CLASS) (Cont'd)

11.2.3 Feature Descriptions

\*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.

\*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.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

Priority Call - Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call.

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 Ring patterns.

(T)

(T)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.2 Custom Local Area Signaling Service (CLASS) (Cont'd)

11.2.3 Feature Descriptions (Cont'd)

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 Forward list will be forwarded to the predetermined telephone number. Selective Call Forward 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 Forward list, as well as the forward-to telephone number, can be changed at any time.

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" 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.

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.

Call Trace - Allows a customer to automatically activate (\*57 or 1157 from a rotary phone) 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 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.



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.2 Custom Local Area Signaling Service (CLASS) (Cont'd)

11.2.3 Feature Descriptions (Cont'd)

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. (T)

Caller ID Blocking - per call - Allows the calling customer to permit or withhold delivery of the customer's telephone number on each call. To block delivery of the number, the customer first dials an access code, then the customer dials the telephone number. (T)

Caller ID Blocking - per line - Provides default blocking of delivery of the calling customer's telephone number. Blocking can be deactivated by the customer by dialing an access code before each call. When the customer hangs up, the default blocking is reinstated.

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

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.2 Custom Local Area Signaling Service (CLASS) (Cont'd)

11.2.3 Feature Descriptions (Cont'd)

Multiple Simultaneous Call Forwarding - 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 Forward 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.

Remote Call Forward Service (RCF) - Is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming call capability.

- 1) Remote Call Forward service is offered subject to availability of suitable facilities and provided no unusual expense is involved.
- 2) Remote Call Forward service is not offered where the terminating station is a coin telephone.
- 3) The Company will not provide identification of the originating telephone number to the Remote Call Forward customer.
- 4) Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
- 5) Remote Call Forward is not represented as suitable for satisfactory transmission of data.
- 6) Remote Call Forward is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forward is programmed in the Company's central office. The calls will be forwarded to any number the customer specifies.

(N)

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.2 Custom Local Area Signaling Service (CLASS) (Cont'd)

11.2.3 Feature Descriptions (Cont'd)

Remote Call Forward Service (RCF) (Cont'd)

- 7) Remote Call Forward is provided on the condition that the customer subscribe to sufficient RCF services and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.
- 8) One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained in this Catalog.
- 9) The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the originating station to the call forwarding location and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each portion shall be as follows:

Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this catalog, or any other applicable Tariff/Catalogs, for the type of call involved. Between the call forwarding location and the Terminating station. The Remote Call Forward customer is responsible for the applicable customer-dialed station-to-station charges or WATS charges specified in interstate, intrastate/intralata, or intrastate/interlata Long Distance Message Telecommunications Service Tariffs and Wide Area Telecommunications Service Tariffs. The aforementioned charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

11.2.4 Rates and Charges

- (A) The rates and charges following are for CLASS only and are in addition to the applicable Service Connection Charges, monthly rates and non-recurring charges for access lines and other services or equipment with which they are associated.
- (B) Local or Message Toll Service calls established by using \*69 Call Return and \*66 Busy Number Redial will be charged at the normal rates.
- (C) Service Ordering Charge and Central Office Work Charge are applicable when adding CLAS Service to an existing access line.
- (D) Customers may elect to subscribe to certain CLASS on an unlimited monthly basis or on a per occasion basis.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services

11.3.1 Central Office Special Feature Packages

(A) General

The Telephone Company will provide, at a reduced cost, Central Office based local service offerings in Special Feature Packages. These individual Central Office features are separately defined in the Voice Messaging, Custom Calling Feature and Custom Local Area Signaling service sections of this tariff.

11.3.2 Citizens Select Plans – Grandfathered as of June 24, 2019

(C)

(A) General

- (1) Citizens Select plans provide a flat rate Touch Calling residential access line and services/features as listed in the specific plans. Residential customers subscribing to one of the following packages are entitled to unlimited use of the selected services/features.

Citizens Select and Citizens Select Plus services are limited to existing customers of those services as of 12/20/03.

(a) Citizens Select Plan

Customer subscribing to this plan may select up to seven (7) features from the following list:

Basic Call Forward	Distinctive Ring
Call Forward Busy	Speed Call 8
Call Forward No Answer	3 Way Calling
Call Waiting	*69 Call Return
Call Waiting ID	*66 Busy Number Redial
Caller ID w/Number <sup>1</sup>	
Caller ID w/Name and Number <sup>1</sup>	

<sup>1</sup> May select only one Caller ID feature.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.2 Citizens Select Plans – Grandfathered as of June 24, 2019 (Cont'd)

(C)

(A) General (Cont'd)

(1) (Cont'd)

(b) Citizens Select Plus Plan

Customers subscribing to this plan may select any or all of the following services/features.

- |  |                            |
|--|----------------------------|
| Basic Call Forward                       | Distinctive Ring           |
| Call Forward Busy                        | Speed Call 8 <sup>2</sup>  |
| Call Forward No Answer                   | Speed Call 30 <sup>2</sup> |
| Call Waiting                             | 3 Way Calling              |
| Call Waiting ID                          | *69 Call Return            |
| Caller ID w/Number <sup>1)</sup>         | *66 Busy Number Redial     |
| Caller ID w/Name and Number <sup>1</sup> |                            |
| Toll Restriction                         |                            |

- (2) All rules, regulations and limitations as specified elsewhere in this Tariff for the respective services/features requested in a Citizens Select plan shall apply.
- (3) Services are available to Single Line Residence customers served by Central Offices arranged to provide such service.
- (4) A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped central offices.

<sup>1</sup> May select only one Caller ID feature.  
<sup>2</sup> May select only one Speed Call feature.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.2 Citizens Select Plans – Grandfathered as of June 24, 2019 (Cont'd)

(C)

(B) Rates and Charges

- (1) Applicable service order charges will apply to a request for a Citizens Select plan.
- (2) Service Charges are not applicable for a Citizens Select plan provided at the same time as the initial installation for a residence individual flat rate line service.
- (3) Service Charges as specified in Section XIII of this Tariff do not apply for customer requests involving only additions, deletions or changes to the services/features of an existing Citizen Select plan.
- (1) Existing Citizens Select customers cannot take advantage of promotions for any of the services/features specified in Sections 11.3.2 (A) (1) and 11.3.2 (A) (2), preceding unless specifically allowed by the terms and conditions of the promotion.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.3 Frontier Feature5 Pack<sup>sm</sup> - Grandfathered as of June 24, 2019

(C)

(A) General

- (1) The customer must subscribe to the two constant features and three of the other features in the package.
  - (a) Two constant features:
    - (1) Caller ID w/Number and Name
    - (2) Call Forward
      - Basic Call Forward
      - Call Forward Busy
      - Call Forward Busy/No Answer
      - Call Forward No Answer
  - (b) Choice of three of the following other features:
    - Call Waiting
    - \*66 Busy Number Redial
    - \*69 Call Return
    - Speed Call 8
    - 3 Way Calling
- (2) The service package is offered only to customers who are served from a central office where the two constant features and a minimum of three of the other features are offered.
- (3) The service package is offered only to business customers.
- (4) The customer may subsequently change features within the package at no additional charge. The Subsequent Service Order Charge and the Central Office Connection/Rearrangement Charge will not apply to such changes.
- (5) Frontier Feature5 Pack<sup>sm</sup> is a service mark of Frontier Communications.

(B) Rates and Charges

Per individual business access line – Includes two constant features and three other features as specified in Section 11.3.3 (A)(1), preceding.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.4 Frontier Choices<sup>sm</sup> Tier Bundles – Grandfathered as of June 24, 2019

(C)

A. General

“Frontier Choices<sup>sm</sup> Tier Bundles” consists of package offerings that give residential customers a combination of services and features. Options available with Frontier Choices<sup>sm</sup> Tier Bundles include either one or two flat rate residential basic local service access lines, touch tone calling, a customer selected combination of local enhanced features plus ten free local directory assistance calls. Residential customers can take any combination of features for the same flat rate bundle package price.

B. Regulations

1. Frontier Choices<sup>sm</sup> Tier Bundles packages and features are available only where technically feasible.
2. The Bundle package rate, combined with the rates for any associated unregulated service or equipment components, will appear as a single line item on the customer's bill.
3. The tariffed services and features are provided subject to their individual service regulations as specified in the applicable sections of the Company's tariffs.
4. Except as otherwise described, non-recurring installation charges applicable to installation of individual service components contained in the bundled offerings apply.
5. Customers may add or delete any features offered in a bundled package without incurring a Service Order Charge.
6. Customers may switch between Tier packages without incurring a Service Order Charge.
7. This offering includes an allowance for ten free Frontier local directory assistance calls per package offering per monthly billing cycle. Multiple line packages are limited to a ten free call allowance per package- not per line. Unused free directory assistance calls may not be carried-over to subsequent months. Directory assistance calls provided by other carriers are not subject to the 10 free call allowance.



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.4 Frontier Choices<sup>sm</sup> Tier Bundles – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

8. All federal End User Common Line (“EUCL”) charges will be billed separately and in addition to the Frontier Choices<sup>sm</sup> Tier Bundles package with the exception of the federal non-primary EUCL charge associated with the Additional Line Bundle which is included in the package rate. Except as otherwise specified, all other applicable surcharges and taxes will be billed separately, and in addition to, the package rate. EAS additives that are separately billed in addition to basic local service rates will also be billed as EAS additives in addition to the package rate.

C. Frontier Choices<sup>sm</sup> Tier Bundles Features and Rates

1. Frontier Choices<sup>sm</sup> Tier I

- One Residential One-Party Local Exchange Service Line
- Touch Tone Calling
- Allowance for 10 Free Local Directory Assistance Calls
- Basic Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Call Waiting ID
- Speed Calling (8 Numbers) or Speed Calling (30 Numbers)
- 3 Way Calling
- \*66 Busy Number Redial
- \*69 Call Return
- Caller ID Name
- Distinctive Ring
- Customer Controlled Long Distance Access

2. Frontier Choices<sup>sm</sup> Tier III

All items available in Frontier Choices<sup>sm</sup> Tier I plus:

- One Additional Residential One-Party Local Exchange Service Line
- Interstate EUCL on the Additional Line only (per the Company’s interstate access tariff)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.4 Frontier Choices<sup>sm</sup> Tier Bundles – Grandfathered as of June 24, 2019 (Cont'd)

(C)

D. Frontier Choices<sup>sm</sup> Tier Bundles Nonrecurring Credit

A residential customer who subscribes to a Frontier Choices<sup>sm</sup> Tier Bundles service concurrent with initially ordering basic local service or when moving to a new location within the Company's service area will receive a one time credit of \$10.00.

E. One-Year Term Rate Plan

1. Customers may subscribe to a Tier I Bundle under a one-year term contract, with a \$5.00 discount from the normal monthly charge.
2. Early termination liability charges shall apply if the customer cancels the Tier I Bundle before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled. The early termination liability charges shall be calculated as follows: For each cancelled Tier I Bundle, a rate differential shall be determined, equal to the difference between the Tier I Bundle rate under the contract and the Tier I Bundle rate under month-to-month subscription. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the Tier I Bundle under contract before cancellation. The result shall be the early termination liability charge for the cancelled Tier I Bundle.
3. The monthly rate with a one-year commitment will continue to apply after the end of the one-year period and until the customer or the company notifies the other that the one-year term will not be renewed, in which case the normal monthly rate will apply on a month-to-month basis.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.5 FrontierWorks<sup>sm</sup> Small Business Solutions - Grandfathered as of June 24, 2019

(C)

A. General

FrontierWorks<sup>sm</sup> Small Business Solutions are package offerings available to business customers and include, as described below, either one or two business access lines, Call Forward Busy/No Answer, and certain designated non-regulated or price-listed services. Listing of the non-regulated services and price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

a. FrontierWorks<sup>sm</sup> Small Business Solutions: SB1

- (1) One Business Access Line, including Call Forward Busy/No Answer (Fixed)
- (2) Frontier® dial-up Internet Service (Non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

b. FrontierWorks<sup>sm</sup> Small Business Solutions: SB2

- (1) One Business Access Line, including Call Forward Busy/No Answer (Fixed)
- (2) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service
- (3) Frontier® DSL Max Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.5 FrontierWorks<sup>sm</sup> Small Business Solutions - Grandfathered as of June 24, 2019

(C)

A. General (Cont'd)

c. FrontierWorks<sup>sm</sup> Small Business Solutions: SB3

- (1) Two Business Access Lines, including Call Forward Busy/No Answer (Fixed)
- (2) Frontier dial-up Internet Service (Non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

d. FrontierWorks<sup>sm</sup> Small Business Solutions: SB4

- (1) Two Business Access Lines, including Call Forward Busy/No Answer (Fixed)
- (2) 1 Mbps / 128 Kbps Asymmetrical Digital Subscriber Line Service
- (3) Frontier® DSL Max Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

e. FrontierWorks<sup>sm</sup> Small Business Solutions: SB5

- (1) Two Business Access Lines, including Call Forward Busy/No Answer (Fixed)
- (2) 512 Kbps / 256 Kbps Asymmetrical Digital Subscriber Line Service
- (3) Frontier® 512 Kbps Business DSL Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

f. FrontierWorks<sup>sm</sup> Small Business Solutions: SB6

- (1) Two Business Access Lines, including Call Forward Busy/No Answer (Fixed)
- (2) 1 Mbps / 512 Kbps Asymmetrical Digital Subscriber Line Service
- (3) Frontier® 1 Mbps Business DSL Internet Service (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.5 FrontierWorks<sup>sm</sup> Small Business Solutions - Grandfathered as of June 24, 2019 (C)

A. General (Cont'd)

g. FrontierWorks<sup>sm</sup> Small Business Solutions: SB7

One Business Access Line, including Call Forward Busy/No Answer (Fixed)

h. Optional Services

The following services may be added to any of the bundles above:

(1) FrontierWorks<sup>sm</sup> Select5

Choice of five of the following:

Caller ID—Name and Number

Basic Call Forward

Call Waiting

Speed Call 8 30

3 Way Calling

\*66 Busy Number Redial

\*69 Call Return

Rotary Hunt Service

(2) FrontierWorks<sup>sm</sup> Select5 #2

Choice of five of the following:

Caller ID—Name and Number

Call Forwarding

Call Waiting

Speed Call 8 or Speed Call 30

3 Way Calling

\*66 Busy Number Redial

\*69 Call Return

Rotary Hunt Service

(3) Citizens Conference on Demand (Non-regulated)

(4) Citizens Webexchange (Non-regulated)

(5) FrontierPages<sup>sm</sup> free one-inch Yellow Pages advertisement (Non-regulated)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.5 FrontierWorks<sup>sm</sup> Small Business Solutions - Grandfathered as of June 24, 2019

(C)

B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer. FrontierWorks<sup>sm</sup> Small Business Solutions are grandfathered service offerings, limited to existing customers at existing locations.
2. The bundles are offered only under one-year, two-year, and three-year term contracts.
  - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.
  - c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.
  - d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.5 FrontierWorks<sup>sm</sup> Small Business Solutions - Grandfathered as of June 24, 2019

(C)

B. Regulations (Cont'd)

2. The bundles are offered only under one-year, two-year, and three-year term contracts. (Cont'd)

d. (Cont'd)

- (1) The early termination liability charges shall be calculated as follows: For each cancelled bundle, with adjustments pursuant to paragraph b. below, a rate differential shall be determined, equal to the difference between the term rate for the contract term and the term rate for the longest available contract term for which the customer's subscription, upon cancellation, would have otherwise qualified. For example, if the customer cancels in the second year of a three-year contract, the rate differential would be the difference between the rate for a three-year term and the rate for a two-year term. If the cancellation occurs before the end of the minimum contract period, the rate differential shall be the difference between the term rate for the contract term and the month-to-month rates applicable to customers in for the component services of the bundle. The rate differential shall then be multiplied by the number of months (rounded to the next whole month) for which the customer subscribed to the bundle before cancellation. The result shall be the early termination liability charge for the cancelled bundle.
- (2) The calculations described in paragraph (a) above shall exclude Asymmetrical Digital Subscriber Line (ADSL) service component rates of bundles when federally tariffed termination charges apply to the ADSL service.
- (3) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.
- (4) In addition to the early termination liability charges described above, termination charges may apply to the ADSL service components of bundles in accordance with federally tariffed termination charges for ADSL service.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.5 FrontierWorks<sup>sm</sup> Small Business Solutions - Grandfathered as of June 24, 2019

(C)

B. Regulations (Cont'd)

3. The FrontierWorks<sup>sm</sup> Select5 optional services associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
4. The FrontierWorks<sup>sm</sup> Select5 package is available only in association with a FrontierWorks<sup>sm</sup> Small Business Solutions bundle.
5. The bundle rate will appear as a single line item on the customer's bill.
6. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
7. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
8. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected at least as their InterLATA Primary Interexchange Carrier.
9. FrontierWorks<sup>sm</sup> is a service mark of Frontier Communications.

C. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges as specified in Tariff Section 4 apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another FrontierWorks<sup>sm</sup> Small Business Solutions bundle of greater value.
- d. The customer may add or delete the services or features of the FrontierWorks Select5 package without incurring a Service Charge.

---

Issued: June 24, 2019

Effective: June 24, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019

(C)

A. General

FrontierWorks<sup>sm</sup> Business Connections are package offerings available to business customers and include, as described below, one or two business or Centrex access lines, Call Forwarding, Message Waiting Indication, Caller ID with Name and certain designated non-regulated and price-listed services. Listing of the non-regulated services and price-listed services is provided only for the purpose of clarity and does not imply that these services are subject to state regulatory authority.

a. Bundle 1

- (1) One Business Access Line, including Call Forward Busy / Call Forward Busy No Answer and Caller ID-Name and Number
- (2) Frontier High Speed Internet Service, a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 e-mail boxes (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (5) White Page Bold Ad (Non-regulated)

b. Bundle 2

- (1) One Business Access Line, including Call Forward Busy / Call Forward Busy No Answer and Caller ID-Name and Number
- (2) Business Digital Subscriber Line (BDSL), a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 e-mail boxes. (non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (4) White Page Bold Ad (Non-regulated)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

A. General (Cont'd)

c. Bundle 3

- (1) Two Business Access Lines, including Call Forward Busy / Call Forward Busy No Answer and Caller ID –Name and Number
- (3) Frontier High Speed Internet Service, a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 e-mail boxes (Non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (5) White Page Bold Ad (Non-regulated)
- (6) Two-Line Business Set (Non-regulated)
- (6) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

d. Bundle 4

- (1) Two Business Access Line, including Call Forward Busy / Call Forward Busy No Answer and Caller ID-Name and Number
- (2) Frontier High Speed Internet Service and 10 email boxes (Non-regulated)
- (3) Business Digital Subscriber Line (BDSL), a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 e-mail boxes. (non-regulated)
- (4) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (5) White Page Bold Ad (Non-regulated)
- (6) Two-Line Business Set (Non-regulated)
- (7) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

A. General (Cont'd)

e. Bundle 5

- (1) Two Business Access Line, including Call Forward Busy / Call Forward Busy No Answer and Caller ID-Name and Number
- (2) Business Digital Subscriber Line (BDSL), a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 e-mail boxes plus a wireless router. (non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (4) White Page Bold Ad (Non-regulated)
- (5) Two-Line Business Set (Non-regulated)
- (6) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

f. Bundle 6

- (1) Two Centrex lines, including the following features:  
Call Forward Busy/No Answer  
Calls Transfer  
Caller ID Name and Number  
Hunting  
3 Way Calling  
Abbreviated Dialing (Where Available)
- (2) Frontier High Speed Internet Service, a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services and 8 e-mail boxes (Non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (4) White Page Bold Ad (Non-regulated)
- (5) Two-Line Business Set (Non-regulated)
- (6) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

A. General (Cont'd)

g. Bundle 7

- (1) Two Centrex lines, including the following features:  
Call Forward Busy/No Answer  
Calls Transfer  
Caller ID Name and Number  
Hunting  
3 Way Calling  
Abbreviated Dialing (Where Available)
- (2) Business Digital Subscriber Line (BDSL), a bundle of Asymmetrical Digital Subscriber Line Service and non-regulated internet services with Static IP and 10 e-mail boxes. (non-regulated)
- (3) One hundred (100) minutes of domestic long-distance service provided by Frontier Communications of America, Inc., usage per month per bundle. (Federally Price-Listed)
- (4) White Page Bold Ad (Non-regulated)
- (5) Two-Line Business Set (Non-regulated)
- (6) Phone Care-An equipment maintenance plan that provides guaranteed repair or replacement for telephone and Caller ID boxes. (Non-regulated)

h. Optional Services

- (1) The following services may be added to Bundles 1-5 of the bundles above:

a. FrontierWorks Optional Business Feature Package.

Choice of five of the following:  
Call Waiting/Cancel Call Waiting  
Speed Call 8 or 30  
3 Way Calling  
\*66 Busy Number Redial  
\*69 Call Return  
Hunting

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
First Revised Sheet No. 26  
Cancels Original Sheet No. 26

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

A. General (Cont'd)

h. Optional Services

(2) The following features may be added to Bundles 4 and 5. (Centrex Bundle):

a. Optional Centrex Features

Choice of any or all of the following:

Call Waiting/Cancel Call Waiting

Speed Call 8 or 30

\*69 Call Return

\*66 Busy Number Redial

B. Regulations

1. A bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer. FrontierWorks<sup>sm</sup> Business Connections are grandfathered service offerings, limited to existing customers at existing locations.
2. The bundles are offered only under one-year, two-year, and three-year term commitment and requires a contract.
  - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect in the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

---

Issued: June 24, 2019

Effective: June 24, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

2. (Cont'd)

c. To cancel the contract before the end of the contract term, the customer must provide at least 60 days advance written notice to the Company. The date on which the contract will be cancelled shall be 60 days after the date on which the Company receives the notice, unless the notice specifies a later date of cancellation.

d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

(1) The early termination liability charges shall be calculated as follows: A Maximum Termination Liability will be no greater than \$250 for a one-year term, \$500 for a two-year term, and \$750 for a three-year term and will be specified in the contract. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the contract period to the total number of months in the contract period, multiplied by the Maximum Termination Liability.

(2) The early termination liability charges described in paragraph a. above shall not apply to cancellation of bundles within 90 days of activation.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

3. Customer contract will automatically renew at the contract rate for one year if no cancellation notification is received.
4. The Frontier Works Optional Business Feature Package associated with the bundles are not subject to the one-year, two-year, and three-year term commitments and are available on a month-to-month basis.
5. The Frontier Works Optional Business Feature Package is available only in association with a FrontierWorks Business Connections bundle.
6. The bundle rate will appear as a single line item on the customer's bill.
7. The bundle rate includes Extended Area Service (EAS) in exchanges where EAS is included in the local service access line rate. In exchanges where EAS is billed separately from the local service access line rate, EAS rates will be billed separately and in addition to the bundle rate.
8. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.
9. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier.
10. The business access line does not include Key lines or PBX trunks or other business lines that are separately tariffed with different rates from the regular Business One-Party access line.
11. FrontierWorks Business Connections cannot be used in association with a key system or a PBX service.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.6 FrontierWorks<sup>sm</sup> Business Connections - Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

12. In the Frontier Works Optional Business Feature Package, "Call Forward" forwards all calls to a user-changeable forward-to number. It overrides Call Forward Busy and Call Forward No Answer. [Note: "Call Forward Variable" is the name for "Call Forward" in some markets. They are functionally the same.]

