

FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

Nevada

9260 E. Stockton Blvd. Elk Grove, CA 95624

P.U.C.N. Tariff No. 4-C

Original Title Sheet No. 1
Canceling Title Sheet No. 1

SCHEDULE OF RATES

Applicable to

TELEPHONE SERVICE

Together with the rules and
regulations affecting rates
and services

of

FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

IN THE TERRITORY SERVED

This schedule of rates, rules, and regulations
as adopted in the effective SCHEDULE OF RATES
and any amendments made thereto will be by
revised or new sheets effective on the dates
shown thereon.

Issued: June 11, 2014

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Issued By
Jack Phillips, Director
Government & External Affairs

FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

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SCHEDULE NO. AA

PRELIMINARY STATEMENT

LIST OF EFFECTIVE SHEETS

The original and revised sheets named below contain all changes from the original tariff that are in effect on the date shown.

Page	Number of Revision Except As Indicated	Page	Number of Revision Except As Indicated
CS A	Original*		
TOC 1	Original*		
1	Original*		
2	Original*		
3	Original*		

***New or Revised**

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PRELIMINARY STATEMENT

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PRELIMINARY STATEMENT

A. EXCHANGE TELEPHONE SERVICE

1. Territory served

The territory within Douglas, Ormsby, and Lyon Counties as shown on the filed exchange maps and outlined in the metes and bounds descriptions.

2. Description of service

<u>Name of Exchange</u>	<u>Type of Switchboard Equipment</u>	<u>Hours of Service</u>
Stateline	DMS100	Continuous
Gardnerville	DMS100	Continuous
Glenbrook	Remote from Stateline	Continuous
Smith Valley	Remote from Yerington	Continuous
Topaz Lake	DMS10	Continuous
Yerington	DMS10	Continuous
Montgomery Pass	Remote from Benton	Continuous
Sweetwater	Remote from Bishop	Continuous

B. TOLL TELEPHONE SERVICE

1. Territory served

The territory as described in A., 1. above.

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PRELIMINARY STATEMENT

C. EXPLANATION OF SYMBOLS

(C) - to signify changed regulations.

(D) - to signify discontinued rate or regulation.

(I) - to signify increase.

(L) - to signify material relocated from or to another part of tariff schedules with no change in text rate, rule or condition.

(N) - to signify new rate or regulation.

(P) - pending approval.

(R) - to signify reduction.

(S) - to signify reissued matter.

(T) - to signify a change in text but no change in rate or regulation.

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D. LIST OF SCHEDULES

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A2	911 Emergency Reporting Service
R1	Rules and Regulations
Service Catalog	Network Access Line Service
Service Catalog	Outside Plant Facilities
Service Catalog	Public and Semipublic Telephone Sets
Service Catalog	Interior Wiring
Service Catalog	Service Charges
Service Catalog	Directory Listing
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Service Catalog	Interexchange Receiving Service
Service Catalog	Tax Assessments on Utilities
Service Catalog	Surcharge to Provide Telecommunications Device for the Speech or Hearing Impaired
Service Catalog	Digital Format Trunking
Service Catalog	Miscellaneous Billing Service
Service Catalog	Switched Data Services
Service Catalog	Integrated Services Digital Network Service
Service Catalog	Options for Providing Enhanced Services
Service Catalog	Customer Owned Pay Telephone (COPT) Service
Service Catalog	Integrated Services Digital Network Services - Primary Rate Interface (ISDN-PRI)
Service Catalog	Nevada Universal Service Fund
Service Catalog	Packaged Services
Service Catalog	Toll Telephone Message Service
Service Catalog	Wide Area Telephone Service
Service Catalog	Intraexchange Private Line Service
Service Catalog	Individual Case Basis (ICB) Service Offerings
Service Catalog	Reserved for Future Use
Service Catalog	Reserved for Future Use
Service Catalog	Discontinued Services

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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS

LIST OF EFFECTIVE SHEETS

The original and revised sheets named below contain all changes from the original tariff that are in effect on the date shown.

