

FRONTIER COMMUNICATIONS OF MICHIGAN

State of Ohio

Catalog of Local Tier 2 Services and Toll Services

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800 Only (Toll Restriction):

800 ONLY is an optional toll restriction service. With 800 ONLY placed on the line, the customer's long distance dialing will be restricted to 800 series numbers only. The customer will still have the capability to place local calls, EAS, 911, 711 calls and pay per use calls such as Call Return, Auto Redial and Call Trace. Access to operator assistance and directory assistance are available only if allowed by the calling card being used by the customer. This service is offered on lines only where it is technically feasible. A monthly recurring charge per line will apply. The Service Connection Charge as stated in the Company's local Tariff will apply per line for customers that request this service on an existing line.

Rate: \$ 3.00/month/line

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.

	<u>Residence</u>	<u>Business</u>
Duplicate Bill Charge, per copy of bill requested	\$5.00	\$5.00

Carrier Toll Restriction Service

(1) General

Selective Carrier Denial (Selective Toll Blocking)

Selective Carrier Denial limits the Company's customer access to the requesting toll service provider's facilities, including 10-XXX and 0-dialing. After subscribing to this service, the carrier provides the Company with a list of subscribers who should be denied access to the carrier's facilities and a list of previously denied subscribers who should regain access.

(2) Regulations

- a. The Company will provide the service on a nondiscriminatory basis, to all toll service providers in service areas where implementation of intraLATA equal access has occurred.
- b. Carrier Toll Restriction Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide the service.
- c. The Company shall not be liable to the carrier or to 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 an any non toll free number for any purpose.
- d. Carrier Toll Restriction Service does not provide restriction of nonchargeable calls to numbers such as repair service, public emergency service (i.e., 911), 1+800 calling or local directory assistance (DA) service in the event charges do not apply to the provision of DA.
- e. Carrier Toll Restriction Service will be provided to Residence One-Party, Business One-Party and Business Trunk customers. Carrier Toll Restriction Service will not be provided with party-line or Centrex services.
- f. The minimum contract period for Carrier Toll Restriction Service(s) is one month.

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Carrier Toll Restriction Service (Continued)

(3) Rates

The following rates and charges apply to the Company's provision of Carrier Toll Restriction Service and are in addition to all other carrier charges as specified elsewhere in the Company's tariffs.

	<u>Monthly Rate</u>
Selective Carrier Denial	
Residence, per line equipped	\$5.00
Business, per line equipped	5.00
Trunk, per line equipped	5.00

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Custom Calling Services:

A. GENERAL

1. Custom Calling Services are available on individual line, business and residence exchange services, excluding coin operated services. Call Waiting is not available on rotary key lines.

B. DESCRIPTION OF FEATURES

1. Call Waiting/Cancel Call Waiting Service emits an audible signal on a busy line indicating that a second call is incoming. The customer may elect to terminate the call with the first party and answer the second calling party, or hold completely private conversations with each of the two parties on an alternate basis.

The Call Waiting feature may be temporarily disable at the option of the customer, from the customer's touch calling instrument. Temporary disabling of this feature will not affect the monthly charge to the customer.

2. Call Forwarding Service permits a customer to have incoming calls transferred to another pre-selected telephone number. The grade of transmission of calls which are forwarded may vary depending on the distance and routing necessary to complete the call. Therefore, the normal grade of transmission is not guaranteed on any forwarded call. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. This applies to all "Call Forwarding" type services offered.
3. Enhanced Call Forwarding Service In addition to Call Forwarding Service described above, this service permits the subscriber to have incoming calls transferred to another telephone number when his number is busy and/or not answered after a specified number of rings. The subscriber is responsible for the establishment and change of the forwarded telephone number destination. The subscriber is also responsible for feature activation and deactivation as well as reestablishing the forwarded telephone number upon interruption of the Call Forwarding Service. Where a toll message charge is applicable to the call to be forwarded, such charges will be billed to the Call Forwarding customer. This service is not available in connection with rotary (trunk hunting) service.
4. Speed Calling Service permits a customer to reach preset numbers by abbreviated dialing. Speed Call 8¹ provides for up to eight preset numbers. Speed Call 30 provides for up to thirty preset numbers. The system allows the customer to alter the speed calling list.

¹ Discontinued Offering

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Custom Calling Services: (Continued)

B. DESCRIPTION OF FEATURES (Continued)

5. Three-Way Calling Service permits a customer to add a third party to an existing conversation. It allows both hold and add-on capabilities. The grade of transmission on Three-Way Calling may vary depending on the distance and routing necessary to complete such a call, therefore, the Telephone Company makes no representation as to the quality of transmission.
6. Distinctive Ring provides customers with the ability to distinguish certain calls from all others by providing a distinctive ringing pattern. It also permits a second number to be assigned to the same line.
7. Home Intercom¹ permits a customer to call other phone extension lines within the same grouping. Abbreviated dialing is used, and a second number is assigned.

C. RATES AND CHARGES

1. <u>Individual Services</u>	<u>Per Month/Per Line</u>		<u>Per Activation</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Call Waiting	\$8.75 (I)	\$8.50		
Call Forwarding	9.25 (I)	8.50		
Enhanced Call Forwarding	5.99	N/A		
Speed Call 8 ¹	6.50	3.50		
Speed Call 30	6.50	4.40		
Three-Way Calling	10.00 (I)	8.50	\$3.00 ²	\$3.00 ²
Distinctive Ring	6.99	5.45		
Home Intercom ¹	1.50	N/A		

2. When Custom Calling Service is provided subsequent to establishment of the initial service, or is requested during other than a promotional period, a Line Rearrangement Charge (Service Connection Charge) applies per line for all (one or more) Custom Calling Service features provided at the same time, as specified in Tariff P.U.C.O. No. 2 Service Connection Charges.
3. One Line Rearrangement charge applies for one or more features changed and added at the same time.
4. Line Haul Charges - Between the telephone equipped for Call Forwarding and the number to which the call is forwarded, the subscribing customer is responsible for the payment of regularly applicable charges for a dialed station-to-station call including a person-to-person or collect call that is not accepted.