13. FrontierWorks is a service mark of Frontier Communications.

C. Rates and Charges

- a. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
- b. Service Charges apply if the customer switches from a bundle to an unbundled service.
- c. Service Charges do not apply if the customer switches to another FrontierWorks bundle of greater value.
- d. The customer may add or delete the services or features of the Frontier Works Optional Business Feature Package without incurring a Service Charge.



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.7 Frontier Small Business Advantage<sup>sm</sup> - Grandfathered as of June 24, 2019

(C)

A. General

Frontier Small Business Advantage<sup>sm</sup> is a package offering available to Business customers on Business lines. The package includes Two Business lines, Call Forwarding (Variable), Caller ID – Name and Number, 3 Way Calling, and certain designated non-regulated and price listed services.

Bundle 1

Two Business One-Party Lines or Two Key System Trunks or Two Centrex Lines  
Basic Call Forward  
Caller ID –Name and Number  
3 Way Calling

Three hundred minutes (300) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

Bundle 2

Two Business One-Party Lines or Two Key System Trunks or Two Centrex Lines  
Basic Call Forward  
Caller ID Name –Name and Number  
3 Way Calling

Six hundred minutes (600) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.7 Frontier Small Business Advantage<sup>sm</sup> - Grandfathered as of June 24, 2019 (Cont'd)

(C)

A. General (Cont'd)

Bundle 3

Two Business One-Party Lines or Two Key System Trunks or Two Centrex Lines

Basic Call Forward

Caller ID -Name and Number

3 Way Calling

Nine hundred minutes (900) of domestic long-distance service provided by Frontier Communications of America, Inc, usage per month per bundle.

The following services may be added to the bundle and will be billed on a per feature basis.

Additional Features:

\*66 Busy Number Redial

\*69 Call Return

Call Forward Busy

Call Forward No Answer

Speed Call 8 or 30

Distinctive Ring

Call Waiting/Cancel Call Waiting

B. Regulations

1. A 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.
2. The bundles are offered only on a two-year term contract.
  - a. If the tariffed rates change during the term of the contract, the contract rates will remain in effect until the termination of the customer's contract.
  - b. The customer may order additional bundles at the term rates of the contract during the term of the contract. The termination date for additional bundles shall be the termination date of the initial contract.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.7 Frontier Small Business Advantage<sup>sm</sup> - Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

- c. To cancel the contract before the end of the contract term, the customer or Company must provide at least 60 days advance written notice to the other party. The date on which the contract will be cancelled shall be 60 days after the date on which the notice is received, unless the notice specifies a later date of cancellation.
- d. Early termination liability charges shall apply if the customer cancels one or more bundles before the end of the contract term. A bundle is considered to be cancelled if any of its component services are cancelled, unless the bundle is upgraded to a bundle of greater value.

1. The early termination liability charges shall be calculated as follows: A maximum termination liability will be no greater than \$500 for a two-year term and will be specified in the customer's contract or at the time of sale. This termination liability will decrease in monthly increments over the course of the liability period. The liability charge shall be computed as follows:

The ratio of the number of months remaining in the liability period multiplied by the Maximum Termination Liability.

2. The early termination liability charges described in the paragraph above does not apply within 30 days of activation.
3. Customer contract will automatically renew at the current rate for another two years if no cancellation notification is received.
4. The bundle rate will appear as a single line item on the customer's bill.
5. The bundle rate does not include Touch Calling Service or EAS if it is billed separately from the Access line rate.
6. All End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.7 Frontier Small Business Advantage<sup>sm</sup> - Grandfathered as of June 24, 2019 (Cont'd) (C)

B. Regulations (Cont'd)

d. (Cont'd)

7. The bundle shall not be used in association with a Residential Line, PBX Service or ISDN service.
8. Frontier Small Business Advantage is a service mark of Frontier Communications.
9. In order to receive the long-distance minutes included in the bundles, customers must select the FrontierWorks<sup>sm</sup> LD long-distance plan of Frontier Communications of America, Inc., with Frontier Communications of America, Inc., selected as their Primary Interexchange Carrier

C. Rates and Charges

1. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundles.
2. Service Charges apply if the customer switches from a bundle to an unbundled service.
3. The customer may add or delete the Frontier Small Business Advantage<sup>sm</sup> optional features without incurring a Service Charge.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.8 Frontier Digital Phone Service – Grandfathered as of June 24, 2019

(C)

A. General

1. The Frontier Digital Phone Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below, including certain non-regulated and federally price listed services. Listing of the non-regulated and federally price listed services is provided only for the purpose of clarity and does not imply that these services are subject to state authority.

Features and Services

Call Forward Busy  
Call Forward No Answer  
Call Waiting  
Cancel Call Waiting  
Caller ID with Name  
Frontier Communications of America's, Frontier Digital Phone Service Calling Plan (Federally Price listed)

2. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8 or 30  
Call Forward Busy/No Answer

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.8 Frontier Digital Phone Service – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations

1. The Frontier Digital Phone Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally priced, are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.9 Frontier Business Unlimited Service – Grandfathered as of June 24, 2019

(C)

A. General

Frontier Business Unlimited Service is a bundled offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Business One party Access Line, Extended Community Calling Service, and a choice of Custom Calling Features.

Features and Services

Business One Party Access line  
Extended Community Calling Service  
Touch Calling  
Caller ID-Name and Number  
Call Forward Busy/No Answer  
Two features from the feature package listed below.

Frontier Business All in Feature Package – This feature pack can be added to the bundle for the rate specified in C.

Call Waiting/Cancel Call Waiting	Call Waiting ID
Call Forwarding	*69 Call Return
Speed Call 8 or 30	*66 Busy Number Redial
Way Calling	Distinctive Ring

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in this tariff.
3. Frontier Business Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle will result in disconnection of the basic local service.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.9 Frontier Business Unlimited Service – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

4. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
5. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.
6. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

C. Rates and Charges

1. Federal Subscriber Line charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.
2. Unless otherwise stated elsewhere in this section, Service Connection Charges as defined elsewhere in the tariff apply to the installation of individual components of the bundle.



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.10 Frontier Digital Phone Bronze <sup>1</sup> - Grandfathered as of June 24, 2019

(C)

General

1. Frontier Digital Phone Bronze is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below

Features and Services

Residential One-Party Access line  
Extended Community Calling  
Touch Calling  
Call Waiting  
Cancel Call Waiting  
Caller ID – Name and Number

2. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8 or 30  
Call Forward Busy/No Answer

<sup>1</sup> This bundle was previously called Frontier Digital Phone Essentials

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.10 Frontier Digital Phone Bronze<sup>1</sup> - Grandfathered as of June 24, 2019 (Cont'd)

(C)

Regulations

4. The Frontier Digital Phone Bronze is available where technically feasible.
5. The features are provided subject to their individual service regulations as specified in this tariff.
6. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
7. 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.
8. Customers may add or delete any features offered in the package without a service order charge.
9. No discounts will be given to subscribers that do not use all the features or have some features turned off.
10. The bundles are offered on a month-to-month basis.
11. The bundle will appear as a single line item on the bill.

Rates and Charges

Federal Subscriber Line Charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.

<sup>1</sup> This bundle was previously called Frontier Digital Phone Essentials.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.11 Frontier Digital Basic Bundle – Grandfathered as of June 24, 2019

(C)

General

1. Frontier Digital Basic Bundle is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Touch Calling  
Call Forward Busy  
Call Forward No Answer  
Call Waiting  
Cancel Call Waiting  
Caller ID with Name

3. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8 or 30  
Call Forward Busy/No Answer

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.11 Frontier Digital Basic Bundle – Grandfathered as of June 24, 2019

(C)

Regulations

1. The Frontier Digital Basic Bundle is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this tariff.
3. 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.
4. Customers may add or delete any features offered in the package without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.
6. This bundle may also be offered as part of a bundle that includes non-regulated or price listed services.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.12 Stay Connected Seasonal Offering<sup>1</sup> – Grandfathered as of May 8, 2020

(C)

A. General

Stay Connected Seasonal Offering allows residential customers to suspend their Digital Phone Bundled service while they are away for a minimum period of one month and up to nine months in a rolling year for a reduced rate.

B. Regulations

1. The Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then reconnection charges do not apply
2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the Stay Connected discount after the nine-month period if no date is given.
6. This service does not change any other terms and conditions of the product.
7. The monthly rate includes the Federal End User Common Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 8, 2020.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.13 Frontier Business Essentials – Grandfathered as of June 24, 2019

(C)

A. General

Frontier Business Essentials is a package offering available to business customers. The package includes a flat rate Basic Business Line, and a combination of enhanced calling features.

Features and Services

Flat Rate Business Line

Extended Community Calling Service

Touch Calling

Call Forward Busy/No Answer

Three features from the Frontier Business All in Feature Package listed below

Enhanced Feature Pack <sup>1</sup> - The following services are included in the Feature Package and may be added to the bundle.

\*66 Busy Number Redial

\*69 Call Return

3 Way Calling

Speed Call 8 or 30

Call Forward Busy/No Answer

Frontier Business All in Feature Package – The following services are included in the Feature Package and may be added to the bundle.

Call Waiting/Cancel Call Waiting

Call Waiting ID

Call Forwarding

\*69 Call Return

Speed Call 8 or 30

\*66 Busy Number Redial

3 Way Calling

Distinctive Ring

Caller ID Name and Number

B. Regulations

1. The Frontier Business Essentials is available where technically feasible.
2. The bundles are offered on a month to month basis.
3. Federal Subscriber Line Charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.
4. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.14 Frontier Digital Phone Plus Service – Grandfathered as of June 24, 2019

(C)

A. General

Frontier Digital Phone Plus Service is a package offering available to residential customers. The package includes two flat rate residential one-party access Lines, and a combination of enhanced calling features.

Caller ID with Name  
Call Waiting  
Cancel Call Waiting  
Call Forward Busy/No Answer

Enhanced Feature Pack

The following services are included in the Feature Pack, which may be added to the bundle.

\*66 Busy Number Redial  
\*69 Call Return  
3 Way Calling  
Speed Call 8 or 30  
Basic Call Forward

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.14 Frontier Digital Phone Plus Service – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations

1. The Frontier Digital Phone Plus Service is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. The bundle rate includes Extended Community Calling and Touch Calling.
4. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.
5. 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.
6. Customers may add or delete any features offered in the package without a service order charge.
7. The bundle is offered on a one- two- or three- year term basis.
  - a. If the tariffed rate changes during the term of the contract, the contract rate will remain in effect in the customer's contract.
  - b. If the customer cancels the bundle before the end of the term contract, an early termination charge of \$200.00 shall apply.
8. The bundle will appear as a single line item on the bill.
9. The custom calling features included in the Frontier Digital Phone Plus bundle will be activated on only one of the access lines designated by the customer.



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.15 Frontier Business Metro - Grandfathered as of June 24, 2019 (C)

A. General

Frontier Business Metro Service is a bundled offering available to business customers that subscribe to a maximum of ten Business 1-Party Lines per customer location. In each bundle, customers may select any or all of the following services and features:

- One Business 1-Party Line
- Business Touch Calling Service (where applicable)
- Caller ID with Name and Number
- Call Waiting
- Call Forwarding (Fixed)

Enhanced Feature Pack

The following services are included in the Feature Pack, which may be added to the bundle.

- \*66 Busy Number Redial
- \*69 Call Return
- 3 Way Calling
- Speed Call 8 or 30
- Basic Call Forward

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.15 Frontier Business Metro - Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations

1. Frontier Business Metro is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. The bundle is offered on a month-to-month basis.
4. 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.
5. Customers may add or delete any features offered in the package without a service order charge. A Service Ordering Charge applies if the customer switches from a bundle to an unbundled service.
6. Federal Subscriber Line Charge will be billed separately from the Bundle offering. Other surcharges, and taxes will apply.
7. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, ISDN Service, Toll Free Service, Remote Call Forwarding Service and Foreign Exchange Services.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.16 Frontier Digital Phone 100 – Grandfathered as of June 24, 2019 (C)

A. General

Frontier Digital Phone 100 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features below

Features and Services

Residential Local Access Line  
Touch Calling Service  
Speed Call 8

B. Regulations

1. The Frontier Digital Phone 100 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this tariff.
3. 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.
4. Federal Subscriber Line Charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
First Revised Sheet No. 49  
Cancels Original Sheet No. 49

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.16 Frontier Digital Phone 100 – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

8. The following features are available at rates specified below:

Basic Call Forward  
Call Forward Busy  
Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Caller ID Number  
3 Way Calling  
Speed Call 30  
Call Trace  
\*69 Call Return  
\*66 Busy Number Redial  
Call Waiting ID

---

Issued: June 24, 2019

Effective: June 24, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.17 Frontier Unlimited State – Grandfathered as of June 24, 2019

(C)

A. General

Frontier Unlimited State is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features below

Features and Services

Residential Local Access Line  
Touch Calling Service  
Call Waiting/Cancel Call Waiting

B. Regulations

1. The Frontier Unlimited State is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this tariff.
3. 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.
4. Federal Subscriber Line Charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.
7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
First Revised Sheet No. 51  
Cancels Original Sheet No. 51

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.17 Frontier Unlimited State – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

8. The following features are available at rates specified below:

Basic Call Forward  
Call Forward Busy  
Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Caller ID Number  
3 Way Calling  
Speed Call 30  
Call Trace  
\*69 Call Return  
\*66 Busy Number Redial  
Call Waiting ID

---

Issued: June 24, 2019

Effective: June 24, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.18 Frontier Digital Phone X – Grandfathered as of June 24, 2019

(C)

A. General

1. The Frontier Digital Phone X is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy	Cancel Call Waiting
Call Forward No Answer	Caller ID with Name
Call Waiting	Speed Call 8

2. Digital Phone Enhanced Feature Pack

The following services are included in the feature package and may be added to the bundle.

*66 Busy Number Redial	Speed Call 30
*69 Call Return	3 Way Calling
Call Forward Busy/No Answer	

B. Regulations

1. The Frontier Digital Phone X is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

---

Issued: June 24, 2019

Effective: June 24, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.19 Frontier Unlimited State X – Grandfathered as of June 24, 2019

(C)

A. General

Frontier Unlimited State X is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features below

Features and Services

Residential Local Access Line  
Touch Calling Service  
Call Waiting/Cancel Call Waiting  
Speed Call 8

B. Regulations

1. The Frontier Unlimited State X is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in this tariff.
3. 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.
4. Federal Subscriber Line Charge will be billed separately. Extended Community Calling (ECC) rates will not apply. All other surcharges and taxes will apply.
5. The bundles are offered on a month-to-month basis.
6. The bundle will appear as a single line item on the bill.



Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
First Revised Sheet No. 54  
Cancels Original Sheet No. 54

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.19 Frontier Unlimited State X – Grandfathered as of June 24, 2019 (Cont'd)

(C)

B. Regulations (Cont'd)

7. New customers of this service who are employees of a business participating in the Business Partner Program are eligible for a \$40 one-time credit. The Business Partner Program is available to any business that subscribes to the Company's business service.

8. The following features are available at rates specified below:

Basic Call Forward  
Call Forward Busy  
Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Caller ID Number  
3 Way Calling  
Speed Call 30  
Call Trace  
\*69 Call Return  
\*66 Busy Number Redial  
Call Waiting ID

---

Issued: June 24, 2019

Effective: June 24, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.20 Frontier Digital Phone Essentials 1 – 2010 <sup>1</sup>

A. General

1. The Frontier Digital Phone Essential 1 -2010 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Call Waiting ID  
Basic Call Forward  
3 Way Calling  
Extended Community Calling

2. Unlimited Feature Pack

The following services are included in the unlimited feature package and may be added to the bundle.

\*66 Busy Number Redial  
\*69 Call Return  
Caller ID - Number  
Speed Call 30  
Call Forward Busy  
Call Trace

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.20 Frontier Digital Phone Essentials 1 – 2010<sup>1</sup> (Cont'd)

B. Regulations

1. The Frontier Digital Phone Essentials 1 - 2010 is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.21 Frontier Digital State Unlimited with Essentials 1 <sup>1</sup>

A. General

1. The Frontier Digital State Unlimited with Essentials 1 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Call Waiting ID  
Call Forwarding  
3 Way Calling  
Extended Community Calling  
Speed Call 8  
\*69 Call Return  
\*66 Busy Number Redial  
Residential Touch Calling Service

Additional Features

The following features may be purchased in addition to the bundle price.

Speed Call 30  
Call Forward Plus

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.21 Frontier Digital State Unlimited with Essentials 1<sup>1</sup> (Cont'd)

B. Regulations

1. The Frontier Digital State Unlimited with Essentials 1 - 2010 is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.22 Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010 <sup>1</sup>

A. General

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 -2010 is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Call Forward Busy/No Answer (Variable)  
3 Way Calling  
Extended Community Calling  
Speed Call 8  
\*69 Call Return  
\*66 Busy Number Redial  
Residential Touch Calling Service  
10 Free DA Calls

Enhanced Feature Pack

Speed Call 30  
Call Forward Busy/No Answer  
Call Forward Busy  
Selective Call Acceptance  
Selective Call Rejection

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.22 Frontier Digital Phone Nationwide Unlimited with Essentials 1 – 2010<sup>1</sup> (Cont'd)

B. Regulations

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 1 - 2010 is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.23 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010<sup>1</sup>

A. General

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 - 2010 is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below. Features will be applied to the first line only.

Features and Services

Call Waiting/Cancel Call Waiting  
Caller ID Name and Number  
Call Forward Busy/No Answer  
3 Way Calling  
Extended Community Calling  
Speed Call 8  
\*69 Call Return  
\*66 Busy Number Redial  
Residential Touch Calling Service  
10 Free DA Calls

Enhanced Feature Pack

Speed Call 30  
Call Forward Busy/No Answer  
Call Forward Busy  
Selective Call Acceptance  
Selective Call Rejection

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.23 Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 – 2010<sup>1</sup> (Cont'd)

B. Regulations (Cont'd)

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 1 - 2010 is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.24 Frontier Business Nationwide Unlimited Service II <sup>1</sup> - Grandfathered as of January 1, 2018

A. General

1. The Frontier Business Nationwide Unlimited Service II is a package offering available to business customers that subscribe to a maximum of twelve flat-rate business one-party service access lines per customer location.

Features and Services

One Flat-Rate Business One-Party Service Access Line  
 Business Touch Calling Service  
 Call Forward Busy/No Answer  
 Unlimited Extended Community Calling  
 Caller ID Name and Number  
 Six features from the feature package listed below

2. Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	
3 Way Calling	*69 Call Return
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Basic Call Forward
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection

<sup>1</sup> This service is limited to current subscribers.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.24 Frontier Business Nationwide Unlimited Service II <sup>1</sup> - Grandfathered as of January 1, 2018 (Cont'd)

B. Regulations

1. The Frontier Business Nationwide Unlimited Service II is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Call Detail for Extended Community Calling will not be displayed on the customer's monthly telephone bill.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. The bundle cannot be used in associated with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, or Foreign Exchange Service.
9. Up to eleven additional bundles can be purchased at a discounted rate.

C. Rates and Charges

1. All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

<sup>1</sup> This service is limited to current subscribers.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.25 Frontier Business Local Unlimited II <sup>1</sup> - Grandfathered as of January 1, 2018

A. General

- 1. The Frontier Business Local Unlimited II is a package offering available to business customers. The package includes the following features and services.

Features and Services

One Flat-Rate Business One-Party Service Access Line  
 Unlimited Extended Community Calling  
 Business Touch Calling Service  
 Two features from the feature package listed below

- 2. Frontier Business All in Feature Package

Call Waiting/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 or 30	Caller ID Blocking
Distinctive Ring	*66 Busy Number Redial
Multiline Hunt Service	Call Forwarding
Anonymous Call Block/Rejection	Call Forward Busy
Call Forward No Answer	Call Waiting ID
Priority Ringing	Selective Call Forward
Selective Call Acceptance	Selective Call Rejection
Caller ID Name and Number	

<sup>1</sup> This service is limited to current subscribers.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.25 Frontier Business Local Unlimited II <sup>1</sup> - Grandfathered as of January 1, 2018 (Cont'd)

B. Regulations

1. The Frontier Business Local Unlimited II is available where technically feasible.
2. Call Detail for Extended Community Calling will not be displayed on the customer's monthly telephone bill.
3. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
4. The bundles are offered on a month-to-month basis.
5. The bundle will appear as a single line item on the bill.
6. The bundle cannot be used in associated with a Residential Line, PBX Service, or ISDN Service.
7. Customers may select any two of the features in the Frontier Business All in Feature Package for no extra Charge.
8. Customers purchasing the Frontier Business All in Feature Package may select any or all of the features listed in that package.

C. Rates and Charges

All Interstate End User Subscriber Line Charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

<sup>1</sup> This service is limited to current subscribers.

---

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.26 Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service

A. 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.

B. Regulations

1. ISDN PRI Bundle Service is available where technically feasible.
2. 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.
3. 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.
4. 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).
5. 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.

---

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.26 Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundled Service (Cont'd)

B. Regulations (Cont'd)

6. Ports will be provided at the T-1 level only.
7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
8. 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.
9. 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.
10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges following.

C. Rates and Charges

1. Rates can be found in the rates and charges section of this tariff for all exchanges.

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
Second Revised Sheet No. 69  
Cancels First Revised Sheet No. 69

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.27 Frontier Digital Phone Essentials

A. 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 Access Line, unlimited local calling and a combination of local features. Customers can take any combination of features for the same flat rate charge. The feature pack is optional and is available for an additional charge.

