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ACCESS SERVICE

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14. Billing and Collection Services

14.1 General

14.1.1 Service Offerings

Billing and Collection Services are available in the following categories:

- Call Recording Service
- Billing Name and Address Service
- Automatic Number Identification (ANI) Service

Regulations, rates and charges as follows apply to Billing and Collection Services and shall not serve as a substitute for customer tariff offerings of services to end users. The provision of such Billing and Collection Services by the Telephone Company, as set forth following, does not constitute a joint undertaking with the customer for the furnishing of any service.

The Telephone Company's undertaking to provide Billing and Collection Services is made only in conjunction with intrastate services offered within its operating territory.

The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in other sections of this tariff and in other tariffs of the Telephone Company which are referenced herein.

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service

14.2.1 Regulations

(A) Undertaking of the Telephone Company

(1) Provision of Call Recording Service

- (a) The Telephone Company, to the extent Call Recording Service is, or can be made available with reasonable effort, will provide to the customer Call Recording Service as described in 14.2.2, at rates and charges as specified in 14.5.1.
- (b) When the customer subscribes to Call Recording Service, as set forth in 14.2.2, and customer message detail is not available because the Telephone Company lost or damaged tapes or incurred recording system outages, the Telephone Company will estimate the volume of lost customer messages and associated revenue based on previously known values determined from historical data. In such events the extent of the Telephone Company's liability for damages shall be limited to the granting of a corresponding credit adjustment on the customer's bill representing amounts due to the customer for the unbilled revenue.

When the Telephone Company is notified that, due to error or omission, incomplete data has been provided to a customer, the Telephone Company will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.1 Regulations (Cont'd)

(A) Undertaking of the Telephone Company (Cont'd)

(1) Provision of Call Recording Service (Cont'd)

(b) (Cont'd)

charge. Such requests to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of the Telephone Company's liability for damages shall be limited as set forth in the preceding paragraph.

(2) Discontinuance and Refusal of Call Recording Service

(a) If the customer fails to comply with the provisions of this tariff, including any payments to be made by it on the dates or at the times herein specified, and fails within thirty (30) days after written notice via certified mail from the Telephone Company to an officer of the customer requesting payment for such noncompliance, the Telephone Company may discontinue the provision of the Call Recording Service. In case of such discontinuance, all applicable charges shall immediately become due.

(b) If the customer repeatedly fails to comply with the provisions of this tariff in connection with

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.1 Regulations (Cont'd)

(A) Undertaking of the Telephone Company (Cont'd)

(2) Discontinuance and Refusal of Call Recording Service (Cont'd)

(b) (Cont'd)

the provision of Billing and Collection Services and fails to correct such course of action after notice as set forth in (a) preceding, the Telephone Company may refuse applications for additional Billing and Collection Services.

(B) Obligations of the Customer

(1) References to the Telephone Company

The customer may advise end users that Billing and Collection Services are provided by the Telephone Company in connection with the service the customer furnishes to its end users.

(2) Request for Service

(a) Minimum Order Periods

The customer shall order Call Recording Service with the following minimum requirements:

The minimum period for which Call Recording Service is provided and for which charges apply is one month (30 days). A customer may

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.1 Regulations (Cont'd)

(B) Obligations of the Customer (Cont'd)

(2) Request for Service (Cont'd)

(a) Minimum Order Periods (Cont'd)

cancel Call Recording Service on any date prior to the start of the next month's service. If written notice is not received from the customer, or from the Telephone Company that ordered the Call Recording Service prior to the start of the following month's service, the Telephone Company shall assume that the service is to be extended for another month (30 days).

(b) Order Requirements

When Call Recording Service is ordered, the customer shall furnish the Telephone Company an estimate of the number of messages (message capacity) to be recorded. When Call Recording Service is provided from an end office switch, the estimate of the number of messages to be recorded shall be provided by that end office. When Call Recording Service is provided from an access tandem, the estimate of the number of messages to be recorded shall be provided by that access tandem. The message capacity shall be provided by year.

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.1 Regulations (Cont'd)

(C) Payment Arrangements

(1) Minimum Charges

- (a) Call Recording is subject to minimum charges.
- (b) Any minimum billings associated with the Call Recording service will be filed on an individual case basis in Section 14.5.4 of this tariff.