¹ Discontinued Offering

² Maximum Per Activation charge per month, per line is \$15.00

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Custom Local Area Signaling Services (CLASS):

A. General

Custom Local Area Signaling Services are optional services offered to single line business and residence customers served in the Frontier Communications of Michigan, Inc. exchange of Cooney. The Company does not assure the delivery or non-delivery of calling numbers or the accuracy or completeness in the name, number or other information delivered to the customer in conjunction with Caller ID, Call Return services and other similar services identified in this catalog. Some calls may not display name and/or number information and/or Call Return may not be available for some calls, including but not limited to, those calls from callers who block their information, calls from or routed through certain Company and/or third party equipment or networks, and calls from certain types of customer provided equipment. The Company is not liable to the customer or any party for any error, omission, incomplete call or mistake associated with Caller ID, Call Return or other similar services identified in this catalog.

B. Regulations

1. CLASS Services are offered only to customers served by central offices equipped to provide such service.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped offices.
3. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with CLASS Services. All customer provided equipment (CPE) used to interface with Caller ID Name is required to conform with Technical Reference Specifications as used by the Company.
4. 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.
5. The Company's liability arising out of the provision of any CLASS feature including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in its local tariff.
6. Caller ID Name is not available on operator-handled calls, on trunk-side connections and on line-side connections to key systems and PBXs that are not compatible with Caller ID Name.
7. Caller ID Name Service may not display a direct name and number for operated-assisted calls, out-of-area calls, calls marked private by the originator or calls originating from coin- and party line stations.

Custom Local Area Signaling Services (CLASS):

8. Except as provided in Section E – CLASS Promotions, a nonrecurring Service Connection Charge, as stated in Frontier’s General Exchange Service Tariff, will apply when a customer subscribes to Per-Line Blocking or any of the CLASS features.
9. An originating caller’s calling directory name and number may not be displayed at the called party under the following conditions:
 - a. The calling name and number may not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller’s data.
 - b. The calling name and number may not be displayed if the called party answers the incoming call during the first interval.
10. Caller ID Name Blocking Service
 - a. Per-Call Blocking
 1. Free Per-Call Blocking Service will be universally available, where technically feasible, to residence and business customers who are served from appropriately equipped central offices. Per-Call Blocking Service prevents the delivery of the calling party’s telephone name and number to Caller ID Name subscribers on a per-call basis when the calling party activates the appropriate Caller ID Name Blocking activation code prior to placing the call. If the called party has a display device, a privacy indicator will appear instead of the calling party’s name and telephone number.

All Frontier payphones in Frontier’s service area will be equipped with Per Call Blocking.
 2. Per-Call Blocking capability is not available on line-side connections to key systems and PBXs that do not accept the Caller ID Name Blocking activation code.
 - b. Per-Line Blocking

Prevents the disclosure of the calling party’s name and telephone number on all outgoing calls, without the necessity of an activation code. If the called party has a display device, a privacy indication will appear instead of the calling party’s name and telephone number. On a per call basis a customer may deactivate Per-Line Blocking by activating a designated code. After completion of the call, the line reverts back to the privacy status.

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Custom Local Area Signaling Services (CLASS): (Continued)

B. Regulations (Continued)

b. Per-Line Blocking (Continued)

1. Per-Line Blocking Service will be available, where technically feasible, at no charge to the customer, by subscription to all residence customers and business customers.
2. Customers may order Per-Line Blocking with a simple statement to the Company, either orally or in writing.

Telemarketers are prohibited from blocking the disclosure of their telephone number when placing calls. Upon receiving complaints that a telemarketer is blocking the disclosure of its telephone number, the company will investigate the complaints and terminate the number blocking service where appropriate.

C. Feature Description

CLASS Services include the following:

Call Return (*69)-Allows a customer to automatically recall the telephone number of the last incoming call to that line, regardless of whether the call was answered, unanswered, or busy. After the recall is activated, and unless the number is blocked as described below, an announcement of the number is provided to the customer, who then has the choice of either continuing the callback by entering a code, or terminating the callback by hanging up. If the redialed number is busy, a distinctive ring alerts the customer when the number becomes available. If the telephone number of the last incoming call has been blocked through the use of a service such as Caller ID Name Blocking, the call cannot be returned. Call Return is available on a universal, pay-per-use basis to customers that do not subscribe to these services on a monthly basis. Pay-per-use Call Return will be removed from the customer's line at the customer's request at no charge. Customers may request the removal by notifying the company either orally or in writing. Once pay-per-use Call Return is removed from a customer's line, there will be a nonrecurring Service Connection Charge, to add it back to the customer's line. The callbacks created by Call Return activation may be to areas where toll charges or extended local calling service charges would apply. This feature cannot be activated for all telephone numbers such as numbers with 800, 900 prefixes

Custom Local Area Signaling Services (CLASS): (Continued)

C. Feature Description (Continued)

Call Return (*69) (Continued)

Pay-per-use Call Return may not work on Centrex lines. For those customers not subscribing to monthly Call Return service, the customer will be charged a Pay-per-use activation fee each time they activate the Call Return activation code and it is successful. A successful activation occurs when the customer receives the announcement of the telephone number of the last incoming call.