Features and Services

Flat Rate Access Line	Call Waiting ID
Extended Community Calling	Call ID Plus Name
Touch Tone	Call Waiting/Cancel Call Waiting

Feature Package

3 Way Calling		
*66 Busy Number Redial	Speed Call 8 <sup>1</sup> or 30	(C)
*69 Call Return	Distinctive Ring	
Anonymous Call Block/Rejection	Call Waiting	
Basic Call Forward	Call Forward Busy	
Selective Call Forward	Selective Call Rejection	
Selective Call Acceptance	Priority Ring	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014. (N)



Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
First Revised Sheet No. 70  
Cancels Original Sheet No. 70

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.27 Frontier Digital Phone Essentials (Cont'd)

B. Regulations

1. The Frontier Digital Phone Essentials is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
9. Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

(N)  
|  
(N)

C. Rates and Charges

1. Rates can be found in the rates and charges section of this tariff for all exchanges.

---

Issued: April 30, 2018

Effective: May 1, 2018

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
Second Revised Sheet No. 71  
Cancels First Revised Sheet No. 71

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.28 Frontier Digital Phone Unlimited

A. General

The Frontier Digital Phone Unlimited is a package offering available to residential customers and includes one flat-rate residential access line, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Features and Services

Flat Rate Residential Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service (where applicable)	Speed Call 8 <sup>1</sup>
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	

(C)

Feature Package

Basic Call Forward	3 Way Calling
Distinctive Ring	Speed Call 30
Priority Call	Anonymous Call Block/Rejection
Call Forward Busy	Call Forward No Answer
Selective Call Rejection	Selective Call Forward
Selective Call Acceptance	

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.28 Frontier Digital Phone Unlimited (Cont'd)

B. Regulations

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
10. Nonrecurring Service Order Charges do not apply.

(N)

C. Rates and Charges

1. Rates can be found in the rates and charges section of this tariff for all exchanges.

---

Issued: October 17, 2019

Effective: October 17, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
Second Revised Sheet No. 73  
Cancels First Revised Sheet No. 73

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.29 Frontier Digital Phone Unlimited Plus

A. General

The Frontier Digital Phone Unlimited is a package offering available to residential customers and includes two flat-rate residential access lines, unlimited local calling and the customer's choice of the features and services listed below. The feature pack is optional and is available for an additional charge.

Features and Services

Two Flat Rate Residential Access Line	Call Waiting/Cancel Call Waiting
Extended Area Service (where applicable)	Speed Call 8 <sup>1</sup>
*66 Busy Number Redial	*69 Call Return
Caller ID with Name	

Feature Pack

The following services are included in the Feature Package and may be added to the bundle. The feature package will be billed in accordance with the rate listed in the rate section.

Basic Call Forward	3 Way Calling
Anonymous Call Block/Rejection	Distinctive Ring
Call Forward Busy	Priority Call
Selective Call Forward	Call Forward No Answer
Selective Call Acceptance	Selective Call Rejection

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.29 Frontier Digital Phone Unlimited Plus (Cont'd)

B. Regulations

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. Federal Subscriber Line Charge will be billed separately. Extended Community Calling message rates will not apply. All other surcharges and taxes will apply.
6. The bundles are offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. When the customer disconnects any component of the bundle, the remaining components of the package will be billed at their individually tariffed rates.
9. Periodically, the Company may offer various "save incentives" in the event of a competitive threat. Such incentives may be limited to specific markets, specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.
10. Nonrecurring Service Order Charges do not apply. (N)

C. Rates and Charges

1. Rates can be found in the rates and charges section of this tariff for all exchanges.

---

Issued: October 17, 2019

Effective: October 17, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.30 Frontier Simply Unlimited Service <sup>1</sup>

A. General

Frontier Simply Unlimited Service is a package offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. 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.

Features and Services

- One Flat Rate Business Access Line
- Extended Community Calling
- Extended Area Service (where applicable)
- Call ID Plus Name
- Touch Tone
- Call Forward Busy/No Answer
- Four features from the Frontier Business All in Feature Package listed below

Frontier Business All in Feature Package

- |                                  |                                |
|----------------------------------|--------------------------------|
| Call Waiting/Cancel Call Waiting | Anonymous Call Block/Rejection |
| *66 Busy Number Redial           | *69 Call Return                |
| Selective Call Acceptance        | Selective Call Rejection       |
| Selective Call Forward           | Priority Call                  |
| Distinctive Ring                 | Speed Call 8 or 30             |
| 3 Way Calling                    | Call Transfer                  |
| Caller ID Blocking               | Call Waiting ID                |
| Multi-Line Hunting               | Basic Call Forward             |
| Call Forward Busy                | Call Forward No Answer         |

<sup>1</sup> This service is limited to current subscribers.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.30 Frontier Simply Unlimited Service <sup>1</sup> (Cont'd)

B. Regulations

1. The Frontier Simply Unlimited Service is available where technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. Call detail for Extended Community Calling and Extended Area Service will not be displayed on the customer's monthly telephone bill. Extended Community Calling usage rates will not be billed.
4. Frontier Simply Unlimited Service 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.
5. Customers may add or delete any features offered in the package without a service order charge.
6. The bundle will appear as a single line item on the customer's bill.
7. The package cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
8. The bundles are offered on a month-to-month basis.
9. Bundles on lines four through twelve are given an additional discount.

C. Rates and Charges

1. The Interstate Subscriber Line charge and the Access Recovery charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the package rate.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the package. (N)
3. Rates can be found in the rates and charges section of this tariff for all exchanges.

<sup>1</sup> This service is limited to current subscribers.

---

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.31 Frontier OneVoice

A. 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, Custom Calling features, Extended Area Service and Extended Community Calling. Customers may select any or all of the following services and features for a monthly rate charge.

Features and Services

Single Party Flat Rate Access Line	Caller ID
Call Forward Busy/No Answer	Basic Call Forward
Call Waiting/Cancel Call Waiting	Multi-line Hunting
Anonymous Call Block/Rejection	3-Way Calling
Extended Area Service/Extended Community Calling	

Premium Feature Package

*69 Call Return	Selective Call Forward
Call Transfer	Selective Call Acceptance
Distinctive Ring	Selective Call Rejection
*66 Busy Number Redial	Speed Call 30
Priority Call	

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features and services are provided subject to their descriptions and regulations as specified elsewhere in the tariff.
3. Call detail for Extended Community Calling and Extended Area Service will not be displayed on the customer's monthly telephone bill. Extended Community Calling usage rates will not be billed.



Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 11  
Second Revised Sheet No. 78  
Cancels First Revised Sheet No. 78

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.31 Frontier OneVoice (Cont'd)

B. Regulations (Cont'd)

4. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle will appear as a single line item on the customer's bill.
7. 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.
8. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
9. The bundle is offered on a month-to-month, or one year term basis. (C)

C. Rates and Charges

1. Surcharges and taxes will be billed separately from and are in addition to the package rate.
2. New customers will incur a nonrecurring charge up to \$95.00, per account. This charge supersedes the Initial Order and Connection charges.
3. Rates can be found in the rates and charges section of this tariff for all exchanges.

---

Issued: March 1, 2024

Effective: March 1, 2024

By: Leslie Zink, Manager, Regulatory Reporting

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.32 Frontier Commercial Voice Unlimited<sup>1</sup> - Grandfathered as of January 1, 2018

A. 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, 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) where applicable  
Call Forward  
Call Forward Busy  
Call Forward No Answer  
Call Waiting/Cancel Call Waiting  
Caller ID  
(Call Waiting ID) where applicable  
3 Way Calling  
Hunting

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
3. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
4. 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.

<sup>1</sup> This service is limited to current subscribers.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.32 Frontier Commercial Voice Unlimited<sup>1</sup> - Grandfathered as of January 1, 2018

B. Regulations (Cont'd)

5. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
6. The bundle rate will appear as a single line item on the customer's bill.
7. 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.
8. 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.
9. At the end of the one year term, customers will be moved to the month to month pricing.
10. 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.
11. Term plans will auto renew unless notification is received from the customer sixty days in advance.

C. Rates and Charges

1. 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.
2. Unless otherwise stated elsewhere in this section, Connection Charges apply to the installation of individual components of the bundle.
3. Rates can be found in the rates and charges section of this tariff for all exchanges.

<sup>1</sup> This service is limited to current subscribers.

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.33 Frontier Digital Phone Unlimited (Challenger)

(N)

A. General

The Frontier Digital Phone Unlimited (Challenger) 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. The feature package is optional and is available for an additional charge.

Basic Bundle

Local Exchange Network Access Line	Caller ID with Name
Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial	Speed Call 30
*69 Call Return	Distinctive Ring
Anonymous Call Block/Rejection	3 Way Calling
Basic Call Forward	Call Forward Busy/No Answer
Selective Call Forward	Priority Call

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. 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.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.33 Frontier Digital Phone Unlimited (Challenger) (Cont'd)

B. Regulations (Cont'd)

5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

C. Rates and Charges

1. 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.
2. Nonrecurring Service Order Charges do not apply.
3. Rates can be found in the rates and charges section of this tariff for all exchanges.

(N)

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.34 Frontier Digital Phone Unlimited Plus (Challenger)

(N)

A. 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 service access lines 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

Unlimited Extended Area Service  
Caller ID with Name  
Call Waiting/Cancel Call Waiting

Feature Package

Call Waiting	Speed Call 30
*66 Busy Number Redial	Distinctive Ring
*69 Call Return	3 Way Calling
Anonymous Call Block/Rejection	Call Forward Busy/No Answer
Basic Call Forward	Priority Call
Selective Call Forward	

B. Regulations

1. The Frontier Digital Phone Unlimited Plus (Challenger) Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally tariffed, are provided subject to the descriptions and regulations as specified elsewhere in the Tariff.
3. 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.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.34 Frontier Digital Phone Unlimited Plus (Challenger) (Cont'd)

(N)

B. Regulations (Cont'd)

4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
9. The bundled rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the Tariff.

C. Rates and Charges

1. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
2. Nonrecurring Service Order Charges do not apply.
3. Rates are located in Section 26 through 31 of this tariff for each exchange.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.35 Frontier Residential Unlimited Voice Service

(N)

A. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications of America, Inc. The description and pricing for this component are located in the Frontier Communications of America Domestic Price List.

Basic Bundle

Local Exchange Network Access Line	Call Waiting ID
Caller ID with Name	Anonymous Call Block/Rejection
Unlimited Extended Area Service	Basic Voicemail
Call Waiting/Cancel Call Waiting	Touch Calling

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. 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.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

(N)

Issued: September 20, 2020

Effective: September 20, 2020

By: Kenneth Mason, Vice President of Government and Regulatory Affairs



CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.35 Frontier Residential Unlimited Voice Service (Cont'd)

B. Regulations (Cont'd)

7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. 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.

C. Rates and Charges

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
3. Rates are located in Section 26 through 31 of this tariff for each exchange.

(N)

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.36 Frontier Unlimited Voice and Feature Bundle

(N)

A. 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, Inc. The description and pricing for this component are located in the Frontier Communications of America, Inc. 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 Block/Rejection	*69 Call Return
Basic Voicemail	Selective Call Acceptance
Touch Calling	Selective Call Rejection
Speed Call 30	Selective Call Forward
Wire Care (Non-regulated)	Directory Listing

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. 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.
4. Customers may add or delete any features offered in the bundle without a service order charge.

(N)

CUSTOM CALLING SERVICES AND BUNDLED SERVICES

11.3 Bundled Services (Cont'd)

11.3.36 Frontier Unlimited Voice and Feature Bundle (Cont'd)

(N)

B. Regulations (Cont'd)

5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. 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, Inc. Domestic Price List.
11. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Non-Published and Foreign Listing.
12. 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. 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.

C. Rates and Charges

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
3. Rates are located in Section 26 through 31 of this tariff for each exchange.

(N)

Issued: May 23, 2021

Effective: May 23, 2021

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

---

SWITCHED DIGITAL SERVICES

12.1 Switched 56 Kilobit Service

12.1.1 General

- (A) Switched 56 Kilobit Service (S56) is a digital service which provides the end user with the ability to send and receive data at a speed of 56 kilobits per second (KBPS) over the public switched network. S56 is offered as an optional feature available only with Feature Group D access.
- (B) This service offers the advantage of end-to-end digital service previously available only on dedicated Special Access lines. Access to the network is provided by dialing a seven or ten digit number. The end user is required to have compatible customer premises equip-mend (CPE) and can only place calls to other S56 end users. This service cannot be used for standard voice transmission using analog CPE.
- (C) S56 service requires a digital loop from the end user's premises to the S56 serving wire center. The loop must be Touch Call conditioned.
- (D) The S56 serving wire center may or may not be the serving wire center for the end user's analog service. S56 is only available in suitably equipped Feature Group D offices as set forth in National Exchange Carrier Association, Inc., Wire Center and Interconnection Information, Tariff FCC No. 4. Trunking for S56 from the S56 serving wire center to the interexchange carrier's point of termination is provisioned via digital Feature Group D trunks.
- (E) When the S56 serving wire center is not the serving wire center for the end user, service from the S56 serving wire center to the end user may be provided via either foreign central office or foreign exchange service. It is an option of the Telephone Company whether or not S56 service will be made available beyond the service area of the S56 equipped serving office.

12.1.2 Rates

Rates are located in Section 26 through 31 of this tariff for each exchange.

---

SWITCHED DIGITAL SERVICES

12.2 Switched DS1 Service

12.2.1 General

Switched DS1 Service (SWDS1) provides digital exchange service at a DS1 level. SWDS1 includes a SWDS1 facility, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. Each SWDS1 facility utilizes 24 channels which may be configured as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

12.2.2 Definitions and Application of Services

A. SWDS1 Facility and Common Equipment

This element includes the digital facility between the customer's premises and the central office, transmitting at a rate of 1.544 megabits per second, and the common equipment necessary to interface each of the 24 channels into the central office switch. The SWDS1 signal provided to the customer's premises will be at the DS1 level.

B. Basic Trunks

1. In-Only Trunk

One-way trunk which only allows traffic from the central office switch to be transmitted to the customer.

2. Out-Only Trunk

One-way trunk which only allows traffic originating from the customer to be transmitted to the central office switch.

3. Two-Way Trunk

Trunk which allows for traffic to be transmitted from either the central office or the customer.

SWITCHED DIGITAL SERVICES

12.2 Switched DS1 Service (Cont'd)

12.2.2 Definitions and Application of Services (Cont'd)

C. Advanced Trunks

Out-only trunk with Outward Dialing Feature.

1. In-Only Trunk with DID

In-only trunk with Direct Inward Dialing (DID) feature. Requires a DID trunk circuit termination.

2. Out-Only Trunk

Out-only trunk with Outward Dialing Feature.

3. Two-Way Trunk with DID.

Two-way trunk with DID. Requires a DID trunk circuit termination.

SWITCHED DIGITAL SERVICES

12.2 Switched DS1 Service (Cont'd)

12.2.3 Terms and Conditions

- A. SWDS1 is provided subject to the availability of central office facilities.
- B. The type of SWDS1 facility installed will be determined by the Company.
- C. Each SWDS1 facility enables the customer to install up to a maximum of 24 trunks per SWDS1 facility. The customer is billed for the actual number and types of trunks in service on each SWDS1 facility.
- D. The minimum service period for the SWDS1 facility and common equipment is one month.
- E. When Outward WATS <sup>1</sup>, Two-Way WATS <sup>1</sup> or 800 Service terminates on a SWDS1 facility, the Outward WATS <sup>1</sup>, Two-Way WATS <sup>1</sup> or 800 Service access lines are classified as basic trunks for the application of SWDS1 facility and common equipment rates and charges. Outward WATS <sup>1</sup>, Two-Way WATS <sup>1</sup> or 800 Service rates and charges also apply. (C)  
(C)  
(C)
- G. The following services will not be provided within the SWDS1 facility:
  - 1. Local flat rate trunks and other access line services.
  - 2. Feature Groups A, B, C or D.
  - 3. Other private line/access services and facilities unless specified herein.
  - 4. Switched 56 Kilobit Service.
- H. Suspension of service is only available for trunks and only if all trunks within the facility are suspended. It is not available for the SWDS1 facility and common equipment.
- I. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWDS1 facility.
- J. SWDS1 offerings are not available for use by FCC Part 90 and Part 22 carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.

<sup>1</sup> Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N)  
(N)

---

SWITCHED DIGITAL SERVICES

12.2 Switched DS1 Service (Cont'd)

12.2.4 Rates and Charges

- A. Rates can be found in the rates and charges section for this tariff for that exchange.
- B. Rate Stability Plan
  - 1. The Rate Stability Plan is an optional arrangement whereby subscribers who agree to continue to subscribe to SWDS1 for a designated period of time are guaranteed against Company-initiated changes in monthly rates for service during the designated period.
  - 2. Regular nonrecurring charges, preceding apply, except as otherwise specified.
  - 3. Rates and charges apply to all SWDS1 trunks and are not part of the Rate Stability Plan.
  - 4. Any addition of SWDS1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified or a separate Rate Stability Plan.
  - 5. Any reduction of SWDS1 facilities and common equipment furnished under the Rate Stability Plan, will not reduce the Rate Stability Plan payments for the duration of the term unless otherwise specified.
  - 6. Termination charges may apply if a Rate Stability Plan contract is terminated in whole or in part by the subscriber or is terminated for cause by the Company prior to expiration of the agreed-upon payment period.
  - 7. Rates can be found in the rates and charges section for this tariff for that exchange.



---

SWITCHED DIGITAL SERVICES

12.3 FRONTIER T-ADVANTAGE<sup>sm</sup> Digital Service

12.3.1 General

A. FRONTIER T-ADVANTAGE<sup>sm</sup> is a form of digital common line service that provides 24 switched DS0 channels with integrated functionality over a single high-capacity DS1 digital facility.

B. The service includes the following functionalities:

Direct Inward Dialing (DID) including 40 DID telephone numbers per increment of 24 DS0 channels.

Direct Inward-Outward Dialing.

C. The service also includes Primary Rate Interface Integrated Services Network (PRI ISDN) Service, which provides up to 23 B-Channels for circuit-switched voice and data and one D-Channel for signaling. The D-Channel carries call control messages that are used to manage the B-Channels. Each channel operates at a rate of up to 64 kpbs Clear Channel. The service connects ISDN-compatible end-user-provided customer premises equipment to a suitably equipped central office.

1. Configurations

a. 23B+D

This service configuration provides up to 23 B-Channels and one D-Channel. When this configuration is combined with the 24B configuration, the D-Channel can control a maximum of 479 B-Channels. The B-Channels may be provisioned on the same SWDS1 facility as the D-Channel or on other SWDS1 facilities with PRI ISDN.

b. 24B

This service configuration provides for 24 B-Channels. The signaling information is provided by a D-Channel on the first SWDS1 facility.

---

SWITCHED DIGITAL SERVICES

12.3 FRONTIER T-ADVANTAGE<sup>sm</sup> Digital Service (Cont'd)

12.3.1 General (Cont'd)

C. (Cont'd)

1. Configurations (Cont'd)

c. 23B+Back-up D

This service configuration provides for 23 B-Channels and a back-up D-Channel. The back-up D-Channel is used if the primary D-Channel, which provides signaling for multiple SWDS1 facilities, fails. Each SWDS1 facility supports up to 24 channels. All active calls are maintained during the switch-over to the back-up D-Channel.

2. Standard Features

The customer may select the following feature at no additional charge:

Caller ID-Number

12.3.2 Regulations

- A. FRONTIER T-ADVANTAGE<sup>sm</sup> is provided subject to availability of central office and cable and wire facilities.
- B. The service is only available by term contracts for the periods designated below. If the tariffed term rate changes during the term of the contract, the contract rate will continue to apply during the remainder of the term. If the customer terminates the service prior to fulfillment of the contractual commitment, the customer shall pay a termination charge equal to the contract rate multiplied by the number of remaining months of the contractual commitment.
- C. Each additional increment of 24 DS0 channels shall be ordered through separate contract.

SWITCHED DIGITAL SERVICES

12.3 FRONTIER T-ADVANTAGE<sup>sm</sup> Digital Service (Cont'd)

12.3.2 Regulations (Cont'd)

- D. Suspension of service, at no or reduced rate during suspension, is not available during the term of the contract.
- E. FRONTIER T-ADVANTAGE<sup>sm</sup> is a service mark of Citizens Communications Company.

12.3.3 Rates and Charges

- A. Nonrecurring Charges do not apply.
- B. Unless otherwise specified, the rates and charges are in addition to the rates and charges for other associated services.

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 13  
Second Revised Sheet No. 1  
Cancels First Revised Sheet No. 1

TEMPORARY SUSPENSION – VACATION GET AWAY SERVICE

13.1 Temporary Suspension: applicable in the exchange areas defined in Section 15<sup>1</sup> - Grandfathered as of May 8, 2020 (C)  
(C)

13.1.1 General

- (A) Upon request, local exchange telephone service may be temporarily suspended. Service temporarily suspended enables a customer to continue a listing in the directory, reserve their telephone number and plant facilities for future use. Temporary Suspension of service offers a customer reduced rates for periods where service is not needed, such as inactive periods or times a customer leaves on vacation.
- (B) The total charges applicable for the initial period will apply even if the service is suspended prior to the termination of the initial service period for the convenience of a customer. The Temporary Suspension rate will not become effective until the initial service period has expired.
- (C) When a customer's service has been temporarily suspended and reconnection of the service is requested the minimum charge will be that for one month's service, before the service can again be given the Temporary Suspension rate treatment. However, the foregoing is for rate purposes only and does not preclude the customer from having their actual telephone service temporarily suspended during this minimum charge period.
- (D) Temporary Suspension of service is not available to foreign exchange service, cable carrying charges in lieu of mileage charges, PABX services, or during any service period required by a contract between the Utility and the customer.
- (E) The minimum period of Temporary Suspension is on (1) month.
- (F) The maximum period of Temporary Suspension is eight (8) months in each annual period.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 8, 2020.

(N)

---

Issued: May 8, 2020

Effective: May 8, 2020

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 13  
Second Revised Sheet No. 2  
Cancels First Revised Sheet No. 2

TEMPORARY SUSPENSION – VACATION GET AWAY SERVICE

13.1 Temporary Suspension: applicable in the exchange areas defined in Section 15<sup>1</sup> - Grandfathered as of May 8, 2020 (Cont'd) (C)  
(C)

13.1.1 General (Cont'd)

- (G) Rib Lake - The maximum period of Temporary Suspension is seven (7) months in each annual period.
- (H) Crescent, Elcho, Lake Tomahawk, Pelican Lake, Rhinelander, Sugar Camp and St. Croix LLC - The maximum period of Temporary Suspension is six (6) months in each annual period.
- (I) Frontier Communications of Mondovi LLC - The maximum period of Temporary Suspension is seven (7) months in each annual period.
- (J) Citizens Telecommunications Company of Illinois - Vacation Service is offered to any class and grade of exchange service customer, except Seasonal Service, for period not less than one month nor more than six (6) consecutive months.