Sheet	Number of Revision Except As Indicated	Sheet	Number of Revision Except As Indicated
CS A	Original*	23	Original*
TOC 1	Original*	24	Original*
1	Original*	25	Original*
2	Original*	26	Original*
3	Original*	27	Original*
4	Original*	28	Original*
5	Original*	29	Original*
6	Original*	30	Original*
7	Original*	31	Original*
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19	Original*		
20	Original*		
21	Original*		
22	Original*		

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MAPS OF EXCHANGE BASE RATE AREAS

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METES AND BOUNDS DESCRIPTIONS

A1 Stateline Exchange

Beginning at the point where the East line of Section 7, T12N, R19E, M.D.B.&M intersects the California-Nevada State Line; thence Northerly along the East lines of said Sections 7 and 6, T12N, R19E, Sections 31, 30, 19, 18, 7 and 6, T13N, R19E, Sections 31 and 30, T14N, R19E, to the Northeast corner of said Section 30; thence Westerly along the North lines of said Section 30, T14N, R19E, Sections 25, 26 and 27, T14N, R18E, to the California-Nevada line; thence Southerly along the California-Nevada Line to the Point of Beginning.

A2 Stateline Base Rate Area:

Beginning at the intersection of the Easterly shoreline of Lake Tahoe and the North line of Section 27, T14N, R18E, M.D.B.&M.; thence Southerly along the Easterly shoreline of Lake Tahoe to its intersection with the California-Nevada State Line; thence Southeasterly along the California-Nevada State Line to its intersection with the West line of the East Half (E1/2) of Section 35, T13N, R18E; thence Northerly along the West line of the East Half (E1/2) of Sections 35 and 26, T13N, R18E, to the center of Section 26, T13N, R18E; thence Easterly along the South line of the Northeast Quarter (NE1/4) of Section 26, T13N, R18E, to the East line of Section 26, T13N, R18E; thence Northerly along the East line of Section 26, T13N, R18E; to the Southeast corner of the North Half (N1/2) of the North Half (N1/2) of Section 26, T13N, R18E; thence Easterly along the South line of the North Half (N1/2) of the North Half (N1/2) of Section 25, T13N, R18E, to the West line of Section 30, T13N, R19E; thence Southerly along the West line of said Section 30 to the Half Section line; thence Easterly along the Half Section line to the Northeast corner of the Northwest Quarter of the Southwest Quarter of said Section 30; thence Southerly along the East line of the West Half (W1/2) of the West Half (W1/2) of said Section 30 to the North line of the South Half (S1/2) of the South Half (S1/2) of said Section 30; thence Easterly along the North line of the South Half of the South Half of Section 30 to the East line of Section 30, T13N, R19E; thence Northerly along the East lines of Sections 30, 19 and 18, T13N, R19E, to the Northeast corner of Section 18, T13N, R19E; thence Westerly to the Northwest corner of Section 18, T13N, R19E; thence Southerly along the West line of Section 18 T13N, R19E, to the Northeast corner of Section 24, T13N, R18E, thence Westerly along the North line of Section 24 to the Southeast corner of Section 14, T13N, R18E.

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A2 Stateline Base Rate Area: (Continued)

thence Northerly along the East line of said Section 14 to the Half Section line; thence Westerly along the Half Section line of said Section 14 to the East line of Section 15, T13N, R18E; thence Northerly along the East lines of Sections 15, 10, and 3, T13N, R18E and along the East lines of Sections 34 and 27, T14N, R18E, to the Northeast corner of Section 27, T14N, R18E; thence Westerly along the North line of Section 27, T14N, R18E, to the Point of Beginning.