(2) Cancellation of Order for Billing and Collection Services

- (a) When an order for Billing and Collection Services is cancelled prior to the start of installation of such Billing and Collection Services, no charges will apply. Installation of Billing and Collection Services is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (b) Where program development of Billing and Collection Services has been started prior to the cancellation, and to the extent the Telephone Company has another use for the specially developed Billing and Collection Services, no charge applies. When the Telephone Company has no other use for the specially developed Billing and Collection Services, a charge equal

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.1 Regulations (Cont'd)

(C) Payment Arrangements (Cont'd)

(2) Cancellation of Order for Billing and Collection Services (Cont'd)

(b) (Cont'd)

to the costs incurred prior to the date of cancellation applies. Such charge is determined as detailed in paragraph (c).

- (c) The charge, as specified above includes the cost, less the net salvage value of equipment and material either ordered, provided or installed, plus the nonrecoverable cost of system development and installation. Charges will be determined on an individual case basis as required and will be specified in 14.5.5.

(3) Minimum Period Disconnect Charges

Minimum period disconnect charges will apply, if service is discontinued prior to the expiration of the minimum period. For Call Recording Service, the Telephone Company will use the most recent 30 day period for which data is available to determine the total minimum monthly charge. The customer will only be billed for the adjusted amount due, if payment has been received for any portion of the discontinued service.

Continued

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.1 Regulations (Cont'd)

(4) Payment of Charges

When the Telephone Company purchases Call Recording from another telephone company or entity for a customer, the rates and charges for such services contained in this tariff are applicable.

14.2.2 Description of Call Recording Service

Call Recording Service consists of those functions provided in conjunction with Access Service which the Telephone Company offers in other sections of this tariff.

The Telephone Company will provide Call Recording in suitably equipped Telephone Company end offices or tandems. Call Recording is available with FGC, FGD or similar Feature Group offerings when used in the provision of MTS/WATS services. Call Recording is the entering on magnetic tape or other acceptable media the details of customer messages originated through Switched Access Service or Switched Access-like service for which answer and disconnect supervision has been received. The Telephone Company will provide the customer, upon request, the recorded message detail, as agreed to by both parties, for each completed intrastate message generated by end users gaining access to the customer from the Access Area.

The equipment at the customer designated location shall provide such signals as may be required for the proper operation of the Telephone Company's automatic call recording equipment used to perform this function.

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.2 Call Recording Service (Cont'd)

14.2.2 Description of Call Recording Service (Cont'd)

The Telephone Company may purchase Call Recording Service from another telephone company. Another telephone company or entity may purchase Call Recording Service from the Telephone Company.

A standard format for the provision of the recorded message detail will be established by the Telephone Company. The Telephone Company will provide to the customer the precise details of the format. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will provide notification to the customer six months in advance of the change.

14.2.3 Rate Regulations

Call Recording Service for MTS/WATS services includes the functions listed in 14.2.2. The rate, as set forth in 14.5.1, applies per message recorded.

14.3 Billing Name and Address Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Telephone Company.

BNA Service is provided for the sole purpose of permitting the customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone.

The customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

Continued

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.1 General Description

BNA Service is provided on both a manual and a mechanized basis. On a manual basis, the information will be provided by voice telecommunications or by mail, as appropriate. On mechanized basis, the information will be entered on magnetic tape containing recorded customer messages.

BNA information is furnished for sent-paid, collect, bill to third number, 700 and 900 service messages and messages charged to a calling card that is resident in the Telephone Company's data base. In addition, BNA information for messages originated from data terminal numbers (DTNs) of data communications services is furnished on a manual basis only.

When requested by the customer, a Master BNA list containing the end users currently presubscribed to that customer will be provided by paper or magnetic tape. The charges for each Master BNA list provided is as set forth in 14.5.2(C) following.

14.3.2 Undertaking of the Telephone Company

(A) Upon request from an authorized supervisor of the customer who furnishes the Personal Identification Number (PIN) assigned by the Telephone Company, the Telephone Company will provide BNA information on a manual basis.

Telephone requests for information on up to 16 telephone numbers will be responded to on line. Telephone requests for information on over 16 and up to 100 telephone numbers will be responded to by a call back by the next business day.