13.1.2 Billing

- (A) Temporary Suspension – vacation rate customers will be billed at 50% of the total monthly Access Line Charge for the period of time service is suspended. A maximum as specified in 13.1.1 General preceding, vacation rate service may be obtained in an annual period.
- (B) Temporary Suspension - Frontier Communications of Wisconsin LLC – vacation rate customers will be billed at 40% off for the period of time service is suspended. A maximum of eight (8) months' vacation rate service may be obtained in an annual period. The total minimum bill for an annual period for Temporary Suspension, Seasonal Service or Vacation Rate will be equal to four months service at the full rate and eight months at the 40 percent Rate.
- (C) Temporary Suspension – Rib Lake - Temporary Suspension of a portion of service is available only in connection with private branch exchange service for that equipment which can be suspended without suspension of the entire service. A charge of 50% of the monthly local service rate applies to the portion of service temporarily suspended. Full rates apply to services continued in service.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 8, 2020. (N)

Issued: May 8, 2020

Effective: May 8, 2020

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 13  
Second Revised Sheet No. 3  
Cancels First Revised Sheet No. 3

TEMPORARY SUSPENSION – VACATION GET AWAY SERVICE

13.1 Temporary Suspension: applicable in the exchange areas defined in Section 15<sup>1</sup> - Grandfathered as of May 8, 2020 (Cont'd) (C)  
(C)

13.1.2 Billing (Cont'd)

(D) The customer is entitled to one restoral of service annually without charge. The second occurrence on an annual basis will be billed at the applicable service connection charges.

(E) Rib Lake - A customer for any grade of local service may temporarily suspend the entire service furnished or portion thereof except as provided in other portions of this Tariff.

Rates:	<u>Rate</u>
Business, one-party	\$10.00
Key Systems line	\$10.00
Residence, one-party	\$5.00

(F) Frontier Communications of Mondovi LLC - Residence Service - The rate during the period of suspension shall be the minimum charge of \$1.50 per month, per central office line.

(G) Frontier Communications of Mondovi LLC - Business Service - The rate during the period of suspension shall be 50% of the monthly exchange local service charges. No reduction applies on charges for cable on private property furnished at charges based on cost in lieu of mileage charges.

<sup>1</sup> This service offering is limited to all existing subscribers at their existing locations as of May 8, 2020. (N)

Issued: May 8, 2020

Effective: May 8, 2020

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

TEMPORARY SUSPENSION – VACATION RATE SERVICE

13.2 Vacation Get Away Service – applicable in the exchange areas defined in Section 15

13.2.1 General

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

13.2.2 Conditions

- (A) 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. (C)
- (B) No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
- (C) Vacation Get Away Service will not be made available for periods of less than two (2) months.
- (D) 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.
- (E) During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
- (F) The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of restoral.
- (G) Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
- (H) Vacation Get Away Service will be available where technically feasible.
- (I) Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

13.2.3 Rates

- (A) The rates for Vacation Get Away Service are in Section 26 through Section 31 of this tariff.

---

CONSTRUCTION CHARGES

14.1 Line Extension Charges

A. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

- (a) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
- (b) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- (c) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under exclusive control.

B. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

- (a) "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
- (b) The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
- (c) Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
- (d) Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
- (e) The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.



CONSTRUCTION CHARGES

14.1 Line Extension Charges (Cont'd)

C. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

D. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

14.2 Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)  
|  
(N)

---

CONSTRUCTION CHARGES

14.3 Construction Charges, Special

- A. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.
- B. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.
- C. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

14.4 Facility Relocation

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

---

CONSTRUCTION CHARGES

14.5 Service Drops

A. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

1. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs.
2. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

B. Facilities Provided of Different Type Than 1 Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

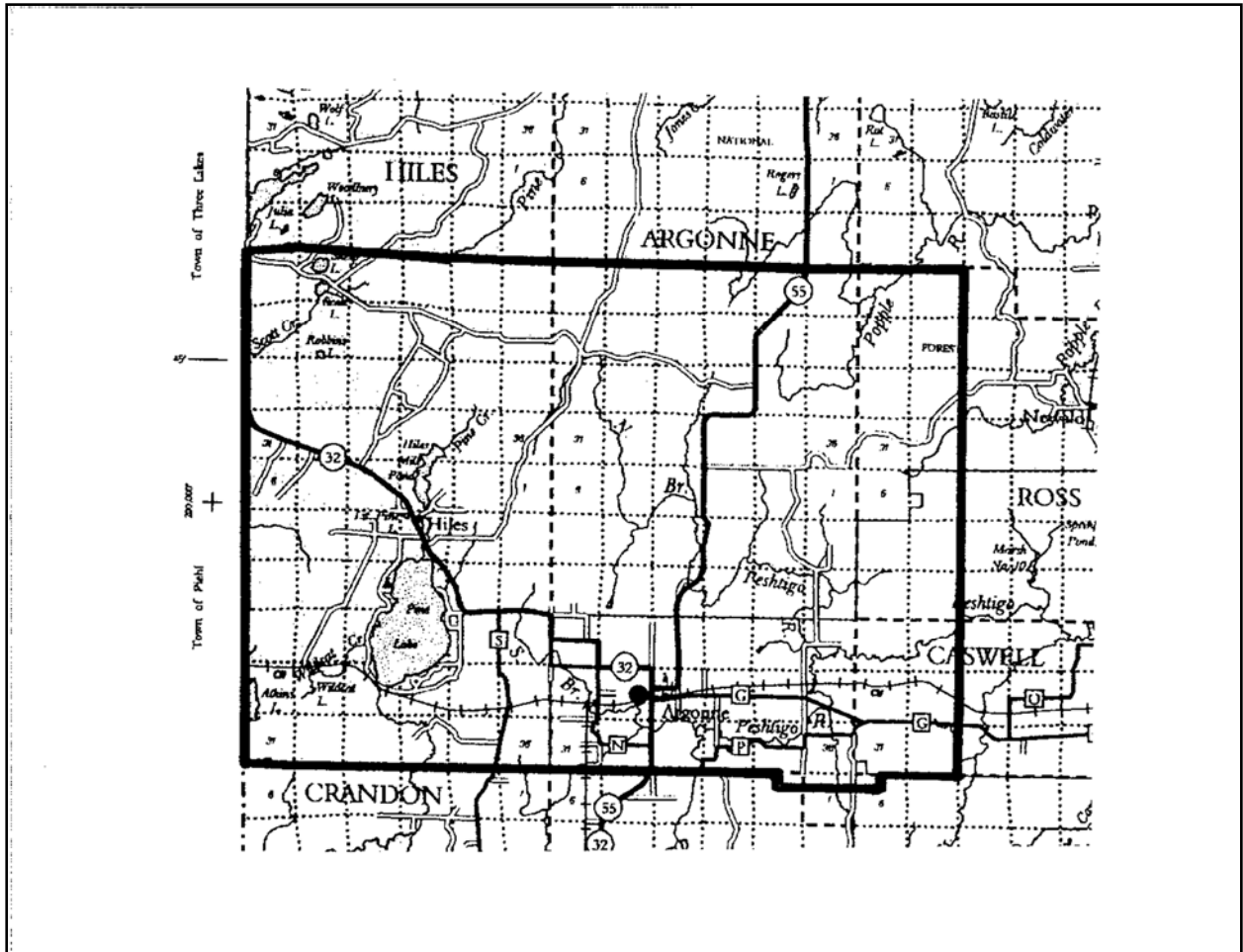
1. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in C.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps

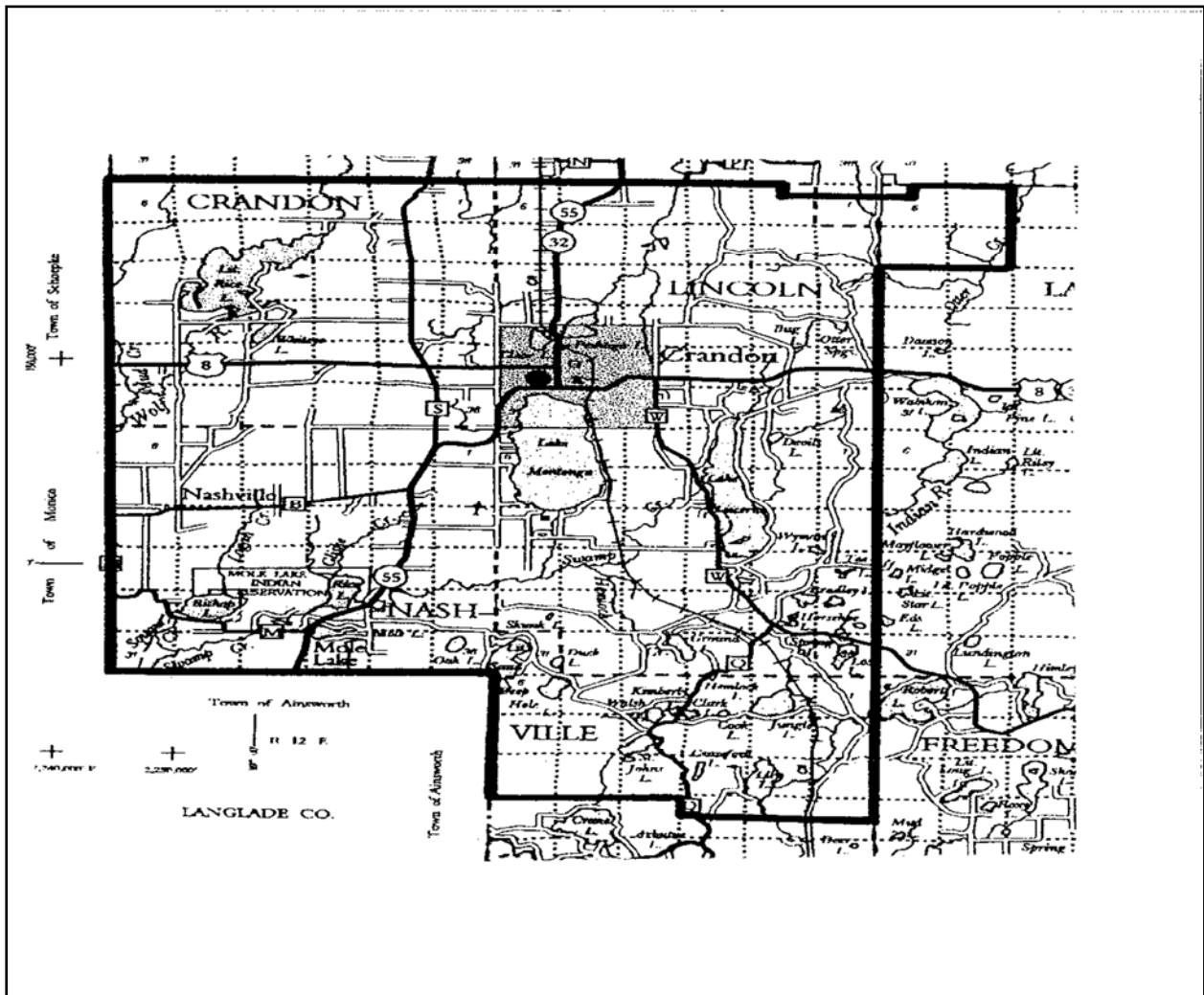
15.1.1 Argonne Exchange  
County – Forest



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

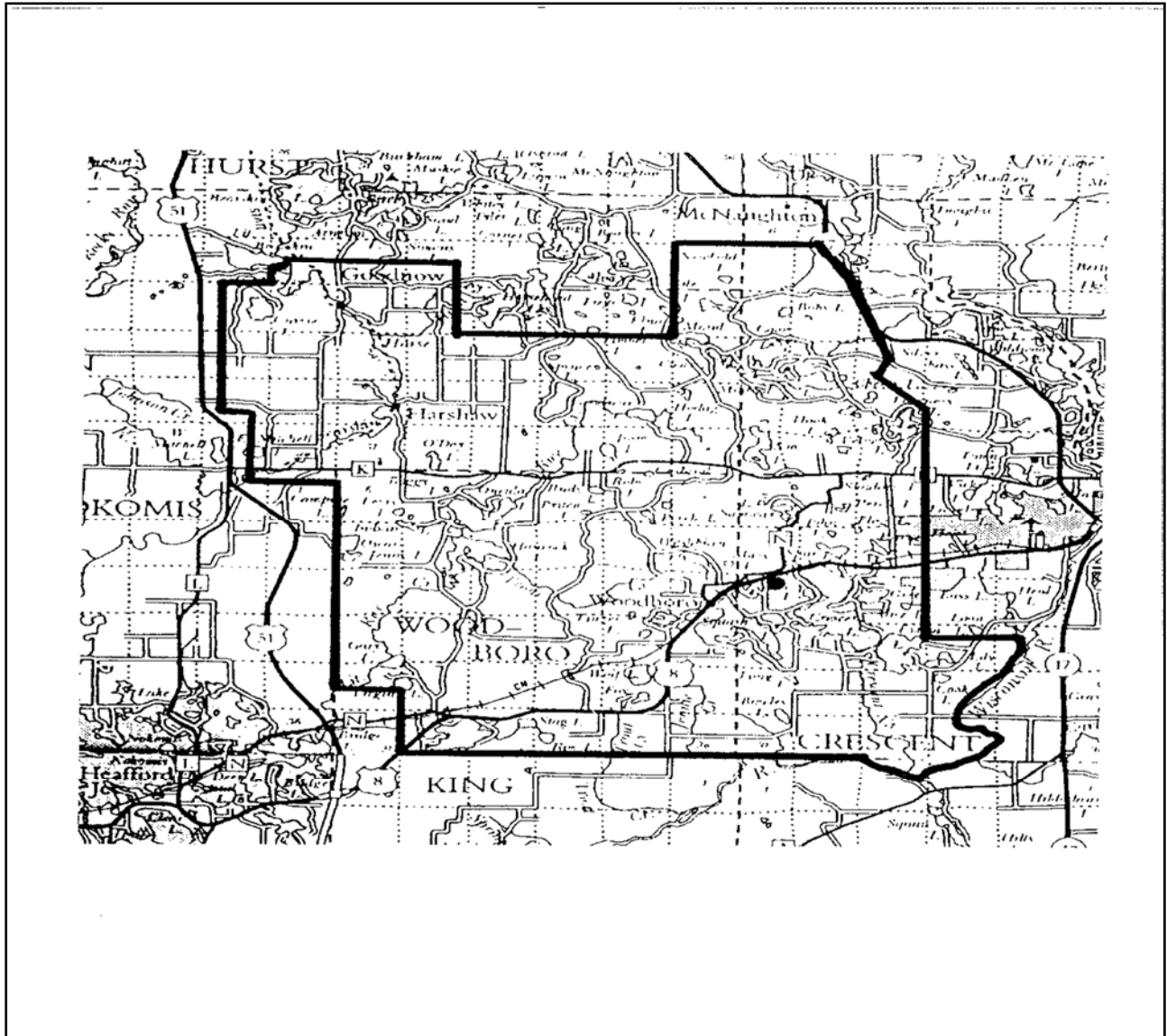
15.1.2 Crandon Exchange  
Counties – Forest, Oneida



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.3 Crescent Exchange  
County - Oneida



Issued: July 1, 2013

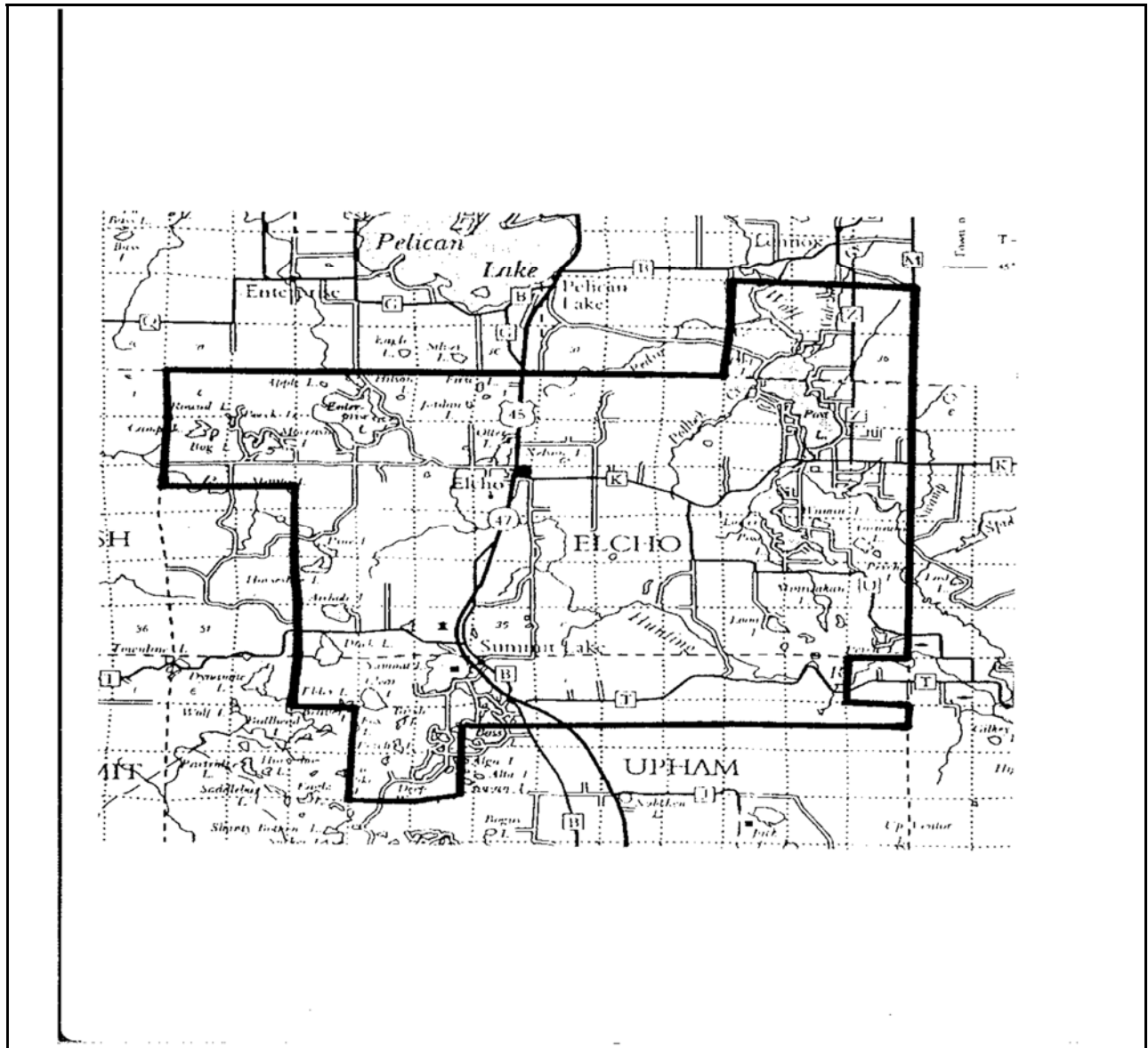
Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

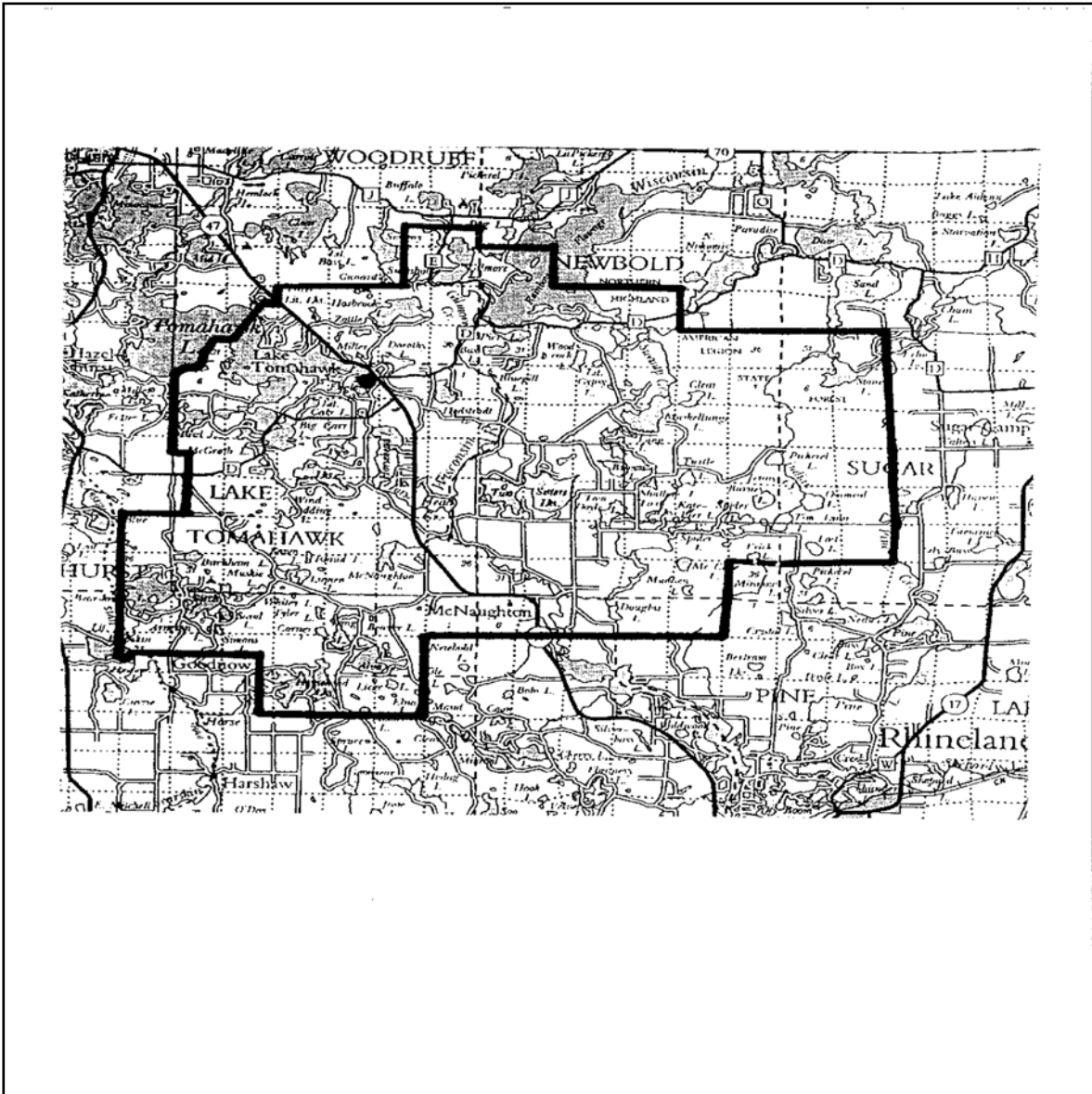
15.1.4 Elcho Exchange  
Counties – Langlade, Oneida



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.5 Lake Tomahawk Exchange  
County – Oneida