A3 Gardnerville Exchange

Beginning at a point on the West line of Section 32, T15N, R19E, M.D.B.&M, and the center line of Clear Creek; thence Easterly along the center line of said Clear Creek to the center line of the irrigation ditch in the Northwest Quarter of Section 4, T14N, R20E, M.D.B.&M; thence Southerly along the center line of said irrigation ditch of the point where it intersects the Carson River in the Southeast Quarter of Section 9; thence Easterly on a straight line to a point where said line converges with the North Douglas County Line and the North line of the Northwest Quarter of Section 15, T14N, R21E; thence Easterly along the Northern Douglas County Line to where said line meets the Eastern line of Section 13, T14N, R23E, M.D.B.&M.; thence Southerly along the East line of said Sections 13, 24, 25, and 36, T14N, R23E, M.D.B.&M., to the Southeast corner of said Section 36; thence Easterly along the North line of Sections 6 and 5, T14N, R24E, M.D.B.&M., to the East line of Douglas County; thence Southerly along the east line of Douglas County to the intersection of the South line, in the Southwest Quarter of Section 27, T13N, R23E; thence Westerly along the South line of Sections 17 and 28, T13N, R28E, to the Northeast corner of Section 32, T13N, R23E; thence Southerly along the East line of Section 32, T13N, R23E, Sections 5, 8, and 17, T12N, R23E to the Northeast corner of Section 20, T12N, R23E; thence due West along the North line of said Section 20 extended a distance of approximately 14 miles to the Northeast corner of Section 19, T11N, R21E; thence due South along the West Section lines of Sections 19, 30, and 31, T11N, R21E to the California line; thence Northwesterly along Section 8, T12N, R19E; thence North along the West lines of said Sections 8 and 5, T12N, R19E, Sections 32, 29, 20, 17, 8, 5 T13N, R19E, Sections 32, 29, 20, 17, 8, 5, T14N, R19E, Section 32, T15N, R19E, M.D.B.&M., to the Point of Beginning.

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A4 Gardnerville Base Rate Area:

Commencing at the Southwest corner of Section 18, T-12-N, R-20-E Douglas County, Mt. Diablo Base and Meridian, the boundary extends North for five miles to the Northwest corner of Section 30, T-13-N, R-20-E. The boundary turns East for two miles to the Northeast corner of Section 29, T-13-N, R-20-E, thence South to the Southeast corner of Section 29, T-13-N, R-20-E. The boundary then turns East for two miles to the Northeast corner of Section 34, T-13-N, R-20-E, thence South for two and three-fourths miles to the East side of U.S. Highway 395 intersection of the East side section line of Section 10, T-12-N, R-20-E. The boundary continues in a southeasterly direction on the East side of U.S. Highway 395 to the intersection of the South side of Section 14, T-12-N, R-20-E, thence East to the Northeast corner of Section 24, T-12-N, R-20-E. Then South for one mile to the Southeast corner of Section 24, T-12-N, R-20-E. The boundary now extends West to the Northwest corner of Section 25, T-12-N, R-20-E, thence South for one-half mile to the East-West one-half section line of the East side of Section 26, T-12-N, R-20-E. The boundary turns West for three miles on the East-West one-half section line of Sections 26, 27 and 18, T-12-N, R-20-E, to the East side of Section 29, T-12-N, R-20-E, thence North to the Northeast corner of Section 20, T-12-N, R-20-E, thence West to the Southwest corner of Section 18, T-12-N, R-20-E, which is the beginning point of the boundary.

A5 Jacks Valley Base Rate Area:

Commencing on a point on the South boundary of Section 13 one-quarter mile West of the S/E corner of Section 13, T-14-N, R-19-E, Douglas County MDB&M the boundary extends North for 2.9 miles one-quarter mile West of the Easterly boundaries of Sections 13, 12 and 1 to a point of intersection with the Douglas County line. The boundary turns East and follows the Douglas County line to a point of intersection with the center line of U.S. Highway 395. The boundary now turns South and follows the center line of U.S. Highway 395 to the intersection with the South boundary of Section 18, T-14-N, R-20-E, thence West on the South boundary of Section 18, T-14-N, R-20-E to a point one-quarter mile West of the S/E corner of Section 13, T-14-N, R-19-N, which is the beginning point of the boundary.