Busy Number Redial-Allows a customer to automatically redial the last telephone number dialed. If the called number is busy, the number is redialed for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. Busy Number Redial is available on a universal, pay-per-use basis to those customers that do not subscribe to these services on a monthly basis. Pay-per-use Busy Number Redial will be removed from a customer's line at the customer's request at no charge. Customers may request the removal by notifying the company either orally or in writing. Once pay-per-use Busy Number Redial is removed from a customer's line, there will be a nonrecurring Service Connection Charge, to add it back to the customer's line. Busy Number Redial may not work on PBX, Key or Centrex lines.

Priority Call-Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A distinctive ringing 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. Priority Call may not work on PBX or Key lines.

Selective Call Acceptance-Allows a customer to specify a list of up to a maximum of 15 telephone numbers from which the customer wishes to receive calls. An incoming call that is not on the list is routed to an announcement stating that the called party does not wish to receive the call. Selective Call Acceptance may not work on PBX or Key lines.

Selective Call Forward-Allows a customer to specify a special list of telephone numbers, up to a maximum of 15 numbers. Incoming calls placed to the customer from telephone numbers on the list are automatically forwarded to a predefined telephone number. Selective Call Forward may not work on PBX or Key lines.

Custom Local Area Signaling Services (CLASS): (Continued)

C. Feature Description (Continued)

Selective Call Rejection-Enables a customer to reject call attempts from up to 15 telephone numbers of calling parties. The customer does not need to know the number to add it to the rejection list. Selective Call Rejection may not work on PBX or Key lines.

Call Trace-Will allow the customer to initiate a trace on the last incoming call received from a local service area in which custom local area signaling service features are offered by dialing an activation code. Upon the customer's request, the trace information will be provided to law enforcement agencies by the company, but will not be released directly to the customer. After dialing the Call Trace activation code, the customer will hear a message explaining the charges and how to proceed with or terminate the trace. The announcement will also inform the customer if the trace was successful and offer a number to call for further instructions. By accepting the service, customer agrees that Frontier Communications of Michigan Inc. shall not be held liable for damages due to an inability to trace calls. Call Trace is available only on a universal pay-per-use basis. Call Trace will be removed from a customer's line at the customer's request at no charge. The customer may request the removal by notifying the company either orally or in writing. Once Call Trace is removed from a customer's line, there will be a nonrecurring Service Connection Charge, to add it back to the customer's line.

Caller ID Name-Provides for the display of the calling party's name and number on a customer provided device attached to the customer's access line or on a telephone or answering machine equipped with a built-in display screen. Called ID Name Service will forward the calling party's name and number from the appropriately equipped terminating Central Office to the customer provided display device. The calling party may utilize or subscribe to such services which will prevent the disclosure of their name and telephone number. In such instances, a privacy indication will appear on the customer-provided display device instead of the calling party's name and telephone number. The company will provide Caller ID Name subject to technical limitations.

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Custom Local Area Signaling Services (CLASS): (Continued)

D. 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 CLASS services are associated:

1. <u>Individual Services</u>	<u>Per Month/Per Line</u>		<u>Per Activation</u>	
	<u>Residence</u>	<u>Business</u>	<u>Residence</u>	<u>Business</u>
Call Return (*69)	\$6.50	\$5.50	\$3.00 ¹	\$3.00 ¹
Busy Number Redial	6.50	5.50	3.00 ¹	3.00 ¹
Priority Call	6.50	5.00		
Selective Call Acceptance	6.50	5.00		
Selective Call Forward	6.50	5.00		
Selective Call Rejection	6.50	5.00		
Call Trace			7.00 ³	8.25 ³
Caller ID Name	13.50 (I)	13.00		
Anonymous Call Rejection	6.00 (I)	5.75		
Remote Activated Call Forward	7.00 (I)	4.40		
Multiple Simultaneous Call Forward	-	11.00		
Remote Call Forwarding Service	24.50	33.50		

Per-Call Blocking provided automatically at no charge.

Per-Line Blocking provided on a subscription basis at no charge.

2. Service Package

Frontier Freedom Package ²	\$15.95
Frontier Savers Pack ²	9.95
Frontier Choices	17.95
Frontier Feature5 Pack	11.95

3. Package Offerings

a. Frontier Freedom Package² includes the following features:

- Caller ID Name
- Call Forwarding
- Call Waiting
- Busy Redial
- Call Return
- Speed Calling 8 Code
- Three-Way Calling

¹ Maximum Per Activation charge per month, per line is \$15.00

² Discontinued Offering

³ Maximum Per Activation charge per month, per line is \$32.50

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Custom Local Area Signaling Services (CLASS): (Continued)

D. Rates and Charges (continued)

3. Package Offerings (continued)

b. Frontier Savers Pack¹ includes Caller ID Name and choice of any two of the following:

- Call Waiting *
- Speed-Call-8 *
- Call Forwarding *
- Three-Way Calling *
- Busy Redial
- Call Return

* Multiple Custom Calling feature discounts do not apply in conjunction with the Frontier Savers Pack.

c. Frontier Choices is a feature package available to business customers. A customer may select an unlimited number of compatible services or features from the list below. A customer may add or delete features within the feature package at no additional charge.