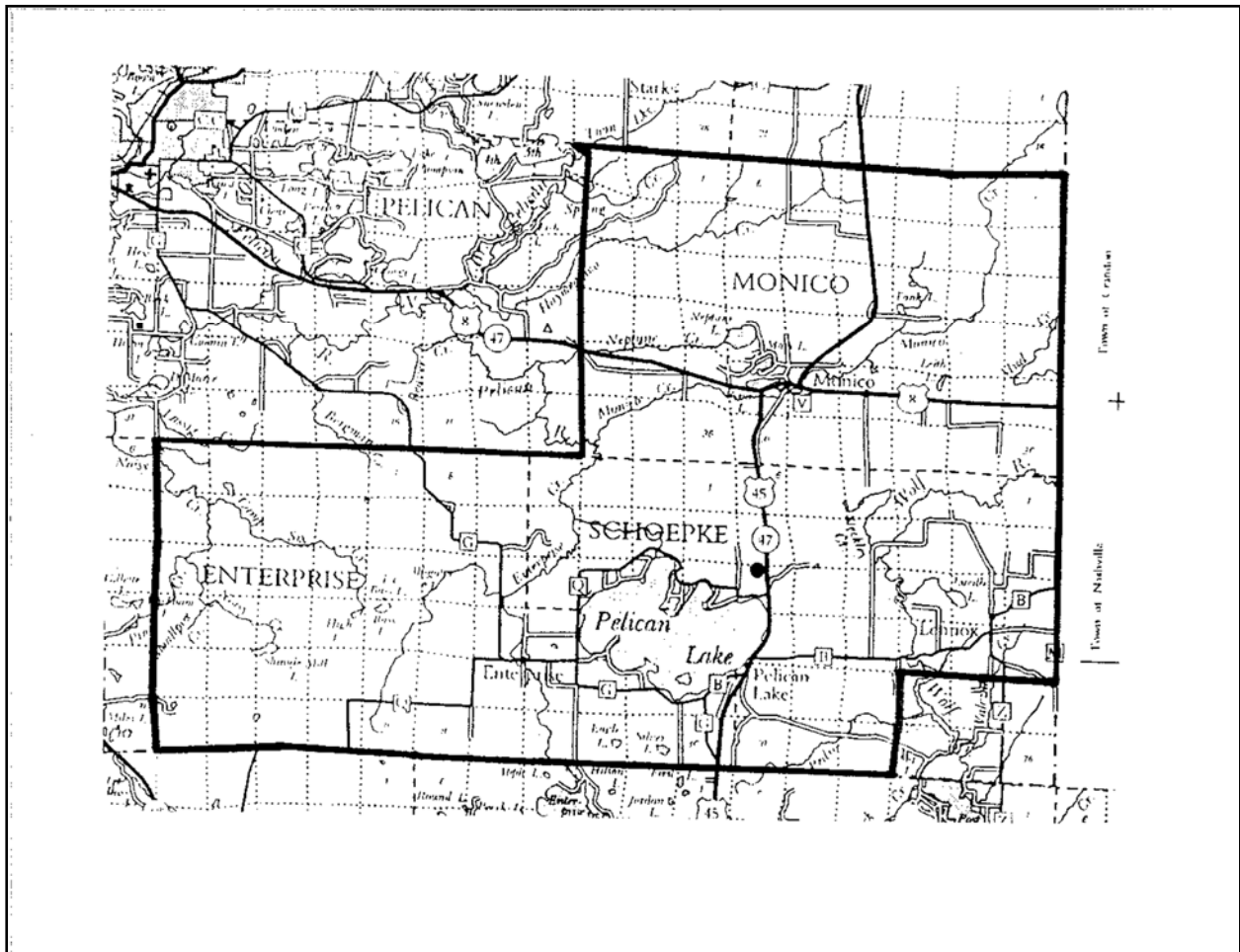




EXCHANGE BOUNDARIES (Cont'd)

15.1 Exchange Area Boundary Maps (Cont'd)

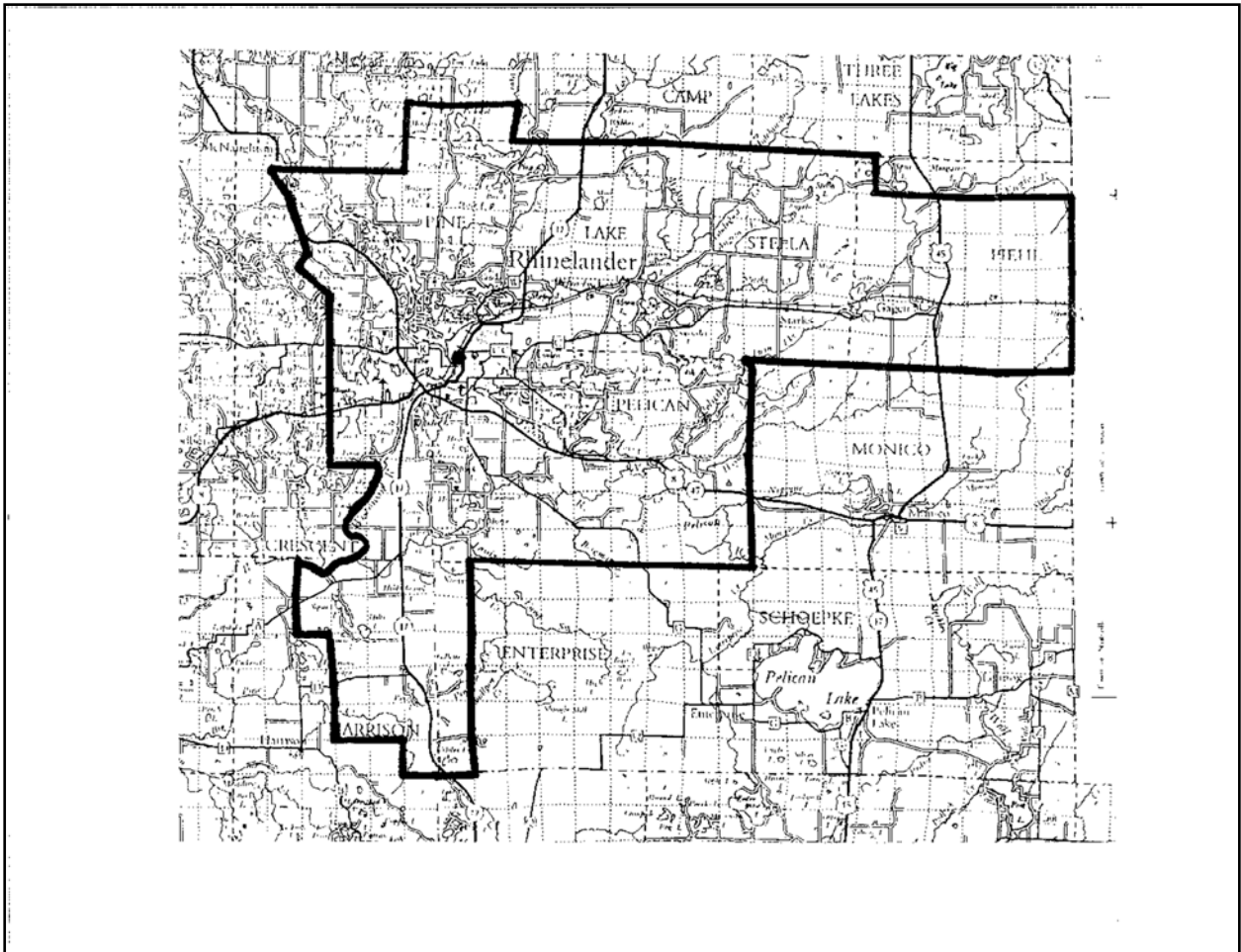
15.1.6 Pelican Lake Exchange  
County – Oneida



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

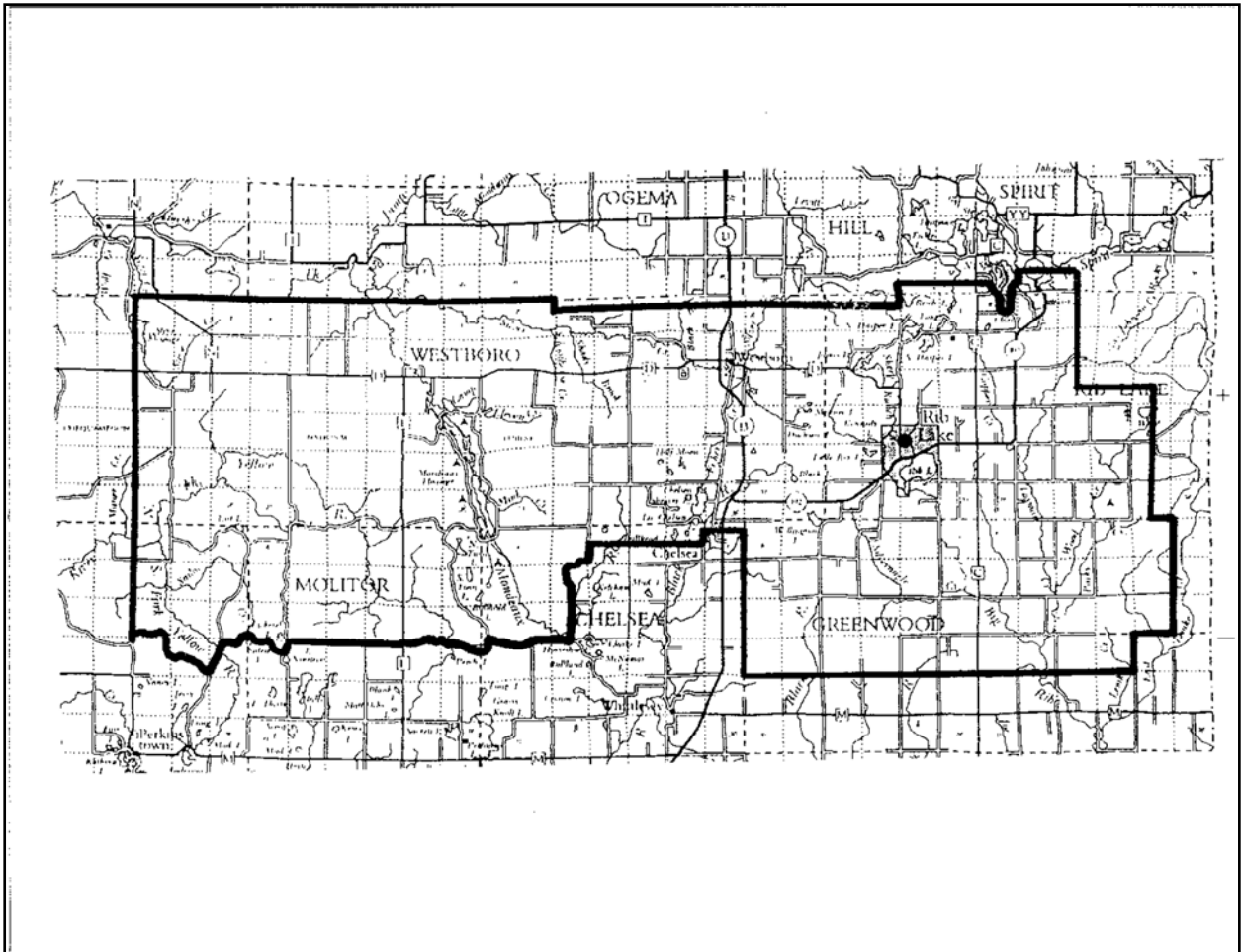
15.1.7 Rhinelander Exchange  
Counties – Lincoln, Oneida



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

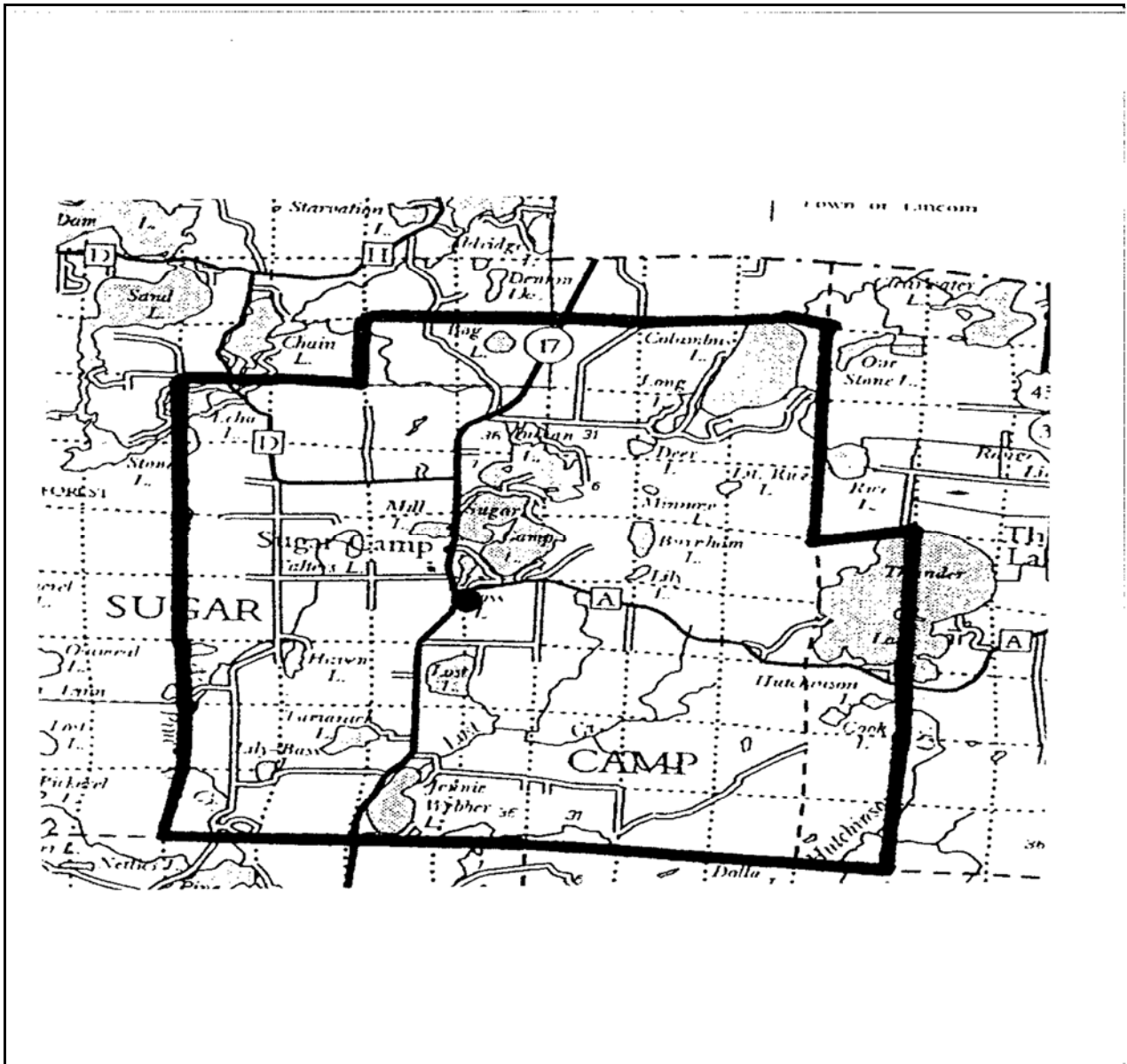
15.1.8 Rib Lake Exchange  
Counties – Price, Taylor



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.9 Sugar Camp Exchange  
County – Oneida



Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

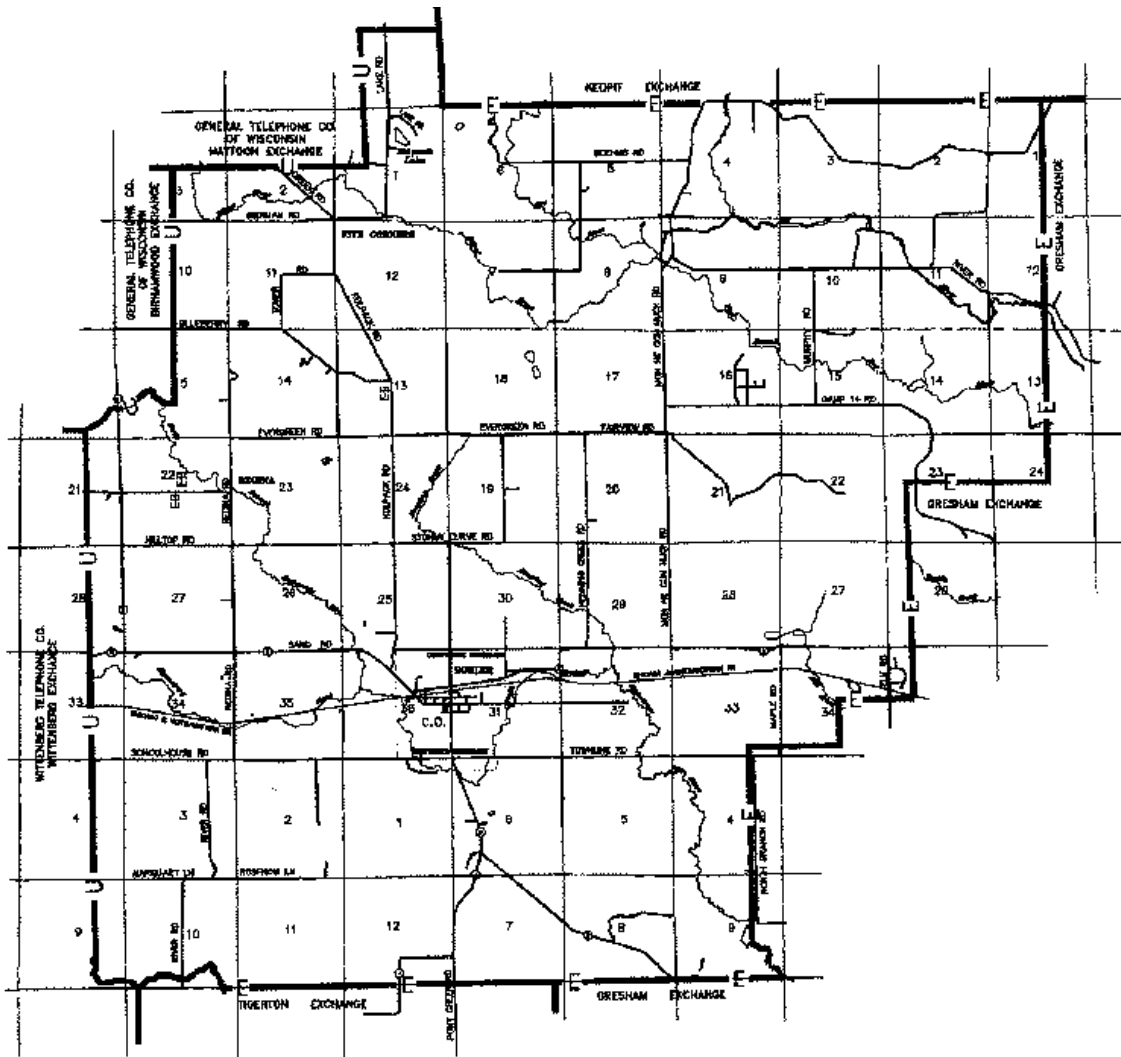




EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

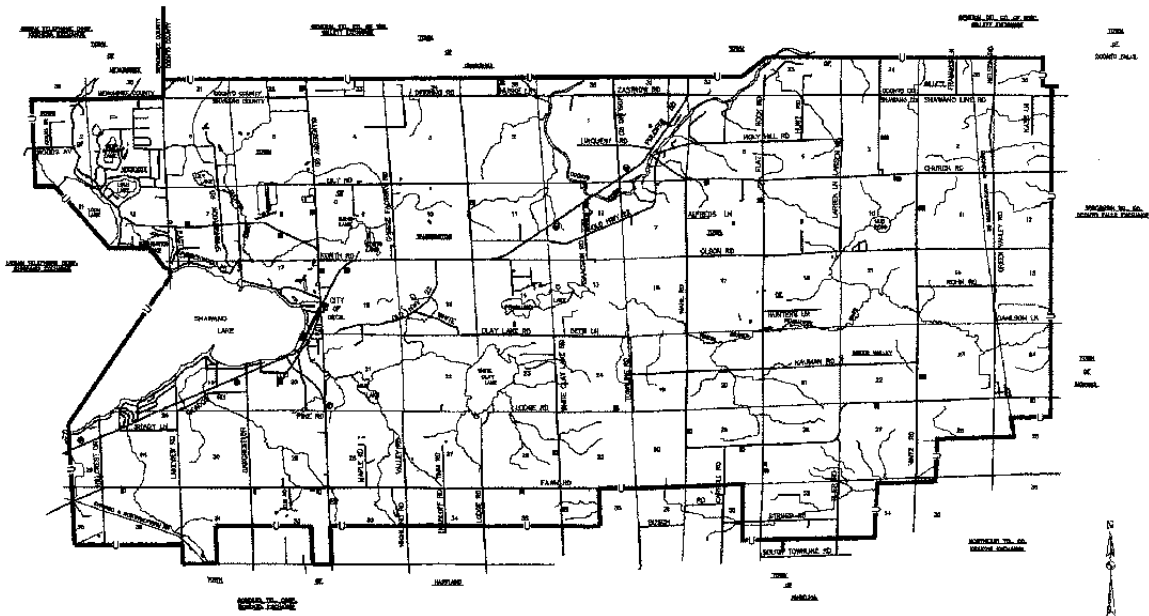
15.1.12 Bowler Exchange  
County – Shawano



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.13 Cecil Exchange  
County – Oconto, Shawano