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METES AND BOUNDS DESCRIPTIONS

A6 Johnson Lane Base Rate Area

Commencing at the S/W corner of Section 2, T-13-N, R-20-E, Douglas County MDB&M the boundary extends North 1/2 mile to the S/E corner of the N/E 1/4 of Section 3, T-13-N, R-20-E. The boundary now turns West for 1/2 mile to the S/W corner of the N/E 1/4 of Section 3, T-13-N, R-20-E; thence North for 1/2 mile to the N/W corner of the N/E 1/4 of Section 3, T-13-N, R-20-E. The boundary then extends West for one mile on the South side of Sections 34 and 33, T-14-N, R-20-E; to the S/W corner of the S/E 1/4 of Section 33, T-14-N, R-20-E. The boundary now extends West for 1/2 mile to the S/W corner of Section 28, T-14-N, R-20-E. The boundary now turns North to the East-West 1/2 section line of Sections 28; thence East for 2-1/2 miles on the East-West 1/2 section line of Sections 28, 27 and 26, T-14-N, R-20-E, to the N/E corner of the S/W 1/4 of Section 26, T-14-N, R-20-E. The boundary now turns south on the North-South 1/2 section line of Sections 26 and 35, T-14-N, R-20-E and Section 2, T-13-N, R-20-E, for a distance of 2-1/2 miles to the S/E corner of the S/W 1/4 of Section 2, T-13-N, R-20-E, thence West to the S/W corner of Section 2, T-13-N, R-20-E, which is the beginning point of the boundary.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service

A7 Gardnerville Certificated Area:

Beginning at the Northeast corner of Section 8, Township 14 North, Range 20 East, M.D.B.&M., thence westerly along the section line to the North one-quarter (N1/4) corner of said section. Thence southerly along the one-quarter (1/4) section line to the center of said section. Thence westerly along the one-quarter (1/4) section line to the West one-quarter (W1/4) corner of said section. Thence southerly along the section line to the Northeast corner of Section 18. Thence westerly along the section line to the North one-sixteenth (N1/16) corner of the Northeast one-quarter (NE1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line to the south one-sixteenth (S1/16) corner of the Northeast one-quarter (NE1/4) of said section. Thence westerly along the one-quarter (1/4) section line to the East one-quarter (E1/4) corner of Section 13, Township 14 North, Range 19 East, M.D.B.&M. Thence westerly along the one-quarter (1/4) section line to the center of said section. Thence southerly along the one-quarter (1/4) section line to the North one-quarter (N1/4) corner of Section 24. Thence westerly along the section line to the North west corner of said section. Thence southerly along the section line to the East one-quarter (E1/4) corner of Section 23. Thence westerly along the one-quarter (1/4) section line to the East one-quarter (E1/4) corner of Section 22. Thence northerly along the section line to the Northeast corner of said section. Thence westerly along the section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of Section 27. Thence easterly along the section line to the North one-quarter (N1/4) corner of said section. Thence southerly along the one-quarter (1/4) section line to the North one-quarter (N1/4) corner of Section 34. Thence westerly along the section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line of the North one-sixteenth (N1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence westerly along the one-quarter (1/4) section line to the East one-quarter (E1/4) corner of Section 33. Thence southerly along the section line to the Northeast corner of Section 4, Township 13 North, Range 19 East, M.D.B.&M.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A7 Gardnerville Certificated Area: (Continued)

Thence westerly along the section line to the North one-sixteenth (N1/16) corner of the Northeast one-quarter (NE1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line to the center of the Southeast one-quarter (SE1/4) of said section. Thence westerly along the one-sixteenth (1/16) section line to the center of the Southwest one-quarter (SW1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of Section 9. Thence westerly along the section line to the Northeast corner of Section 8. Thence southerly along the section line to the East one-quarter (E1/4) corner of said section. Thence westerly along the one-quarter (1/4) section line to the center of said section. Thence southerly along the one-quarter (1/4) section line to the North one-quarter (N1/4) corner of Section 17. Thence easterly along the section line to the Northeast corner of said section. Thence southerly along the section line to the Southeast corner of said section. Thence westerly along the section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of Section 20. Thence southerly along the one-sixteenth (1/16) section line to the North one-sixteenth (N1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence westerly along the one-quarter section line to the West one-quarter (W1/4) corner of said section. Thence southerly along the section line to the Northwest corner of Section 29. Thence southerly along the section line to the Northwest corner of Section 32. Thence southerly along the section line to the Northwest corner of Section 5, Township 12 North, Range 19 East, M.D.B.&M. Thence easterly along the section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line to the North one-sixteenth (N1/16) corner of the Northwest one-quarter (NW1/4) of Section 8. Thence easterly along the section line to the North one-quarter (N1/4) corner of said section. Thence southerly along the one-quarter (1/4) section line to the California-Nevada State Boundary. Thence southeast along said boundary to the East one-sixteenth (E1/16) corner of the Northwest one-quarter (NW1/4) of Section 8, Township 11 North, Range 20 East, M.D.B.&M. Thence northerly along the one-quarter (1/4) section line to the South one-quarter (S1/4) corner of Section 5.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A7 Gardnerville Certificated Area: (Continued)