- Call Forwarding
- Enhanced Call Forwarding
- Call Waiting
- Distinctive Ring
- Speed-Call-8
- Speed-Call-30
- Three-Way Calling
- Busy Redial
- Call Return
- Caller ID Name
- Priority Call
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Voice Mail (non-regulated)

¹ Discontinued Offering

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Custom Local Area Signaling Services (CLASS): (Continued)

D. Rates and Charges (continued)

3. Package Offerings (continued)

- d. Frontier Feature5 Pack is a feature package available only to business customers. Per the list below, the package consists of two base features and a choice of three compatible optional features. A customer may add or delete features within the feature package at no additional charge. Multiple Custom Calling feature discounts do not apply in conjunction with the Frontier Feature5 Pack.

Base Features:

- Caller ID Name and Number
- Call Forwarding (Enhanced Call Forwarding can be substituted)

Optional Features:

- Busy Redial
- Call Return
- Call Waiting
- Speed-Call-8
- Three-Way Calling

Digital Centrex Service

General

Digital Centrex is a central office-based business touch tone service which provides capabilities similar to those offered by a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system. Centrex service is furnished subject to the availability of facilities, features and central office equipment in locations as determined by the Company.

Regulations

1. Each Centrex line may be arranged for two-way, one-way incoming or one-way outgoing operation depending upon the option chosen by the customer at the time the line is installed. When a change in the arrangement is requested by the customer, the appropriate Service Connection Charges apply.
2. Centrex Service may be provided in association with trunks; however, lines terminating on a key or PBX system will be charged at the applicable trunk rates specified.
3. Service Connection Charges apply to all station line installations, customer requested moves, changes and rearrangements performed by the company.
4. Terminal equipment provided by the customer must be compatible with the services and equipment provided by the company. Such equipment must be Touch Tone to Centrex Service.
5. Directory listings will be furnished subject to the rates and regulations specified in the companies local tariff.
6. Service will be provided on a month-to-month basis at the rates specified. The initial service period is a minimum of one month, commencing with the date of installation of the service.
7. The general rules and regulations as specified in the Telephone Company P.U.C.O. No. 2, will apply to this service.
8. Service area is limited to manufacturer's equipment specifications.
9. All exchange lines in a system must be served by the same central office and have the same billing arrangement.

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Digital Centrex Service (continued)

Rates and Charges

The following rates apply in addition to the Business One-Party rates, or applicable trunk rates, for Local Exchange Service as specified in the companies local tariff.

Centrex Access Lines

<u>Minimum of Two Lines</u>		<u>Monthly Rate per line *</u>	
		<u>Current</u>	<u>Maximum</u>
Basic	2-5 lines	\$2.00	\$4.00
Basic	6 or more lines	1.00	2.00
Enhanced	2-5 lines	3.00	6.00
Enhanced	6 or more lines	2.00	4.00

*Includes Touch Calling Service

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Digital Centrex Features:

General

Digital Centrex Features are only offered in conjunction with the Company's Digital Centrex service.

List of Centrex Service Features

Basic Centrex Service Features (

- a. Automatic Identification of Outward Dialing
- b. Call Forward-All Calls
- c. Call Forward-Busy (Intragroup)
- d. Call Forward-No Answer (Intragroup)
- e. Call Hold
- f. Call Pick-Up
- g. Call Transfer
- h. Call Waiting
- i. Cancel Call Waiting
- j. Class of Service Restrictions
- k. Consultation Hold
- l. Dictation Access and Control
- m. Direct Inward Dialing
- n. Direct Outward Dialing
- o. Distinctive Call Waiting Tones
- p. Distinctive Ringing
- q. Local Only
- r. Loudspeaker and Paging Access
- s. Manual Line
- t. Meet-Me Conference
- u. Speed Calling Individual Short List
- v. Station-to-Station Calling
- w. Three-Way Conference

Enhanced Centrex Service Features

Enhanced Centrex Service includes Basic Centrex Service Features plus the Enhanced Centrex Service Features below:

- a. Automatic Line
- b. Call Pick-Up Groups
- c. Directory Number Hunt-Circular
- d. Directory Number Hunt-Distributed
- e. Directory Number Hunt-First
- f. Directory Number Hunt-Sequential
- g. Speed Calling Group
- h. Speed Calling Individual Long List
- i. Deny Origination
- j. Deny Termination
- k. Enhanced Call Forwarding

Digital Centrex Features: (Continued)

1. Basic Centrex Service Features

- a. Automatic Identification of Outward Dialing – Records each outgoing, billable call against the line originating the call.
- b. Call Forward-All Calls – Allows all incoming calls directed to a station line to be routed to a user-defined line inside or outside the customer group or attendant.
- c. Call Forward-Busy (Intragroup) – Permits incoming calls (originating from outside group) attempting to terminate to a busy station line to be re-directed to a predetermined line inside the customer group.
- d. Call Forward-No Answer (Intragroup)– Provides for forwarding of incoming calls to a predetermined line inside the customer group when the station line does not answer within a predefined ringing cycle.
- e. Call Hold – Allows the user to hold one call for any length of time provided that neither party goes on-hook.
- f. Call Pick-Up – Allows a station line to answer incoming calls to another station line within a defined call pick-up group. Call pick-up is provided on an individual station lines within a customer group.
- g. Call Transfer – A specific subscriber assigned the call transfer feature can hold and transfer all calls.
- h. Call Waiting – Allows an incoming call (within or outside the customer group) to apply a call waiting tone on a busy station line which has been assigned the call waiting feature.
- i. Cancel Call Waiting – A line option that allows a user, by dialing a code, to prevent, on a per-call basis, any incoming calls from call waiting on his/her line.
- j. Class of Service Restrictions – Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all the calls originating or terminating on station lines.
- k. Consultation Hold – Unlike call hold, consultation hold permits a subscriber on an active call to retrieve a waiting call or perform three-way conference/call transfer just by flashing the switchhook. The original call is placed in a temporary hold state.
- l. Dictation Access and Control – this feature provides station access to customer-provided dictation-recording equipment by dialing an access code.
- m. Direct Inward Dialing – This service allows incoming calls from the exchange network to reach a specific station without attendant assistance.
- n. Direct Outward Dialing – this service allows calls to the exchange network without attendant assistance.
- o. Distinctive Call Waiting Tones – Permits a called station line user to determine whether an incoming waiting call is external or internal to the customer group by providing different tone cadences for the two situations.
- p. Distinctive Ringing – Provides a unique pattern of ringing to permit the station line user to distinguish between inside and outside calls.