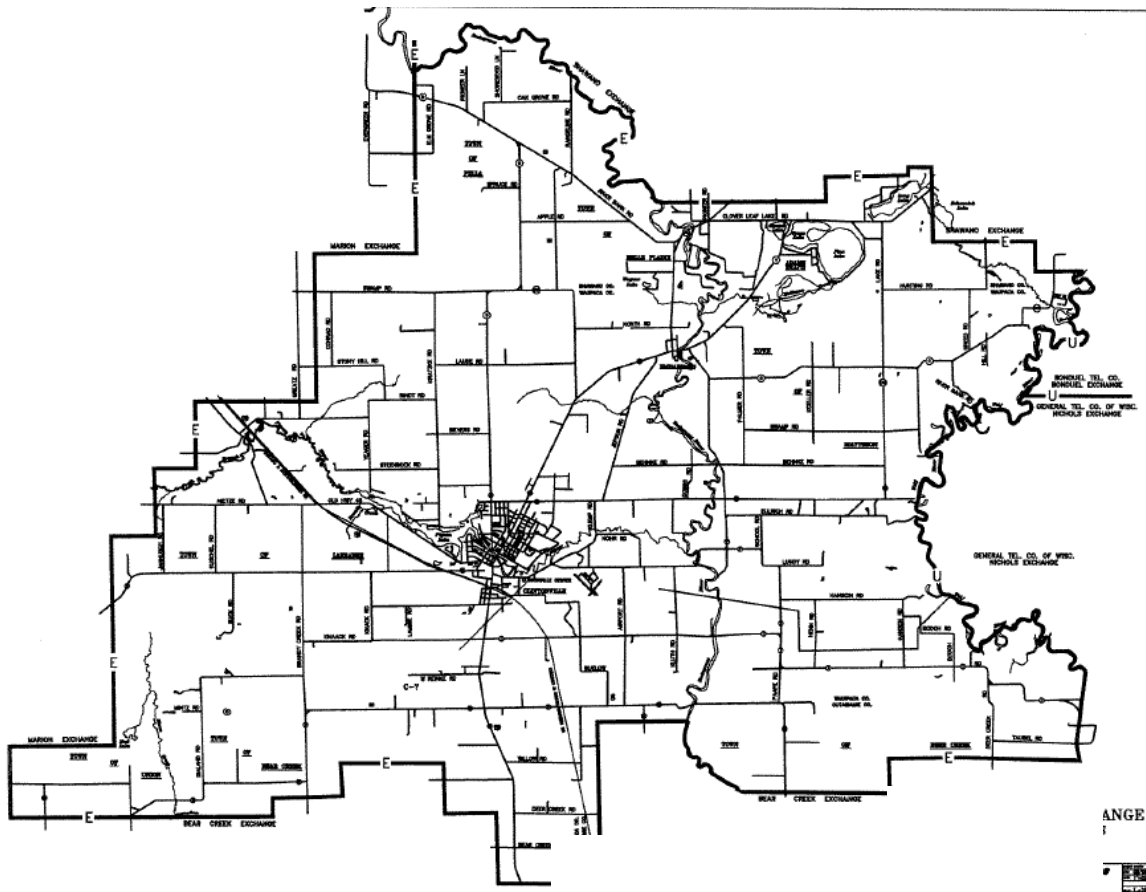




EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

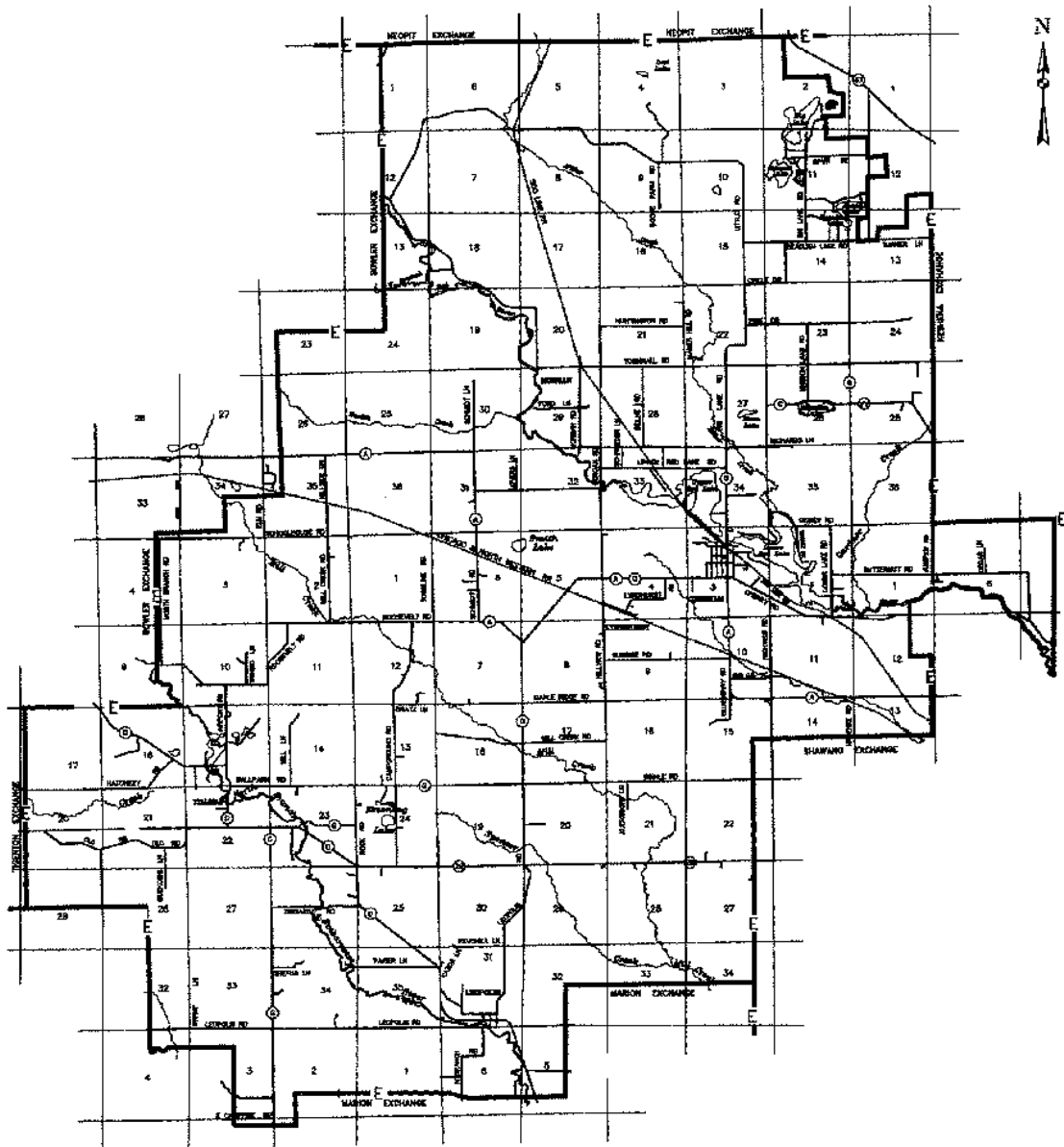
15.1.14 Clintonville Exchange  
County – Waupaca, Shawano, Outagamie



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.15 Gresham Exchange  
County – Shawano



Issued: July 1, 2013

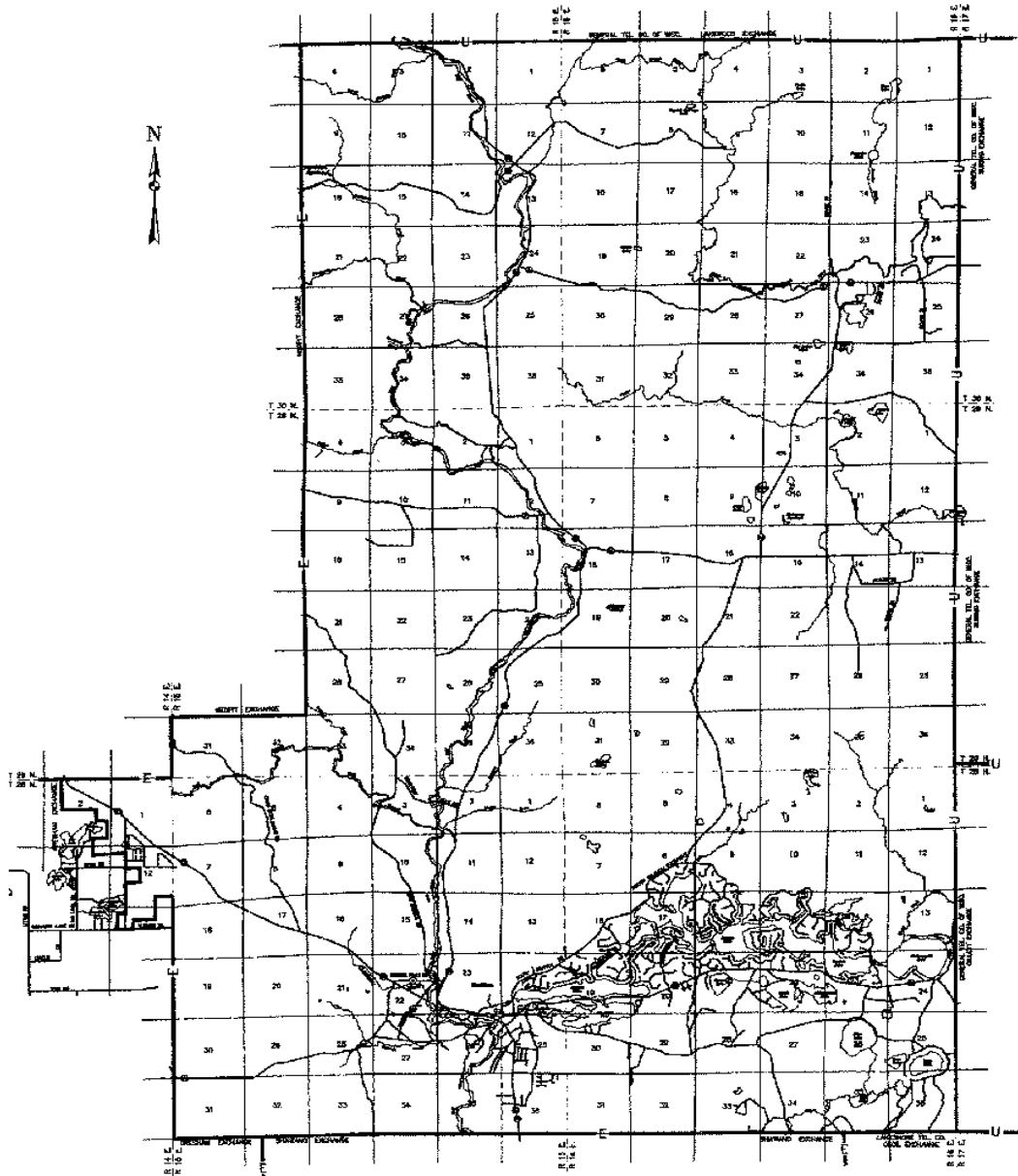
Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

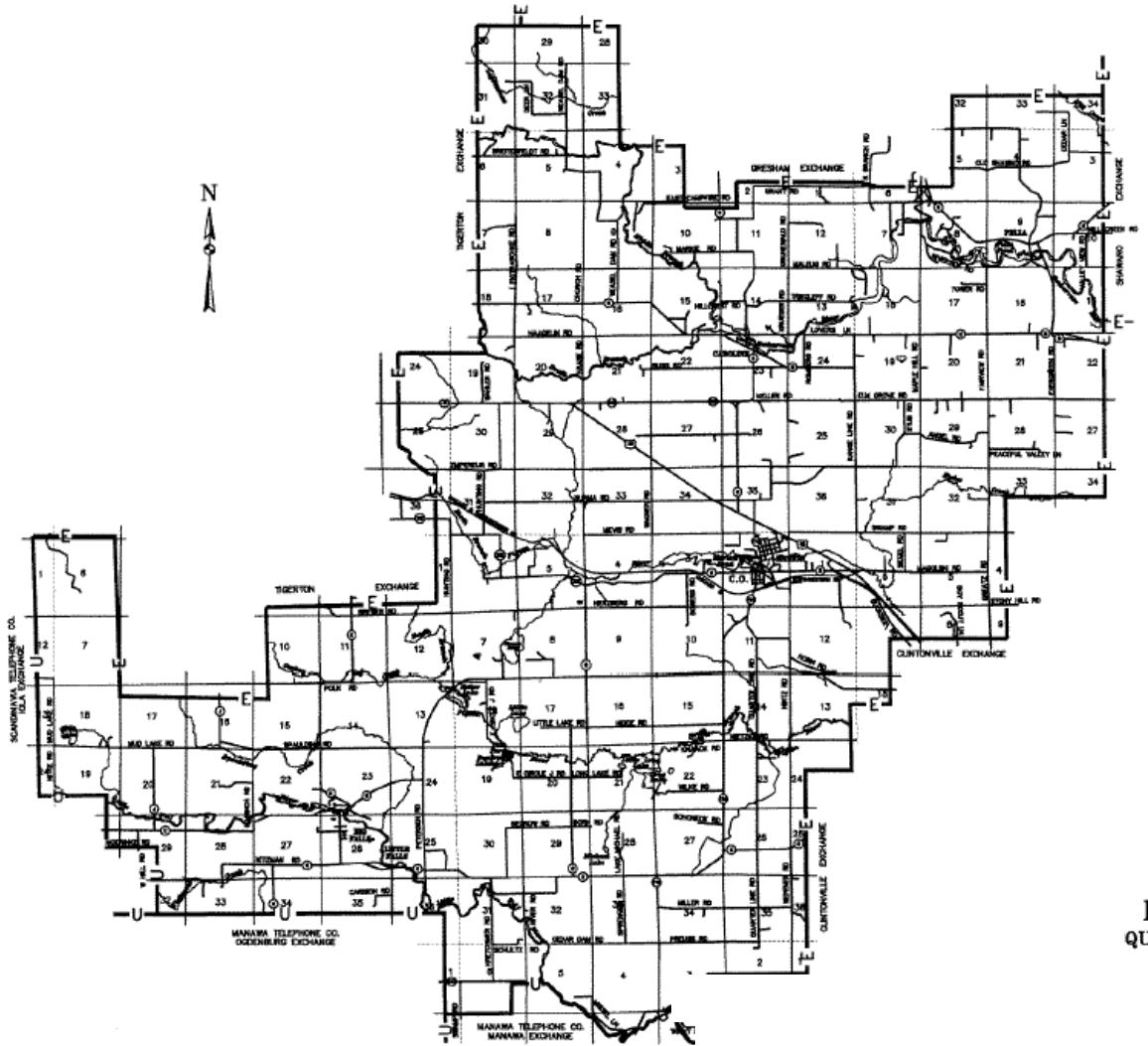
15.1.16 Keshena Exchange  
County – Menominee, Shawano,



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

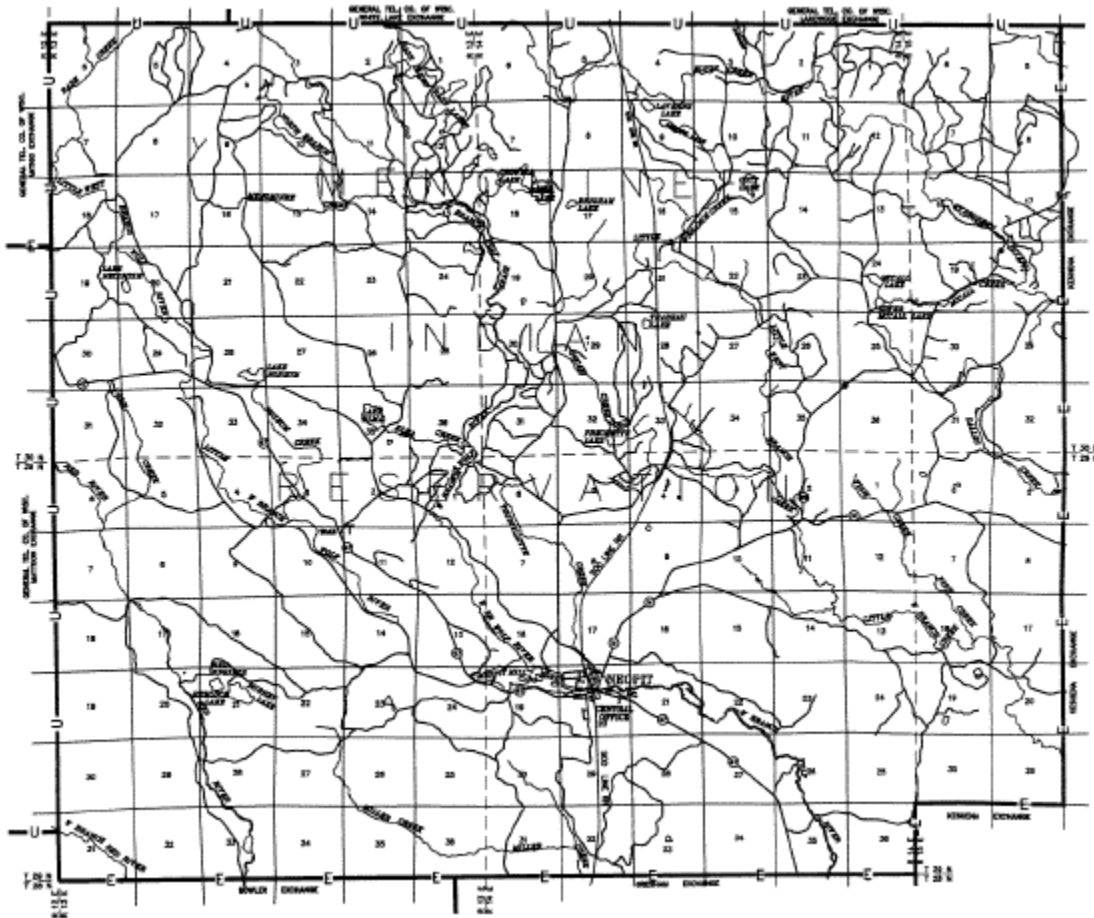
15.1.17 Marion Exchange  
County – Waupaca, Shawano



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

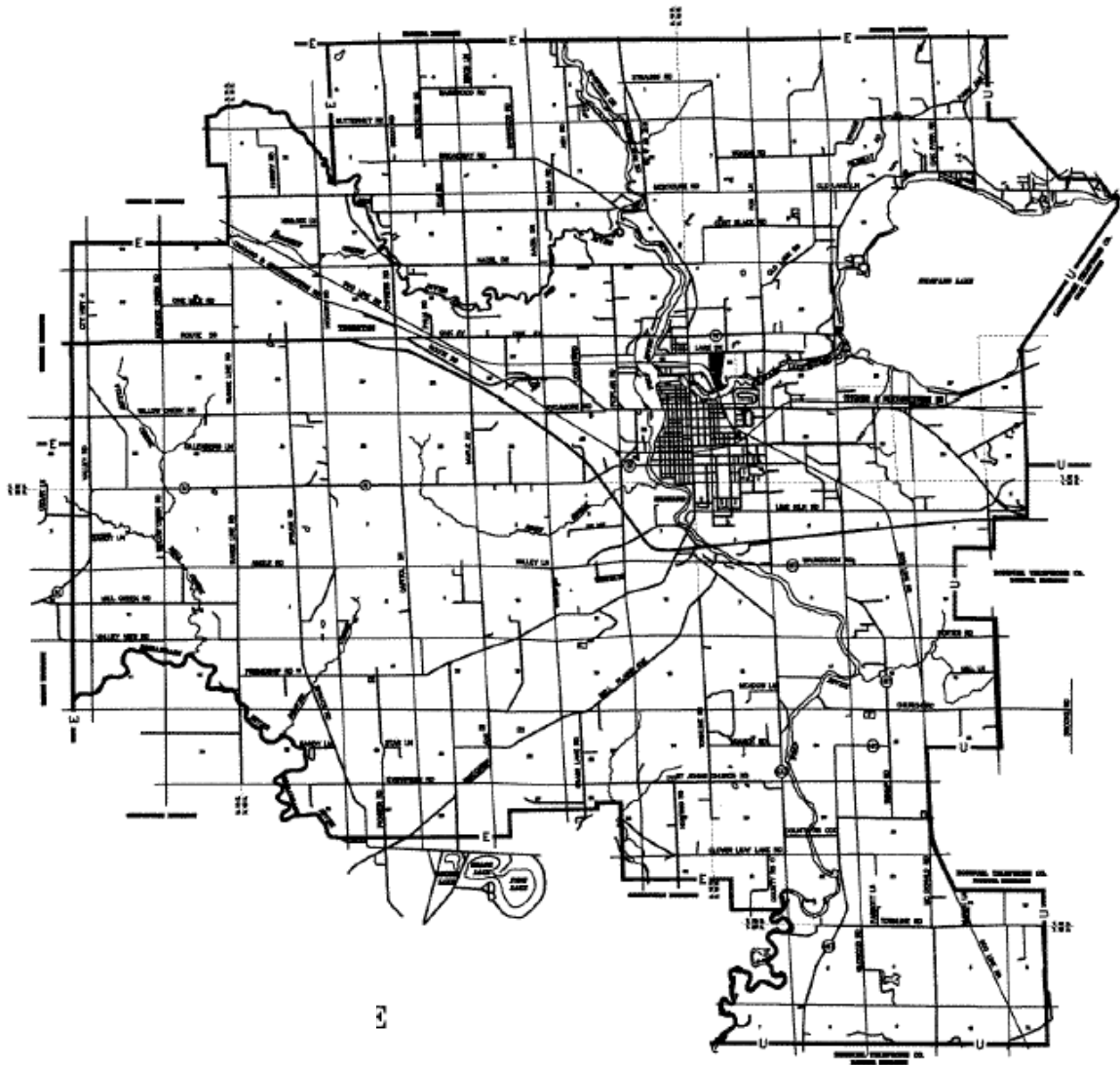
15.1.18 Neopit Exchange  
County – Menominee



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.19 Shawano Exchange  
County – Shawano



Issued: July 1, 2013

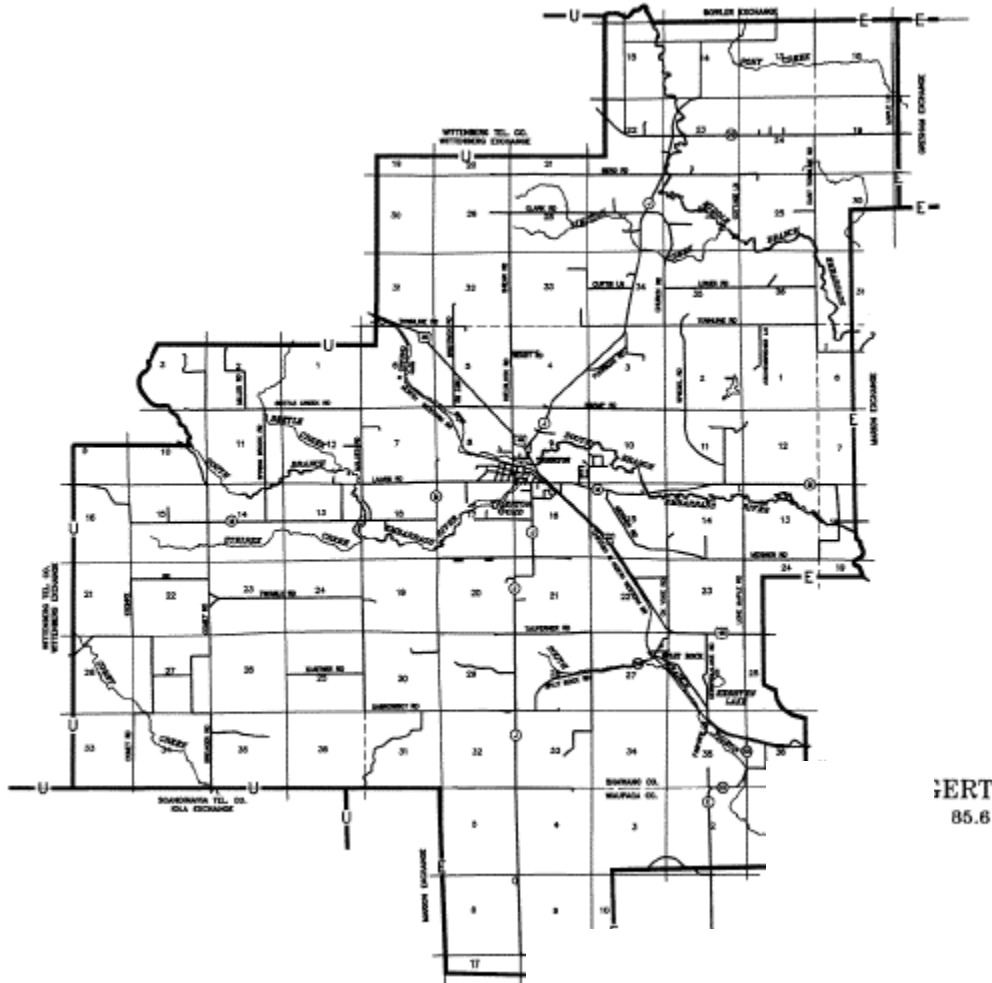
Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