Continued

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.2 Undertaking of the Telephone Company (Cont'd)

(A) (Cont'd)

A request for information on over 100 and up to 500 telephone numbers should be mailed to the Telephone Company. The Telephone Company will provide the response by first class U.S. Mail within 10 business days.

- (B) Upon receipt of a magnetic tape of recorded customer messages, the Telephone Company will, at the request of the customer, provide BNA Service on a mechanized basis. The tape of messages may be provided by the customer or, where the customer subscribes to Call Recording Service as set forth in 14.2 preceding, may be the output from that service. The Telephone Company will enter BNA information on the recorded message tape and send the tape to the customer by first class U.S. Mail. Other methods of delivering the data may be negotiated, and charges based on cost will apply.

The Telephone Company will provide a response to customer-provided tapes by mail within six business days of receipt. The Telephone Company will process and mail tapes which are the output of Recording Service every fifth business day.

- (C) The Telephone Company will specify the format in which requests and tapes are to be submitted.
- (D) The BNA information will be provided for the calling number furnished to the extent a billing name and address exist in the Telephone Company customer records, including nonpublished numbers. If the billing name and

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.2 Undertaking of the Telephone Company (Cont'd)

(D) (Cont'd)

address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Telephone Company will provide an indicator on the confidential records.

- (E) The Telephone Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- (F) Upon request from the customer the Master BNA List will include all presubscribed FGD end users. The Telephone Company shall use reasonable efforts to provide accurate and complete lists. The Telephone Company makes no warranties, expressed or implied, as to the accuracy or completeness of these lists.
- (G) Upon request by the customer, the Telephone Company will provide a Recent Change BNA List of changes in billing name and address for the customer's presubscribed end users which will include change of telephone numbers, moves and disconnected lines. The Recent Change BNA List will be available on a monthly basis. The charges for each Recent Change BNA List provided is set forth in 14.5.2(D) following.

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.3 Obligations of the Customer

- (A) With each order for BNA Service, the customer shall identify the authorized individual and address to receive the BNA information. Further, when BNA Service on a manual basis is ordered, the customer will identify in writing and include the PIN assigned by the Telephone Company of all authorized individuals who will contact the Telephone Company.
- (B) A customer which orders BNA Service on a mechanized basis and which intends to submit tapes of recorded messages for processing must provide the Telephone Company with an acceptable test tape or transmission which includes all call types for which BNA information may be requested.
- (C) The customer shall institute adequate internal procedures to insure that BNA information, including that related to nonpublished telephone numbers, is used only for the purpose set forth in this tariff and that BNA information is available only to those customer personnel or agents with a need to know the information. The customer must handle all billing name and address information designated as confidential by the Telephone Company in accordance with the Telephone Company's procedures concerning confidential information. The Telephone Company will provide to the customer a statement of its procedures concerning confidential information.
- (D) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA Service.

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.3 Obligations of the Customer (Cont'd)

- (E) When the customer orders BNA Service for both interstate and intrastate messages, the projected interstate percentage of use must be provided in a whole number to the Telephone Company. The Telephone Company will designate the number obtained by subtracting the projected interstate percentage from 100 (100 - projected interstate percentage = intrastate percentage) as the projected intrastate percentage.

This whole number percentage will be used by the Telephone Company to apportion the rates and nonrecurring charges between interstate and intrastate in those circumstances where the recorded message detail is not sufficient to permit the Telephone Company to determine the appropriate jurisdiction. This percentage will remain in effect until a revised report is received as set forth following.

Effective on the first of January, April, July and October of each year the customer may update the jurisdictional report. The customer shall forward to the Telephone Company, to be received no later than 20 calendar days after the first of each of such month, a revised report showing the interstate percentage of use for the past three months ending the last day of December, March, June and September, respectively. Except where jurisdiction can be determined from the recorded message detail, the revised report will serve as the basis for the next three months billing and will be effective on the bill date in the following month (i.e., February, May, August and November). No prorating or back billing will be done

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.3 Obligations of the Customer (Cont'd)

(E) (Cont'd)

based on the report. If the customer does not supply the report, the Telephone Company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the Telephone Company will assume the percentages to be the same as those provided in the order for service.