Digital Centrex Features: (Continued)

- q. Local Only – Restricts group stations to receive calls only from members of the same group.
- r. Loudspeaker and Paging Access – This service allows stations and attendants to access customer-provided loudspeaker paging equipment to use speakers located throughout the customer’s premises.
- s. Manual Line – This feature provides an automatic connection between an operator and a calling subscriber who goes off-hook.
- t. Meet-Me Conference – The meet-me conference feature allows subscribers to hold a conference on, and up to, a ten-party conference bridge by dialing a number at a specified time.
- u. Speed Calling Individual Short List – Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer changeable. Allows a station line user to add, change or delete telephone numbers from a list. A list of eight numbers may be dedicated to the individual station line user.
- v. Station to Station Calling – Allows Group stations to complete calls to other stations within the group by using one to four digits, without the assistance of an attendant.
- w. Three-Way Conference – Allows a station line user to add a third party to an existing conversation.

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Digital Centrex Features: (Continued)

Enhanced Centrex Service Features:

- a. Automatic Line – This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned Directory Number.
- b. Call Pick-Up Groups – This allows a business to configure different call pick-up groups for departments/areas within one customer group.
- c. Directory Number Hunt-Circular – Hunting starts with the line associated with the dialed directory number of the hunt group and continues over all lines until the lines of the hunt group are searched once or the call is completed to an idle line, whichever occurs first.
- d. Directory Number Hunt-Distributed – Hunting starts at the line in the group which follows the last line to which a call was completed and continues over all lines in a hunt group until all the lines are covered once or the call is completed to an idle line, whichever occurs first. Distributed hunt is normally used when an equal call distribution is required.
- e. Directory Number Hunt-First – Hunting starts with the first line in the group regardless of the directory number dialed and continues to the end of the hunt group or until the call is completed to an idle line, whichever occurs first.
- f. Directory Number Hunt-Sequential – Hunting starts with the line associated with the dialed directory number and ends when the call is completed to an idle line or when the last line of the hunt group is reached, whichever occurs first.
- g. Speed Calling Group – Allows shared use of a speed calling list of up to 30 stored numbers. A control station will add, change or delete telephone numbers from the list for the group.
- h. Speed Calling Individual Long List – Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable. Allows a station line user to add, change or delete telephone numbers from a list. A list of thirty numbers may be dedicated to the individual station line user.
- i. Deny Origination – A line assigned the deny origination feature is restricted from originating calls. Calls terminating to a line with deny origination are processed in a normal manner.
- j. Deny Termination – A line assigned the deny termination feature cannot receive any terminating calls. Originating calls from a line with the deny termination feature are processed in a normal manner unless other restrictions apply.
- k. Enhanced Call Forwarding – See description of Call Forwarding and Enhanced Call Forwarding in the Company's local Tariff. This service allows Centrex subscribers to forward incoming calls to numbers outside of the Centrex group.

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Emergency Services Calling Plan (ESCP):

1. Message Toll telephone calls, to governmental emergency service agencies as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following, are offered at no charge to customers;
 - (a) Governmental fire fighting, State Highway Patrol, Police and Emergency Squad Service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
 - (b) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life and/or property and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.
 - (c) If a call from a locality to an emergency agency is included in a functioning 911 system, then calls from that locality to that emergency agency will be excluded from the provisions of this Paragraph 1.

Electronic Bill Payment

1. Electronic Bill Payment is a voluntary, optional program that allows customers to view and/or pay their telephone bills online. The online version of the bill includes the bill face (front and back), and bill messages. Bill inserts may be provided electronically, or via separate mailing. A customer who orders Electronic Bill Payment will be provided both a paper and an online version of the monthly bill for an initial period of two billing cycles. Thereafter, the paper version will be discontinued. If the customer chooses to continue to receive a paper version after the initial two-month period, a monthly recurring charge will apply. Electronic Bill Payment is available where technically feasible.

2. Rates and Charges

	<u>Per Month</u>
Electronic Bill Payment with duplicate paper bill, per online bill	\$2.00

Service charges do not apply to orders for installing or removing Electronic Bill Payment.

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Fire Reporting Systems (Group alerting conference equipment):

1. Description

This system consists of special equipment installed in the Telephone Company's central office arranged to place simultaneously a distinctive steady ring on a group of up to 10 existing subscriber lines when an access number is called. As each called number answers it is cut through to the calling party as a conference connection. If any of the called telephone lines are busy, a distinctive tone is applied as a signal and the equipment "Camps on" and rings the line as soon as the line becomes idle. Any connected line can be arranged to hold the connection so that messages can be repeated in case the calling party hangs up.

An optional "call in" feature is available whereby any telephone station may obtain a connection to the conference equipment by dialing a private "fire information" number.

No more than ten (10) existing subscribers can be connected to the system and each must be on a different line. Since removal of the handset from the switch hook of any station on a party line removes the ringing on that line, individual lines are recommended for the maximum benefit from this system.

The Telephone Company will undertake to advise the proper authorities in case of the discontinuance of service to any telephone associated with the system.