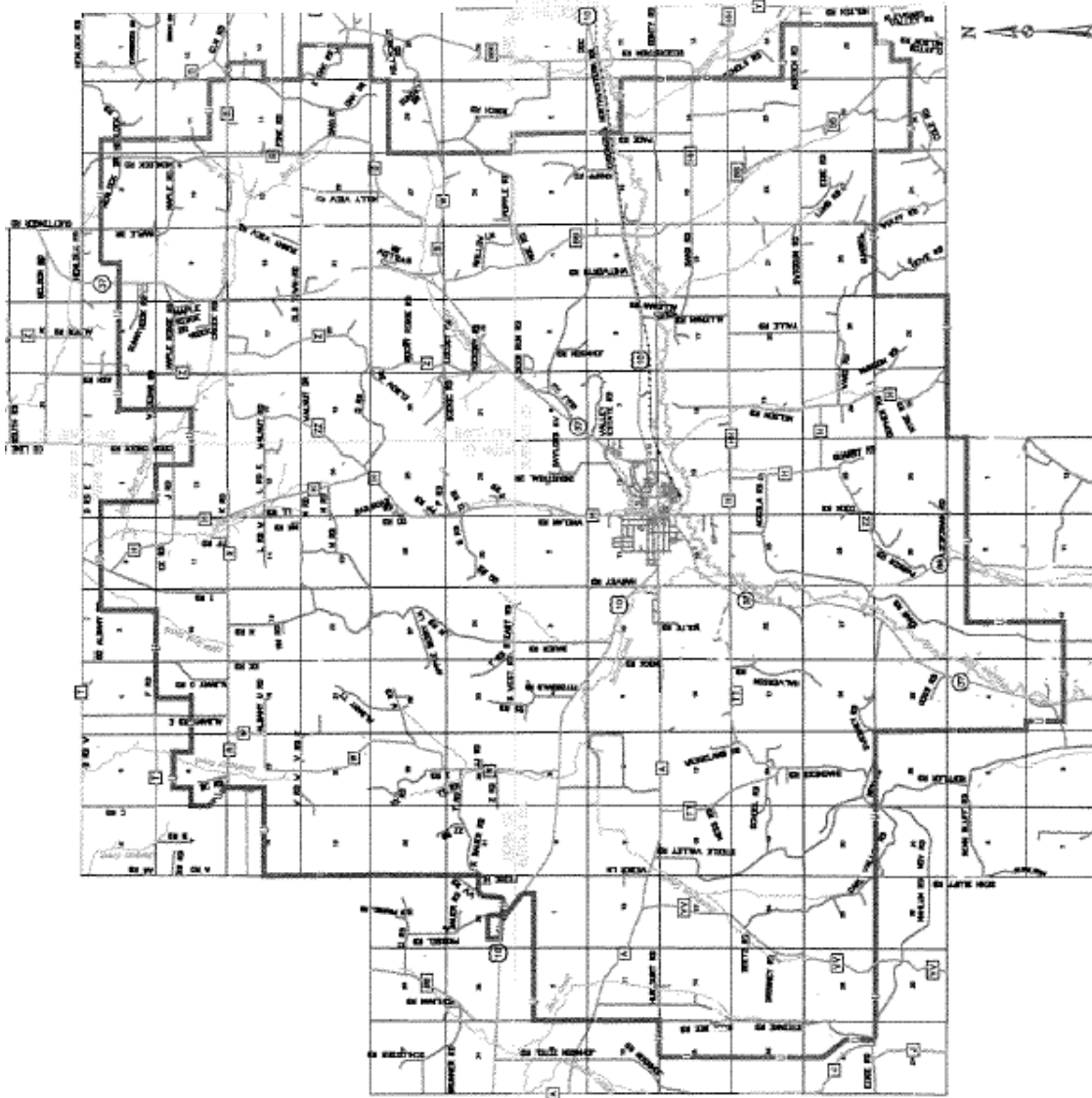
15.1.20 Tigerton Exchange  
County – Waupaca, Shawano



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.21 Mondovi Exchange  
County – Buffalo, Pepin, Eau Claire



Issued: July 1, 2013

Effective: July 1, 2013

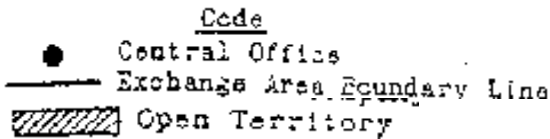
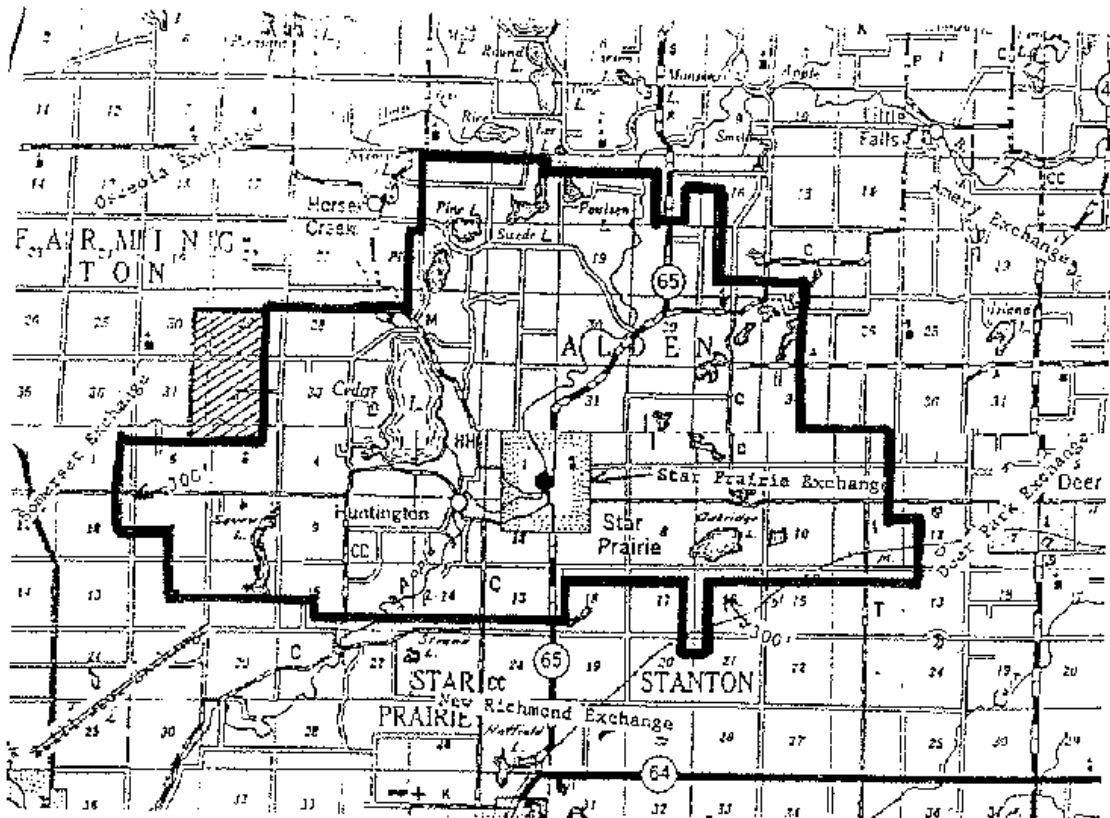
By: Kenneth Mason, Vice President of Government and Regulatory Affairs



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

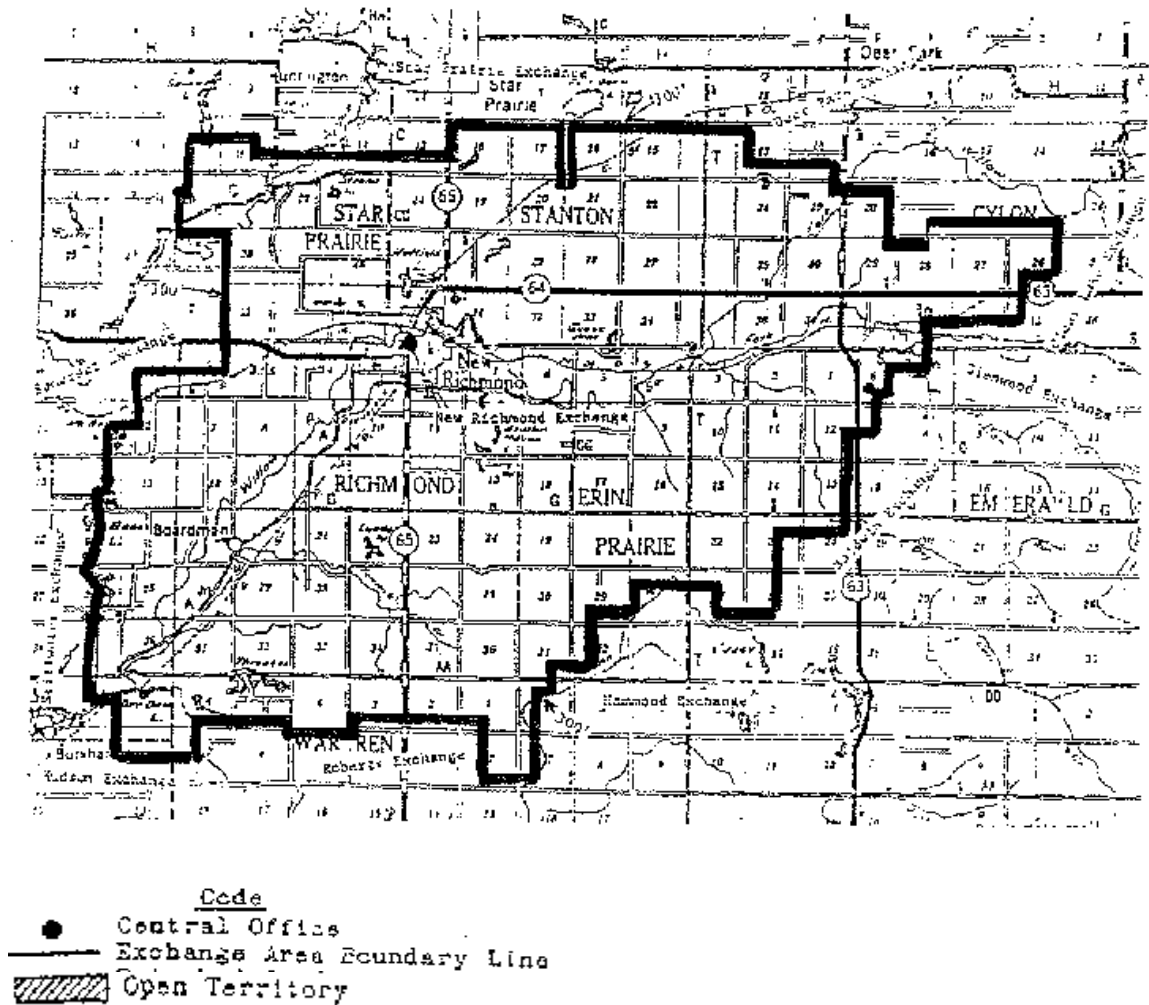
15.1.22 Star Prairie Exchange  
County – Polk, St. Croix



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

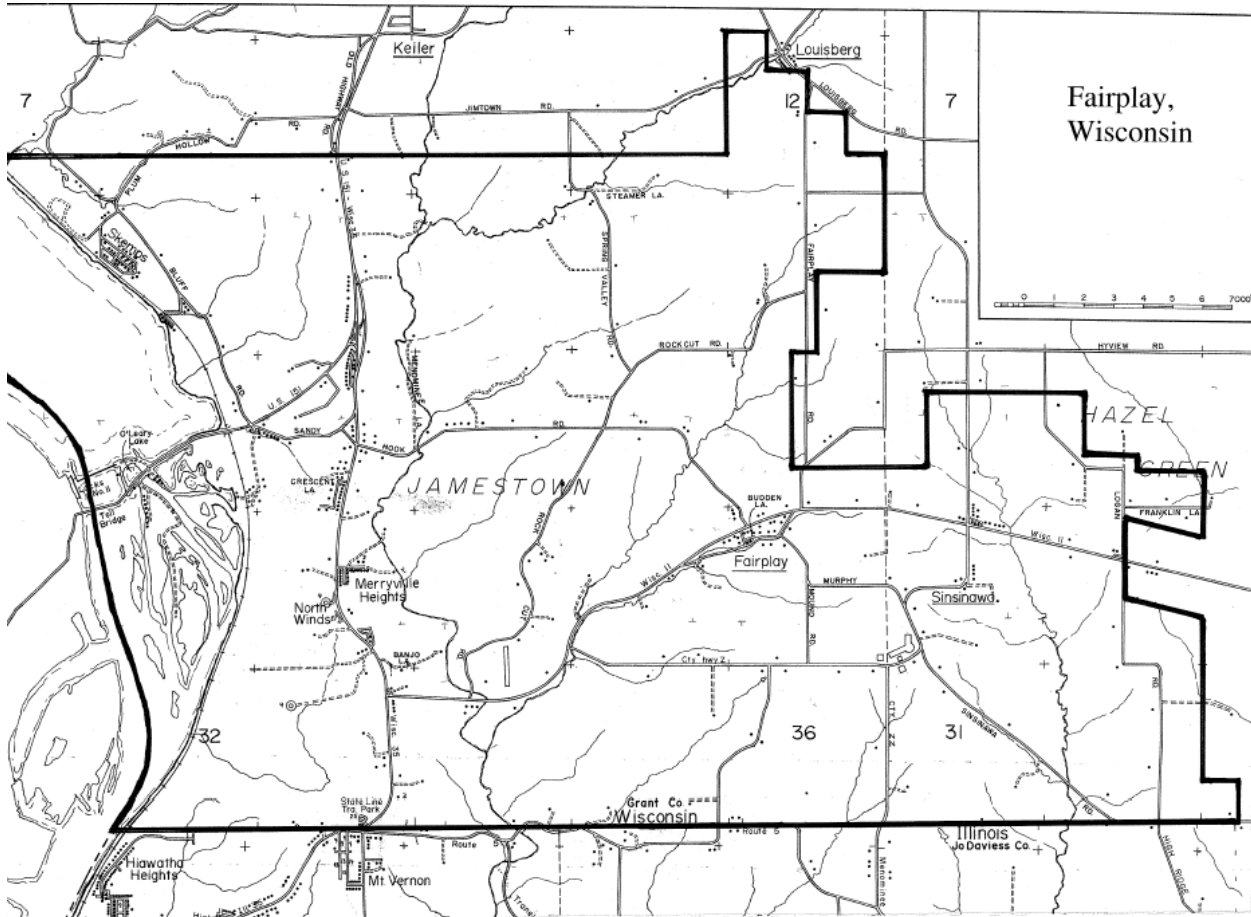
15.1.23 New Richmond Exchange  
County – St. Croix



EXCHANGE BOUNDARIES

15.1 Exchange Area Boundary Maps (Cont'd)

15.1.24 Fairplay Exchange  
County – Grant



---

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

16.1 Directory Assistance Service

16.1.1 General

- (A) Customers may obtain assistance in determining telephone numbers by calling a Directory Assistance Operator subject to the regulations and charges shown herein.

16.1.2 Regulations

- (A) Charges apply for directory assistance service calls placed for numbers in the local calling area in which the customer receives Local Exchange Telecommunications.
- (B) Rates are for each main, Key System trunk, PBX Central Office trunk, Mobile telephone unit and outward WATS access line. The application of rates are on a cumulative basis for the total number of main stations, PBX Central Office trunks, Mobile telephone units and out-ward WATS access lines billed to the same account.
- (C) Rates apply to Directory Assistance Service calls from each primary main Centrex telephone and dormitory Centrex telephone and are not applied on a cumulative basis.
- (D) Call allowances are not transferable between separate accounts of the same or other customers.
- (E) Excepted from a charge for Directory Assistance Service are calls originating from accounts being used by certified visually or physically handicapped persons; from public or semi-public telephones or from all Hospitals that equip patient rooms for telephone service.
- (F) A maximum of two requested telephone numbers is provided with each directory assistance call request.
- (G) The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall identify and save the Telephone Company harmless against all claims, damages, or judgements (including costs and reasonable attorney's fees) that may arise from the use of such information.

16.1.3 Rates

The rates shown are in addition to all rates and charges applicable for service with which this service may be furnished.

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

---

DIRECTORY ASSISTANCE AND OPERATOR SERVICES16.2 National Directory Assistance Service

National Directory Assistance (NDA) will provide the customer with directory listings for numbers outside of the customer's Local Access and Transport Area (LATA) from Frontier's directory assistance database. This database will make all the company listings available to any operator workstation along with national listings from other provider database(s). The Company will provide listings for residential, business, government and 1-800 numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

16.2.1 Conditions

- (A) The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
- (B) The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.
- (C) The customer will have access to any in- or out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of Non-Published listings. When a Non-Published number/address is requested, the message "Non-Published number/address" or "NP" is displayed and no information will be available.
- (D) Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- (E) National Directory Assistance and Customer Name and Address Service will be available where technology permits.
- (F) For directory listing information regarding numbers within the customer's LATA, Local Directory Assistance charges apply, as specified elsewhere in this tariff.

16.2.2 Rates

The rates shown are in addition to all rates and charges applicable for service with which this service may be furnished.

---

Issued: July 1, 2013Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

---

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

16.3 Directory Assistance Call Completion Service (DACC)

- (A) DACC Allows customers the option to have their Local, IntraLATA or InterLATA calls completed to a requested number by either Directory Assistance Operator or Directory Assistance Audio Response System that provides the requested directory listed number.

16.3.1 Regulations

- (A) The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
- (B) Charges for DACC are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
- (C) DACC will only be furnished where facilities and operating conditions permit.
- (D) The calling party will incur a \* per minute usage charge for all toll calls completed between the calling station and the station connected via DACC. No usage plan discounts will apply to calls connected via DACC. (C)

IntraLATA calls completed through the use of DACC will be carried by the Telephone Company, notwithstanding the identity of the presubscribed IntraLATA carrier (ILC PIC) selected by the Customer.

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

---

DIRECTORY ASSISTANCE AND OPERATOR SERVICES

16.4 Live Operator Fee

16.4.1 General

- (A) 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.
- (B) 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.

16.4.2 Rates

- (A) Rates and Charges are specified in the Rates and Charges sections for each exchange.

(N)

(N)

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 17  
First Revised Sheet No. 1  
Cancels Original Sheet No. 1

DIRECTORY LISTINGS

17.1 General

- (A) Only information necessary to identify the customer is included in these listings.
- (B) The Telephone Company may use abbreviations in listings when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired.
- (C) The Telephone Company may reject a residence listing which is judged to be business or advertising. The Telephone Company may reject a listing which it judges to be objectionable or fictitious and contrived.
- (D) Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
- (E) A name made up by adding a term such as Company, Shop Agency, Works etc to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.
- (F) Listing charges date from the day the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
- (G) Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. In the absence of willful misconduct, no liability for damages arising from publishing the telephone number of a non-published service customer in the directory or disclosing a non-published number to any calling party shall attach to the Company and where such number is published or disclosed by a Company employee, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published listing service.
- (H) The Company reserves the right to forward the name, address and telephone number of non-published telephone number service customers to government agencies authorized by ordinance to establish E911 service and/or subscribing to or providing E911 service.
- (I) Non-published directory service telephone numbers associated with the line used by the calling party to place outgoing calls may be forwarded to subscribers of calling number ID.

(N)

(N)

Issued: April 13, 2014

Effective: April 13, 2014

By: Kenneth Mason, Vice President of Government and Regulatory Affairs



DIRECTORY LISTINGS

17.2 Composition of Listings

(N)

(A) Name

1. Business Service (If questions arise regarding the right of a customer to list the name of a business or to use the trade name of another, the Company may require written authority from the owner of such name or trade name prior to the insertion or continuance of such listing.)
  - a. The name of a subscriber
  - b. The name of each business enterprise which the subscriber conducts
  - c. The name of a corporation which is the parent or subsidiary of the subscriber
2. Residence Service
  - a. The name of the subscriber
  - b. Another authorized residential name
  - c. Dual name listings for authorized by the subscriber i.e. Smith, Mary and John
  - d. Name of a church that includes “parsonage”, “rectory”, “parish house”, “church study” or a descriptor that indicates it is part of a domicile

(B) Designation

1. A designation can be used on a business service to assist the public in calling but not to advertise the business

(C) Address

1. Each customer may, but does not have to, include the house number and street name of the residence service is provided. A customer may provide an alternate address like a PO Box that is a valid mailing address.

(N)

DIRECTORY LISTINGS

17.3 Types of Listings

- (A) Primary Listing – One listing, termed the primary listing, is provided without charge for each customer service whether billed by the same monthly statement or by separate statements for service provided by an entity with directory listing agreement
- (B) Additional Listing – A general term to denote any listing, regardless of the form, in addition to the primary listing. It may be a second listing of the primary number with different name or a listing for a telephone number for the same customer service. It may also be a cross reference listing which is a referral without a telephone number to another listing i.e JC Penney’s see Penney’s. A business class of service may have a residential additional listing in order to populate a record in the residential section of a directory.
- (C) Foreign Exchange Listing – A listing appearing in a directory other than the directory in which local exchange service is furnished or associated with a service provider that does not have an directory listing agreement in place
- (D) Extra Lines of Information – descriptive text that does not have a telephone number
- (E) Non-Listed - A listing that is available in directory assistance but not printed in the telephone directory
- (F) Non-Published – A telephone number that is not listed in either directory assistance or in the telephone directory

(N)

(N)

JOINT USER SERVICE

18.1 General

- (A) Joint user service is an arrangement whereby a person or firm, whose telephone needs are not such as to justify the provision of separate telephone service, is permitted to use the service of an existing customer. To facilitate this use, a listing in the alphabetical section of the directory is provided for each joint user. This service is not designed to meet situations where a customer is engaged in furnishing service of a secretarial nature or is in the business of renting office space to transient or permanent tenants and desires to furnish telephone service to his leases.
- (B) The joint user must be located in the same office or suite of offices or in offices immediately adjacent to and connected with the office of the subscriber and must be so located as to be accessible to the telephone to be used. Joint use of hotel service is not furnished for persons or firms occupying stores, shops, or offices in transient or family hotels.
- (C) All arrangements for joint user service must be made by the subscriber who is held responsible for all charges for service including those incurred by the joint user.
- (D) The charges for joint user service date from the date the information records are posted.