14.3.4 Rate Regulations

(A) Service Establishment Charges apply for the initial establishment of BNA Service on a manual basis and for the initial establishment of BNA Service on a mechanized basis.

(B) A charge applies for each request for BNA information for a telephone number or DTN number on a manual basis. A charge applies for each message processed to supply BNA information on a mechanized basis.

The Telephone Company will keep a count of the requests and of the messages processed. The Telephone Company will bill the customer in accordance with these counts whether or not the Telephone Company was able to provide BNA information for all requests and messages.

A charge applies for each customer specific Master BNA listing provided.

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.3 Billing Name and Address Service (Cont'd)

14.3.4 Rate Regulations (Cont'd)

- (C) Where the recorded message detail is sufficient to determine a message is an intrastate message, the rates set forth in 14.5.2 following apply to each such message.

Service Establishment Charges and usage for which the recorded message detail is insufficient to determine jurisdiction will be prorated by the Telephone Company between interstate and intrastate.

The percentages provided in the reports as set forth in 14.3.3(E) preceding will serve as the basis for prorating the charges. The intrastate charges are determined as follows:

- (1) For the Service Establishment Charge, multiply the intrastate percent times the stated tariff rate.
- (2) For usage sensitive (i.e., requests for messages processed) chargeable rate elements, multiply the intrastate percent times actual use times the stated tariff rate.

- (D) When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.

14.4 Automatic Number Identification (ANI)

14.4.1 General

Automatic Number Identification (ANI) provides the automatic transmission of a seven or ten digit number and information digits to the customer's premises for calls originating in the

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ACCESS SERVICE

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14. Billing and Collection Services (Cont'd)

14.4 Automatic Number Identification (ANI) (Cont'd)

14.4.1 General (Cont'd)

LATA, to identify the calling station. A more detailed description of ANI is set forth in Section 6.3.2(F) preceding.

14.4.2 Rate Regulations

When ANI is delivered (with Feature Group D originating) to the customer by the Telephone Company and the customer is charged the Call Recording rate as set forth in 14.5.1 following, the local switching ANI rate will apply. If the customer is not charged the recording rate in 14.5.1, both the ANI B&C rate in 14.5.3 and the local switching ANI rate will apply for each ANI delivered to the customer. This charge will not be assessed on messages billed by Telephone Company on behalf of the Interexchange Carrier when New York intrastate annual volume with Telephone Company and its affiliates exceeds one million.

(T)

(T)

14.5 Rates and Charges

14.5.1 Call Recording Service

RATE

IntraLATA

Per Message

\$0.0150

InterLATA

Per Message

October 1, 1992 to July 1, 1993

.0157

July 1, 1993 to July 1, 1994

.0361

July 1, 1994 and after

.0565

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14. Billing and Collection Services (Cont'd)

14.5 Rates and Charges (Cont'd)

14.5.2	<u>Billing Name and Address Service</u>	<u>RATE</u>
(A)	BNA - Manual Service	
	Service Establishment Charge	
	- Without DTN capability	1,595.55
	- With DTN capability	1,595.55
	Per telephone number or DTN by	
	- Verbal request	.48
	- Written request	.48
(B)	BNA Service - Mechanized Basis	
	Service Establishment Charge	1,595.55
	Per message processed	.02
(C)	Master BNA List	
	Service Establishment Charge	\$1,595.55
	Written request	
	- per listing	.02
	Mechanized request	
	- per listing	.02
(D)	Recent Change BNA List	
	Written request	
	- per listing	.02
	Mechanized request	
	- per listing	.02

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14. Billing and Collection Services (Cont'd)

14.5 Rates and Charges (Cont'd)

14.5.2	<u>Billing Name and Address Service</u> (Cont'd)	<u>RATE</u>	
	(D) Recent Change BNA List		
	Written request - per listing	.02	
	Mechanized request - per listing	.02	
14.5.3	<u>Automatic Number Identification</u> *		
	Per Attempt	0.000	(R)
14.5.4	In accordance with 14.2.1(C)(1)(b), the rates and charges will be developed an individual case basis and listed below.  (Reserved for future use)		
14.5.5	In accordance with 14.2.1(C)(2)(c), the rates and charges will be developed an individual case basis and listed below.  (Reserved for future use)		

\* Rate applies only if Call Recording Service rate is not applied.

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