2. Rates

Alerting and conference Equipment (includes one directory listing if desired)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Each system	\$50.00	\$24.00
Each associated subscriber line connection	10.75	none
Hold feature, each line	10.75	none
"Call in" feature	10.75	none

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Fire Reporting System (Special Telephones Without Dial):

Special instruments equipped to receive calls only and connected to a common line terminal at the central office.

Rates

- (a) The normal Service Connection Charge will apply to each station installed.
- (b) The monthly extension station charges listed in the Company's local tariff plus the additional applicable mileage charge will apply.

The Telephone Company will undertake to advise the proper authorities in case of discontinuance of service to any telephone associated with the system.

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Local Exchange Access Line Service:

Monthly rate

	<u>Current</u>	<u>Maximum</u>
Business (4 th or more Line)	\$12.33	
PBX Trunk (Each)	\$19.18	\$38.36

The above rates do not include telephone instruments or inside wiring maintenance. Rates, terms, and conditions for 1-3 Single Party access lines can be found in the Company's local tariff.

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Local Loops:

1. Local loops used in connection with inter-exchange facilities for Private-Line Telephone Service will be furnished where facilities are available at the Business Individual Line Rate.
 - a. An installation charge equal to the cost of labor required to install such loops applies to each loop in lieu of a service connection charge. The minimum installation charge is \$15.00.
2. Channels for service not specifically named elsewhere in this Catalog, and for a purpose other than telephonic communication, will be furnished where facilities are available and where in the judgment of the Telephone Company, the use to be made of such channels is not contrary to regulations.
3. Channels for use in connection with inter-exchange facilities for Radio Broadcasts; channels between pick-up points and a radio station or studio, between a radio station and studio, between studio and/or station and transmitter are provided where facilities are available.

Rates:

	<u>Monthly Rates</u>
1st 1/4 mile or fraction, airline mileage	\$7.50
Each additional 1/4 mile or fraction	5.00

(Note: If the use to which these channels are to be put requires that they be equalized or balanced, the initial equalizing or balancing and future adjustments shall be done by the Telephone Company and the cost thereof will be billed to the customer.)

4. The Telephone Company does not hold itself out to furnish channels with a transmission level of a better grade than circuits used for normal telephonic communications and will do so only if physically and economically practical from the Telephone Company's standpoint.
5. The Subscriber must agree that the volume of electrical in-put on such channels will be maintained at a level sufficiently low so as not to cause interference with other services of the Telephone Company.
6. An Installation Charge equal to the cost of labor required to install such channels applies to each channel in lieu of a service connection charge. The minimum installation charge shall be \$15.00.

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Private Lines (local):

1. The Telephone Company will furnish and maintain Private Lines where facilities are available and within the Exchange Area, for telephone communication between stations not connected to the Exchange switchboard.

2. The following rates apply:

Monthly Rates

a. For the initial 1/4 mile of circuit or fraction, circuit measurement

\$3.00

b. For each additional 1/4 mile of circuit or fraction, circuit measurement

1.00

c. For each terminal instrument

2.50

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Special Assemblies and Equipment:

Special assemblies and equipment not ordinarily used in the furnishing of telephone service, and not otherwise mentioned in, provided for, or contemplated by the tariff schedules of the Telephone Company, may be furnished or leased pursuant to special contract for such special assembly or equipment for such period as may be agreed upon, provided such special assembly or equipment, or the use made thereof, is not unlawful and does not interfere with the telephone service furnished by the Telephone Company. In the event any such special assembly, or equipment, or the use made thereof, interferes with the furnishing of the telephone service by the Telephone Company, the Telephone Company may terminate such contract and cease to furnish such special assembly or equipment after thirty days written notice to the subscriber; and provided further that the Commission may terminate such contract whenever, in its opinion, public interest requires such termination.

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Special Reverse Charge Toll Service (Enterprise Service)

1. Special Reverse Charge Toll Service provides a service whereby a subscriber in one exchange arranges that patrons in one or more other exchanges may call him without toll charges and without requesting that charges be reversed.
2. The Telephone Company assigns and lists in the directory a special call number designation for the use of patrons in each exchange in which the service is to be furnished. One directory listing for each such exchange is provided without extra charge.
3. Directory listings in connection with the service ordinarily will include the name of the subscriber, his business designation, his city, his special number, and instruction to ask Long Distance for the special number. Where the subscriber so desires, the phrase "No Toll Charge" may also be included.
4. Calls for the special number of designation are accepted only when originated at telephones located in the exchange to which the special number has been assigned and only those calls to the special number are considered as coming within the scope of the service. Calls for the special number are completed to the designated telephone in the other exchange without, so far as possible, the calling party being aware that the calls are being established to another place.
5. Subscribers to Special Reverse Charge Toll Service must assume all charges for completed calls made to their special numbers.
6. A completed call made in connection with this service is charged for at established rate for a completed sent-paid station-to-station call.

The charge, payable in advance, in addition to toll charges, for each exchange in which a SPECIAL REVERSE CHARGE TOLL service number is assigned is \$3.00 monthly.

Switched DS1 Service:

A. 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 and may be configured as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

B. Definitions and Application of Services

1. 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.

2. Basic Trunks

a. In-Only Trunk

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

b. Out-Only Trunk

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

c. Two-Way Trunk

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

3. Advanced Trunks

a. In-Only Trunk with DID

In-only trunk with Direct Inward Dialing (DID) feature. Requires DID service.

b. Out-Only Trunk

Out-only trunk with Outward Dialing feature.

c. Two-Way Trunk with DID.

Two-way trunk with DID. Requires DID service.