---

INTERCONNECTION WITH CUSTOMER-OWNED EQUIPMENT AND WIRING

19.1 General Regulations

19.1.1 General

Customer provided facilities may be used with the facilities furnished by the Telephone Company for the purpose of securing telecommunications services subject to the provisions of this tariff.

19.1.2 Responsibility of the Customer

The customer-provided equipment shall not endanger the safety of the Telephone Company employees or the public or impair the operation of the Telephone Company system. The customer will be solely responsible for any loss or damages, or for impairment or failure of service, due to the use of customer-owned equipment or facilities.

The customer shall be responsible for the payment of Telephone Company charges for service calls by Telephone Company employees to the customer's premises where a service difficulty or trouble report results from customer-provided equipment. A maintenance service or trip charge will apply.

19.1.3 Responsibility of the Telephone Company

The responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities.

19.1.4 Network Control Signaling

Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. This may require a Telephone Company supplied and maintained signaling device.

---

INTERCONNECTION WITH CUSTOMER-OWNED EQUIPMENT AND WIRING

19.2 Equipment

- (A) The Telephone Company will provide a Standard Network Interface for the connection of customer premises inside wire. This interface device is provided as part of access service at no additional monthly rate and will be installed at the customer's premises at a location determined by the Telephone Company, which is accessible to the customer.
- (B) Under most conditions the Telephone Company will not charge for the installation of the interface device. If an interface device has not been previously provided, the Telephone Company must install one without additional charges to the customer in the following situations:
  - (1) New service installation
  - (2) Any services or repair call to a customer's premises (if time permits)
  - (3) When done on a flash-cut basis with prior commission approval.

Customers will be charged for network interfaces in the following circumstances.

- (1) Network interface installations or rearrangements done at the customer's request for an existing service installation.
  - (2) Network interface replacements when it can be determined customer caused damage to facilities in excess of any normal deterioration.
  - (3) Charges for network interfaces, when appropriate, will consist of the "premises visit" and "connecting device" charges as included in other sections of this tariff.
- (C) Customer provided Terminal Equipment not conforming with part 68 of the Federal Communication Commission Rules and Regulations may be connected to Telephone Company facilities for telecommunication service via protective circuitry provided by the Telephone Company.

---

INTERCONNECTION WITH CUSTOMER-OWNED EQUIPMENT AND WIRING

19.3 Customer Provided Premise Equipment

- (A) Any apparatus or device required for satisfactory operation of customer owned equipment or facilities of the Telephone Corporation shall be provided by or at the expense of the customer.
- (B) For the purpose of securing telephone service, facilities owned by the customer may be connected with the facilities of the Telephone Corporation, as provided herein, when such connection is required by military necessity or public safety, or when the customer owned facilities are in a location so hazardous, remote or inaccessible that the Telephone Corporation considers it undesirable to install its own facilities in such a location.
- (C) Customer Provided Protective Circuitry and Terminal Equipment may be connected at the customer's premises to facilities furnished by the Telephone Company for use with telecommunication service upon proof of compliance to the following conditions:
  - (1) The customer must comply with Part 68, Sub-part B of the Federal Communication Commission Rules and Regulations.
  - (2) The Protective Circuitry and Terminal Equipment must comply with Part 68 of the Federal Communication Commission Rules and Regulations.

19.4 Recording of Two-Way Telephone Conversations

- (A) Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided voice recording equipment may be connected with telecommunications services.
- (B) The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the services of the Telephone Company or switched on and off. In addition, one of the following conditions must apply:
  - (1) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording.
  - (2) A distinctive recorder tone, repeated at intervals of approximately 15 seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of (1) the recording equipment, (2) customer-provided registered or grandfathered protective circuitry or (3) a grandfathered Telephone Company-provided connecting arrangement.

---

INTERCONNECTION WITH CUSTOMER-OWNED EQUIPMENT AND WIRING

19.5 Connection to Company Facilities Via Protective Circuitry

Customer-provided equipment not approved by the Federal Communication Commission (FCC) or FCC approved equipment to be connected to party lines, may only be connected with a network interface provided at the customer's expense.

19.6 Responsibility of the Telephone Company

- (A) Telecommunications services are not represented as adapted to the use of Customer-provided terminal equipment or communications systems. Where Customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility of the Telephone Company shall be limited to the furnishing of service components suitable for telecommunications services and for the design, maintenance and services. Subject to this responsibility the Telephone Company shall not be responsible for (1) the through transmission of signals generated by the Customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by Customer-provided terminal equipment or systems, or (3) address signaling where such signaling is performed by Customer-provided signaling equipment.
- (B) The Telephone Company will, at the Customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit Customer-provided terminal equipment to operate in a manner compatible with telecommunications services.

LIFELINE ASSISTANCE PROGRAMS

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016. (N)  
(N)

20.1 Federal Lifeline Program (T)

20.1.1 Description (T)

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Local Exchange Service rate. The assistance applies to a single telephone line or broadband service, or a bundle of broadband and single telephone line service at the applicant's principal place of residence. (C)

20.1.2 Eligibility Requirements

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household [1] in one of the following programs:

- Federal Public Housing Assistance (FPHA) or Section 8
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

20.1.3 Terms and Conditions

(A) An applicant may request Lifeline assistance directly through the on-line consumer portal of the National Verifier. Applicants may also mail a completed paper application, Household Worksheet, and proof of eligibility to the Lifeline Support Center. Applicants may obtain the required forms from the following website: <https://www.frontier.com>.

(B) The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services). (C)

[1] A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses. (N)  
(N)



Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 20  
First Revised Sheet No. 2  
Cancels Original Sheet No. 2

LIFELINE ASSISTANCE PROGRAMS

- 20.1 Federal Lifeline Program (Cont'd) (T)
- 20.1.3 Terms and Conditions (Cont'd) (T)
- (C) Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, a qualifying broadband service or a qualifying bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider. (C)
  - (D) The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
  - (E) Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
  - (F) Nonrecurring charges will not apply when establishing this program on existing service.
  - (G) Partial payments made by Lifeline customers will be applied first towards local service charges.
  - (H) The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.
  - (I) At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.
  - (J) All Lifeline recipients will be required to recertify their eligibility every year. (C)

---

Issued: December 1, 2019

Effective: December 1, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

LIFELINE ASSISTANCE PROGRAMS

20.1 Federal Lifeline Program (Cont'd) (T)

20.1.3 Terms and Conditions (Cont'd) (T)

- (K) Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service. (C)

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

- (L) Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 20.3. following.

20.1.4 Monthly Credit

Monthly Credit is in Section 26 through 31. (C)

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 20  
First Revised Sheet No. 4  
Cancels Original Sheet No. 4

LIFELINE ASSISTANCE PROGRAMS

20.2 State Lifeline Program

(T)

20.2.1 Description

(T)

The state of Wisconsin provides additional assistance in the form of a monthly credit for residential exchange service for qualified Lifeline customers.

(C)

20.2.2 Eligibility Requirements

State Lifeline Program assistance is available to all residential customers who meet the following requirements:

- Any program identified in 20.1.1 (B) of this section.

20.2.3 Terms and Conditions

(A) Credits are applied to the end user's basic local exchange service.

(B) At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate.

20.2.4 Rates

(A) State Lifeline credits are established according to WI Public Service Commission Chapter PSC 160.062(a) Wis. Adm. Code and are available to all qualified low-income customers.

(C)

---

Issued: December 1, 2019

Effective: December 1, 2019

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

LIFELINE ASSISTANCE PROGRAMS

20.2 State Lifeline Program (Cont'd)

(T)

20.2.4 Rates (Cont'd)

(T)

(A) (Cont'd)

(N)

Exchange-specific state lifeline credits are calculated as follows, using the Mondovi exchange as an example):

1. Residence Single Party Line, including Touchtone	\$16.85
2. Plus: Extended Area Service Charge	N/A
3. Plus: Police and Fire Protection Fee	+ \$0.75
4. Plus: State USF Assessment	+ \$0.99
5. Plus: Remainder Assessment	N/A
6. Plus: Telecommunications Utility Trades Practices	N/A
7. Plus: 911 Charge	+ \$0.40
8. Plus: Federal Subscribe Line Charge (aka Federal EUCL)	+ \$6.50
9. Plus: Access Recovery Charge [1]	N/A
10. Plus: Charge for 120 local calls (not ECC)	N/A
11. Equals: Subtotal	<u>\$25.49</u>
(If this Subtotal is \$25 or less, the lifeline adjustment is \$10. If this amount is greater than \$25, the lifeline adjustment is the sum of the amount necessary to reduce the lifeline monthly rate to \$15. The maximum state credit is \$9.25.)	
12. Subtract: Lifeline Adjustment	<u>- \$15.00</u>
13. Equals: Subtotal	\$10.49
14. Subtract: Federal Lifeline Credit Amount	<u>- \$7.25</u>
15. Equals: State Lifeline Credit Amount	\$3.24
(The monthly state lifeline credit is the lesser of this amount or \$9.25)	

(B) State Lifeline Monthly Credits

State Lifeline Monthly Credits are in Section 26 through 31.

[1] The Access Recovery Charge is credited separately on customer invoices and is therefore not included in this calculation.

(N)

LIFELINE ASSISTANCE PROGRAMS

20.3 Tribal Lands Lifeline Program (T)

20.3.1 Description (T)

The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph € of Title 47 Code of Federal Regulations, Section 54.400. (C)

20.3.2 Eligibility Requirements

To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 20.1.1 (B) preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:

- Bureau of Indian Affairs (BIA) general assistance program
- Tribally administered Temporary Assistance for Needy Families (TANF)
- Head Start programs (under income qualifying eligibility provision only)
- Food Distribution Program on Indian Reservations

Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.

20.3.3 Terms and Conditions

- (A) Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs.
- (B) Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non- discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below zero during any month. (C)

LIFELINE ASSISTANCE PROGRAMS

20.3 Tribal Lands Lifeline Program (Cont'd)

(T)

20.3.3 Terms and Conditions (Cont'd)

(T)

(C) Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

(C)

20.3.4 Monthly Credit

Credit Amount

- Flat rated individual line Up to \$25.00 [1]

20.4 Link-Up Program

Link-Up assistance for non-Tribal Lifeline customers was eliminated as of April 1, 2012, pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).

Eligible residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

(C)

[1] The Tribal Lifeline Credit is up to \$25.00 but will not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line, including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 20.2.4 preceding is subtracted from the total and the remaining difference is the applicable credit amount.

(N)

(N)

---

FOREIGN EXCHANGE SERVICE

21.1 Foreign Exchange Service

21.1.1 General

- (A) Foreign exchange service is exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the customer is located.
- (B) Foreign exchange service is not in accord with the normal plan of furnishing telephone service. Such service is provided where suitable facilities are available or can readily be made available.
- (C) In the case of a multi-office exchange, the central office from which foreign exchange service is furnished is determined by the Telephone Company on the basis of the facility conditions.
- (D) Foreign exchange service may be furnished between two exchanges of the local Telephone Company or between an exchange of the local Telephone Company and an exchange of a foreign company, provided the foreign company is willing to cooperate in furnishing such service. In those cases where foreign exchange service is in cooperation with another company, the rates and regulations of each company apply to that portion of the service it furnishes.
- (E) The scope of local service, the toll charges and the rules and regulations applicable to foreign exchange service are the same as apply in the foreign exchange for the service furnished.
- (F) This service is limited to the customer and his employees for business purposes; and in the case of residence service to the members of his household. Use of this service by others to avoid payment of toll charges will be sufficient cause for the discontinuance of the service by the Telephone Company. Prior to discontinuance of the service, the Telephone Company will give the customer five days written notice of their intention to discontinue such service.
- (G) Foreign exchange service is available subject to the regulations contained herein except in the case of non-contiguous exchanges. Where the normal local exchange and the foreign exchange are not contiguous and have no common boundary, only Business Individual Line Service and P.A.B.X. Trunk Service will be provided.
- (H) All negotiations for the establishment of foreign exchange service will be carried on by the prospective customer with the business office of the normal service exchange.

FOREIGN EXCHANGE SERVICE

21.1 Foreign Exchange Service (Cont'd)

21.1.2 Rates

The rate for foreign exchange service is the rate applicable in the foreign exchange for the class of service furnished, plus mileage charges as shown below:

(1) Mileage Charges

Per 1/4 mile or fraction thereof airline distance from the customer location to the nearest point on the foreign exchange boundary.

(2) Nonrecurring Charges

Cross Boundary Foreign Exchange Service Establishment Charge, per exchange (this charge is in addition to applicable multi-element service charges and appropriate construction charges)

(3) Initial Contract Period

When it is necessary to construct additional facilities to provide Foreign Exchange Service, the minimum initial contract period shall be (a) The minimum required by the regulations governing the normal serving exchange; or (b) the following for any extension of facilities within the Foreign Exchange Area, should the requirements below be greater than the requirements of the normal serving exchange:

<u>Lengths of Extension of Facilities</u>	<u>Initial Contract Period</u>
Up to 1/4 mile	1 year
1/4 mile to 1/2 mile	2 years
Over 1/2 mile	3 years

(4) Construction Charges

Rates, rules and regulations governing construction charges as set forth in this tariff apply to any construction necessary within the normal service exchange area. Applicants for foreign exchange service are required to pay for all construction necessary from their premises to the exchange boundary of the foreign exchange.



---

NONUTILITY MERCHANDISING

General

Nonutility merchandising is an arrangement whereby the Company engages in the direct sale and leasing of equipment and services through accounting procedures established by the Public Service Commission of Wisconsin.

Voice Mail Services

Voice Mail is an optional central office-based voice message system with the capability to record and store messages for subsequent playback in a voice mailbox arrangement. The services are offered within the service area of the exchanges of the Company.

Equipment and Services Available Under Nonutility Merchandising

- A. New equipment such as single and multiline telephone instruments, mobile telephone instruments, multiline telephone systems, private branch exchange systems, alarms, paging systems, computers and any ancillary equipment with the aforementioned items, including inside wiring.
- B. Service relating to the repair, maintenance and installation.

Geographic Area Served

Nonutility merchandising options are available to all customers within the serving area of the exchanges of the Company, and to anyone outside the serving area of the Company, on request.

Second Computer Inquiry Compliance

The Telephone Company will continue to offer equipment and service under Tariff to the deaf and hard-of-hearing as outlined by PSCW order in Docket 05-TV-6.

---

ACCESS SERVICE - CONCURRENCE

23.1 Concurrence

This telephone utility concurs in the Access Service Tariff and all future modifications filed by the Wisconsin State Telecommunications Association and approved by the Wisconsin Public Service Commission except where a non-concurrence is filed or provisions of the Tariff where this telephone utility does not concur as set forth below.

The telephone utility does not concur in any section of the Tariff that requires the utility to furnish services or facilities which it does not have or where the furnishing of such services or facilities impair or interfere with the provision of services to the telephone utility's end users.

If any provision of said Tariff is in conflict with any Order, Tariff or Rule of the Public Service Commission on billing, deposits or disconnection's or any other Order or Rule of the Public Service Commission, that Order or Rule supersedes this Tariff.

The Telephone Company specifically does not concur in the following sections of the Tariff:

- (1) Any section of said Tariff that relates to the provision of services or facilities for radio common carriers or cellular mobile carriers.
- (2) For intrastate purposes, access rates and charges for foreign exchange service shall be billed to carriers.

---

CHANNEL SERVICES

24.1 General

In addition to the regulations set forth elsewhere in this tariff, the following regulations apply to services and channels for the types defined as following.

24.2 Descriptions of Voice Grade Channels and Services

Voice grade services and channels include channels with an approximate bandwidth of 300 – 3000 Hz for voice and data transmission. Channels are furnished with transmission characteristics and for applications as set forth below. Channel definitions are listed by channel types, and the specifications refer to the overall facility. The basic channels may require signaling arrangements as specified for the channel type or may be equipped with options or service arrangements.

24.2.1 Channel Types – Voice Grade

- (A) Type 2001 – A two-wire interface with effective two-wire facilities engineered for a 1000 Hz net loss of 0 to 10 dB. Suitable for many basic voice communications applications. Furnished for two-point service or for multi-point service.
- (B) Type 2006 – A two-wire interface with effective two-wire facilities engineered for 1000 Hz net loss of 0 to 4.5 dB. Furnished for voice transmission Inter-Wire Center Exchange Service use. Encompasses the connection to permit a customer to obtain individual line or PBX trunk service from a wire center serving area other than the one in the station is located. These channels are furnished on a two-point basis.
- (C) Type 3002 – A four-wire interface with four-wire facilities engineered for a 1000 Hz net loss of 16 dB. Suitable for data transmission. Furnished for two-point service or for multi-point service.
- (D) Type 3003 – A two-wire interface with effective two-wire facilities engineered for a 1000 Hz net loss of 16 dB for data transmission. Furnished for two-point service or for multi-point service.

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 25  
Original Sheet No. 1

---

EXTENDED AREA SERVICE

25.1 General

Extended Area Service (“EAS”) is defined as telephone service in which customers in one exchange may call customers in another exchange or combination of exchanges without incurring toll charges.

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 25  
Original Sheet No. 2

---

EXTENDED AREA SERVICE

25.2 Rhineland Telephone Company - EAS Exchanges

<u>From</u>	<u>To</u>
Argonne	Crandon
Crandon	Laona Argonne
Crescent	Sugar Camp Lake Tomahawk Rhineland Pelican Lake
Elcho	Antigo Pelican Lake
Lake Tomahawk	Rhineland Crescent Pelican Lake
Pelican Lake	Rhineland Crescent Elcho Sugar Camp Lake Tomahawk
Rhineland	Sugar Camp Lake Tomahawk Crescent Pelican Lake
Sugar Camp	Rhineland Crescent Pelican Lake

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 25  
First Revised Sheet No. 3  
Cancels Original Sheet No. 3

EXTENDED AREA SERVICE

25.3 Frontier Communications of Viroqua - EAS Exchanges

<u>From</u>	<u>To</u>
Viroqua	Liberty Pole Westby DeSota Genoa LaFarge Readstown Viola Soldiers Grove

25.4 Frontier Communications of Wisconsin - EAS Exchanges

<u>From</u>	<u>To</u>	
Bear Creek	New London Clintonville	
Bowler	Wittenberg Tigerton	(T)
Cecil	Bonduel Shawano	(T)
Clintonville	Bear Creek Marion	
Gresham	Shawano	
Keshena	Neopit Shawano	
Marion	Clintonville	
Shawano	Cecil Bonduel Gresham Keshena	
Tigerton	Bowler Wittenberg	

Issued: December 23, 2015

Effective: December 23, 2015

By: Allison Ellis, Vice President of Government and Regulatory Affairs

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 25  
Original Sheet No. 4

---

EXTENDED AREA SERVICE

25.5 Frontier Communications of Mondovi - EAS Exchanges

<u>From</u>	<u>To</u>
Mondovi	Eleva Gilmanton Modena

25.6 Frontier Communications – St. Croix - EAS Exchanges

<u>From</u>	<u>To</u>
New Richmond	Star Prairie Somerset
Star Prairie	New Richmond

25.7 Citizens Telecommunications Company of IL - EAS Exchanges

<u>From</u>	<u>To</u>
Fairplay, WI	E. Dubuque, Illinois Dubuque, Iowa Dickeyville, Wisconsin

---

Issued: July 1, 2013

Effective: July 1, 2013

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

PROMOTIONS

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

(N)  
|  
(N)

Simply Unlimited Multiline Promotion

Beginning May 13, 2013 and extending until July 30, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible for the Multiline Promotion which provides the second and third Simply Unlimited Bundle for \$23.99/line/month. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the 2nd and 3rd line remain in effect.

Simply Unlimited Multiline Bundle – All Line Promotion

Beginning July 7, 2013 and extending until October 4, 2013, new Business broadband customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

Simply Unlimited Multiline Bundle – All Line Promotion

Beginning October 7, 2013 and extending until December 31, 2013, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

Simply Unlimited Multiline Bundle – All Line Promotion

Beginning January 3, 2014 and extending until March 28, 2014, new Business broadband customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

Simply Unlimited Multiline Bundle – All Line Promotion without Broadband

Beginning January 19, 2014 and extending until April 15, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.



PROMOTIONS

Simply Unlimited Multiline Bundle – All Line Promotion without Broadband

Beginning April 17, 2014 and extending until June 30, 2014, new Business customers who purchase the Simply Unlimited Multiline Bundle are eligible to receive the first line at \$28.99 per month and any additional lines for \$23.99 per month up to the 12 line max. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle remain in effect.

Frontier Simply Unlimited Promotion

Beginning August 15, 2014 thru December 31, 2014 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

Frontier Simply Unlimited Promotion

Beginning January 1, 2015 thru March 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

Frontier Simply Unlimited Promotion

Beginning April 1, 2015 thru June 29, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

Frontier Simply Unlimited Promotion

Beginning July 1, 2015 thru December 31, 2015 new and existing customers who subscribe to Frontier Simply Unlimited and commit to a one, two or three year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Frontier Simply Unlimited Long Distance plan through Frontier Communications of America as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products in the appropriate tariff/product guide.

(N)  
|  
(N)

Wisconsin Terms of Service

Frontier Communications  
Wisconsin

Section 32  
Third Revised Sheet No. 3  
Cancels Second Revised Sheet No. 3

PROMOTIONS

OneVoice Nationwide Promotion

Beginning November 1, 2015 and extending until March 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 3/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

OneVoice Nationwide Promotion

Beginning April 1, 2016 and extending until June 30, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 6/30/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

OneVoice Nationwide Promotion

Beginning July 1, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the tariff will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after 8/31/16 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 5/22/17 and 8/19/17 with a term commitment of 1,2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

(N)  
|  
(N)

Issued: May 22, 2017

Effective: May 22, 2017

By: Kenneth Mason, Vice President of Government and Regulatory Affairs

PROMOTIONS

32.15 Frontier Commercial Voice Unlimited

New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between 9/14 /17 and 12/31/17 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

32.16 Frontier Digital Phone Unlimited

Effective July 22, 2018 thru October 22, 2018 new Frontier Digital Phone customers with qualifying Broad band services will have all standard non-recurring charges waived for the initial set up and have a promotional monthly rate of \$19.99 for the Digital Phone portion of the bundle for a two year period.

32.16 Frontier Digital Phone Unlimited

Beginning May 19, 2019 through November 19, 2019, for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

32.17 Frontier OneVoice

Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a \$29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible.

(N)  
|  
(N)