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Switched DS1 Service:

C. Terms and Conditions

1. SWDS1 is provided subject to the availability of central office facilities.
2. The type of SWDS1 facility installed will be determined by the Company.
3. 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.
4. The minimum service period for the SWDS1 facility and common equipment is one month.
5. When Outward WATS, Two-Way WATS or 800 Service terminates on a SWDS1 facility, the Outward WATS, Two-Way WATS or 800 Service access lines are classified as basic trunks for the application of SWDS1 facility and common equipment rates and charges. Outward WATS, Two-Way WATS or 800 Service rates and charges also apply.
6. The following services will not be provided within the SWDS1 facility:
 - a. Local flat rate trunks and other access line services.
 - b. Feature Groups A, B, C or D.
 - c. Other private line/access services and facilities unless specified herein.
 - d. Switched 56 Service.
7. 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.
8. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the SWDS1 facility.
9. 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.

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Switched DS1 Service:

D. Rates and Charges

1. SWDS1 will be provided at the following rates and charges:

	<u>Initial Nonrecurring Charge</u>	<u>Subsequent Change Charge</u>	<u>Monthly Rate</u>
a. Stand alone SWDS1 facility and common equipment, per 24 channel facility.			
- All basic trunks, advanced trunks or a combination of basic and advanced trunks. (for long-term rates see D.3)	\$1,155.00		\$330.00
b. Each trunk (Note 1) Available Types of Trunks:	\$ 10.00	\$102.00	\$5.00
- In-only trunk			
- Out-only trunk			
- Two-way trunk			
- In-only trunk with DID			
- Out-only Trunk with Outward Dialing			
- Two-way trunk with DID			

2. Direct Inward Dialing (DID)

a. Translations per DS1	\$200.00	\$50.00	
b. DID Switch Routing, per group of 100 numbers			\$25.00

Note 1: All state and federally authorized or mandated rates including, but not limited to, subscriber line charges, PICC, number portability, 911 surcharges and USF surcharges apply per trunk.

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Switched DS1 Service:

D. Rates and Charges (Continued)

3. Rate Stability Plan

- a. 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.
- b. Regular nonrecurring charges, specified in D.1 preceding, apply.
- c. Rates and charges, specified in D.1 preceding, apply to all SWDS1 trunks and are not part of the Rate Stability Plan.
- d. Any addition of SWDS1 facilities and common equipment to existing equipment with a Rate Stability Plan is permitted with charges as specified in D.1 preceding or a separate Rate Stability Plan.
- e. 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.
- f. Termination charges will 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. The termination charges will consist of the unbilled balance of the contract.
- g. Stabilized Monthly Rates

SWDS1 facility and common equipment, per 24 channel facility.

	<u>Monthly Rate</u>	<u>Initial Nonrecurring Charge</u>
- Three-Year Plan	\$300.00	995.00
- Five-Year Plan	\$270.00	945.00

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Telephone Numbering:

The subscriber has no property right in the telephone number and the Telephone Company may change the telephone number whenever exigencies of the business so require.

Temporary Suspension of Service:

Upon request of a subscriber that the service be temporarily suspended but that the facilities be retained in place, or when the subscriber notifies the Company that the premises are to be temporarily vacated but provides no reasonable opportunity for removal of equipment, the equipment will be disconnected and service, except directory listing, suspended for a period not less than one month nor more than six consecutive months in any twelve-month period. Allowance of one-half the net tariff rates for all service, facilities and equipment will be made for such period of suspension.

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Toll Blocking Policy (Service):

1. The Company, when acting on behalf of an IXC, may “universally” block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.
2. The Company may furnish credit information, acquired from the Company’s own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.
3. All forms of toll blocking services offered by the Company to toll service providers must be provided on a nondiscriminatory basis to all toll providers, regardless of whether the Company has established a billing and collection agreement with the toll provider. Any charges for toll blocking services offered by the Company must be set forth in a Commission-approved tariff. Charges are set forth in the Company’s P.U.C.O. Tariff No. 2, Sheet 52.5.

Upon payment by the customer of all past due toll debt to the IXC or to the Company acting on behalf of an IXC. The Company will lift the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

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Transfer Service:

The Company will furnish on request, when facilities permit, what is known as "Subscriber's Transfer Service".

This service is designated so that an individual line subscriber, by operating a switching key in connection with one of his individual line telephones, can transfer calls coming to that telephone to another specific individual line telephone of the subscriber, or of another subscriber who authorizes in writing such arrangement and who is connected with the same switchboard, for any desired period of time.

The two individual lines associated as indicated above, can be restored to normal by the operation, by said subscriber, of said switching key. For the purpose of making possible the above operation and service, one unit of "Subscriber's Transfer Service" equipment, located in the office of the Telephone Company, and one switching key, located on or near the subscriber's designated telephone from which such transfer is to be made possible, are required.

The charge for each such unit of "Subscriber's Transfer Service" will be at the monthly rental of \$5.00

Service Connection Charges for Establishment of Subscriber's Transfer Service.

- (a) Installation charge for key in subscriber's premises and for establishment of service through Exchange office \$10.75

- (b) Installation charge when, after service is established, subscriber requires that it be changed from line with which established to another line \$10.75

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National Directory Assistance/Customer Name And Address Service

General

National Directory Assistance (NDA) will provide the customer with directory listings from Frontier’s directory assistance database. This database will make all Frontier listings available to any operator workstation along with national listings from other provider database(s). Frontier will provide listings for residential, business, government, and Frontier local emergency 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.

Conditions

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.

Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's Product Guide.

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.

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.

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.

National Directory Assistance and Customer Name and Address Service will be available where technology permits.

Rates

For each call to the National Directory Assistance/
Customer Name and Address Service \$1.50

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Local Directory Assistance Service

General

Local Directory Assistance Service is furnished upon customer request for assistance in determining directory listing information. The regulations and rates set forth below apply when customers of the Telephone Company request assistance in determining listing information within the same Numbering Plan Area (NPA) designation or Local Access and Transport Area (LATA) for the following types of information:

- The requested telephone number when the customer furnishes a city, state and the listed name.
- The business name and telephone number when the customer does not provide a listed name and requests a category or type of business search (business category search).

Regulations

The Local Directory Assistance charge applies for each use of the service except as set forth below.

Charges for Local Directory Assistance Service are not applicable to the following types of calls to Directory Assistance: Calls from patients in hospitals, or calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap.

A maximum of two (2) requested telephone numbers per call are permitted when the customer furnishes a city, state and listed name.

No more than two (2) business category searches may be requested per call to Directory Assistance Service. For each business category search request, the operator may respond with up to three (3) random listings. A listing is the name and telephone number. A request can be for either a local or national business.

Rates

	<u>Per Call</u>
Where the customer direct dials Local Directory Assistance	\$1.50*

* Calls placed to the Directory Assistance attendant via a Telephone Company operator will also incur an Operator Assistance charge.

Directory Listings

General

The following applies to light faced listings in the white pages (alphabetical section of the directory).

1. Only information necessary to identify the customer is included in these listings.
2. 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.
3. 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.
4. Special arrangement of names designed to secure a preferential position in the alphabetical list or listings which otherwise are objectionable are not acceptable.
5. 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.
6. Listing charges date from the time it is available in directory assistance and continue until the expiration date of the printed directory in which they appear.
7. 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.

Directory Listings

General (Continued)

8. 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.
9. 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.

Composition of Listings

1. Name

a. 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.

- (1) The name of a subscriber
- (2) The name of each business enterprise which the subscriber conducts
- (3) The name of a corporation which is the parent or subsidiary of the subscriber

b. Residence Service

- (1) The name of the subscriber
- (2) Another authorized residential name
- (3) Dual name listings authorized by the subscriber, i.e. Smith, Mary and John
- (4) Name of a church that includes “parsonage”, “rectory”, “parish house”, “church study” or a descriptor that indicates it is part of a domicile

Directory Listings

Composition of Listings (Continued)

2. Designation

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

3. Address

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.

Types of Listing

1. Primary – 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.
2. Additional – 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.
3. Foreign – 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.
4. Extra Line of Information – descriptive text that does not have a telephone number.
5. Non-listed - A listing that is available in directory assistance but not printed in the telephone directory.
6. Non-published – A telephone number that is not listed in either directory assistance or in the telephone directory.

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Directory Listings

Rates

	<u>Monthly Rate</u>
Additional Listing	
Business	\$6.00
Residence	5.50
Foreign Listing	
Business	\$6.50
Residence	6.00
Extra Line of Information	
Business	\$6.00
Residence	5.50
Non-published	\$6.50
Non-listed	\$6.00

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Frontier Emergency Connect Service

A. General

Frontier Emergency Connect Service is a LIMITED SERVICE that allows calls to be placed to 911 ONLY. The service does NOT allow for any inbound calling.

B. Regulations

This service is available where technically feasible and subject to availability of existing facilities.

All attempted inbound calls will receive a recording saying the number is not in service.

Customers will not be given a telephone number of the service and no directory listing services will be available.

The customer only has the following dialing options:

- 911 and
- Where technically feasible, the ability to dial 611 and/or a Frontier Call Center.
- All other calling patterns will receive re-order tone.

The call origination telephone number (ALI information) going to the 911 center will indicate NO CALL BACK allowed.

Applicable Non-Recurring charges may apply.

NO LIABILITY SHALL ATTACH TO THE COMPANY REGARDING USE OF SERVICES OR THE FAILURE OF OR INABILITY TO USE THE SERVICES. FURTHER, COMPANY SHALL NOT BE LIABLE FOR DAMAGES (INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY OR ATTORNEY’S FEES) ARISING FROM ERRORS, MISTAKES, OMISSIONS, INTERRUPTIONS, OR DELAYS OF THE COMPANY, ITS AGENTS, SERVANTS OR EMPLOYEES, IN THE COURSE OF ESTABLISHING, FURNISHING, REARRANGING, MOVING, TERMINATING, OR CHANGING THE SERVICE OF FACILITIES (INCLUDING THE OBTAINING OR FURNISHING OF INFORMATION IN RESPECT THEREOF OR WITH RESPECT TO THE CUSTOMERS OR USERS OF THE SERVICE OR FACILITIES).

C. Rates

Monthly Rate	\$4.99
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Convenience Fee

A. General

A convenience fee is a charge that is added onto a customer’s account if a customer makes a payment using a Company Representative. The customer is informed by the Company Representative of the applicable charges prior to processing the payment. The charge will be collected at time of payment processing.

B. Conditions

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- At the time payment is made, the customer agrees to sign up for automatic bill payment.
- Payment is taken for a deposit.
- The payment is for a Government account.

C. Rates

Nonrecurring Charge

Convenience Fee, per occurrence	\$10.00
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Road Work Recovery Surcharge

A. 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 non-basic local exchange service from the Telephone Company under this product guide. The surcharge will be billed monthly per account.

B. 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.

C. Rates

	<u>Monthly Rate Per Account</u>
Business	\$3.00 (I)
Residence	\$3.00 (I)

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Catalog of Local Tier 2 Services and Toll Services

Promotional Offerings

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.

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