Thence northerly along the one-quarter (1/4) section line to the North one-quarter (N1/4) corner of said section. Thence easterly along the section line to the Southwest corner of Section 33, Township 12 North, Range 20 East, M.D.B.&M. Thence northerly along the section line to the West one-sixteenth (W1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence easterly along the one-sixteenth (1/16) section line to the West one-sixteenth (W1/16) corner of the Southwest one-quarter (SW1/4) of Section 34. Thence northerly along the section line to the West one-quarter (W1/4) corner of said section. Thence easterly along the one-quarter (1/4) section line to the center of said section. Thence northerly along the one-quarter (1/4) section line to the South one-quarter (S1/4) corner of Section 27. Thence easterly along the section line to the South one-sixteenth (S1/16) corner of the Southeast one-quarter (SE1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the center of the Northeast one-quarter (NE1/4) of said section. Thence easterly along the one-sixteenth (1/16) section line to the West one-sixteenth (W1/16) corner of the Northwest one-quarter (NW1/4) of Section 26. Thence easterly along the one-sixteenth (1/16) section line to the East one-sixteenth (E1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence southerly along the one-quarter (1/4) section line to the center of said section. Thence easterly along the one-quarter (1/4) section line to the West one-quarter (W1/4) corner of Section 25. Thence southerly along the section line to the West one-sixteenth (W1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence easterly along the one-sixteenth (1/16) section line to the East one-sixteenth (E1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence southerly along the one-quarter (1/4) section line to the North one-quarter (N1/4) corner of Section 36. Thence southerly along the one-quarter (1/4) section line to the West one-sixteenth (W1/16) corner of the Northeast one-quarter (NE1/4) of said section. Thence easterly along the one-sixteenth (1/16) section line to the West one-sixteenth (W1/16) corner of the Northwest one-quarter (NW1/4) of Section 31, Township 12 North, Range 21 East, M.D.B.&M.

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Nevada

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Original Sheet No. 8
Canceling Sheet No. 8

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A7 Gardnerville Certificated Area: (Continued)

Thence southerly along the section line to the West one-quarter (W1/4) corner of said section. Thence easterly along the one-quarter (1/4) section line to the center of said section. Thence northerly along the one-quarter (1/4) section line to the South one-quarter (S1/4) corner of Section 30. Thence westerly along the section line to the Southwest corner of said section. Thence northerly along the section line to the Southwest corner of Section 19. Thence easterly along the section line to the South one-quarter (S1/4) corner of said section. Thence northerly along the one-quarter (1/4) section line to the South one-quarter (S1/4) corner of Section 18. Thence easterly along the section line to the Southeast corner of said section. Thence northerly along the section line to the Southwest corner of Section 7. Thence westerly along the section line to the south one-sixteenth (S1/16) corner of the Southeast one-quarter (SE1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the South one-sixteenth (S1/16) corner of the Southeast one-quarter (SE1/4) of Section 6. Thence westerly along the section line to the South one-quarter (S1/4) corner of said section. Thence northerly along the one-quarter (1/4) section line to the center of said section. Thence westerly along the one-quarter (1/4) section line to the West one-quarter (W1/4) corner of said section. Thence northerly along the section one to the southeast corner of Section 36, Township 13 North, Range 30 East, MD.B.&M. Thence westerly along the section line to the South one-sixteenth (S1/16) corner of the Southeast one-quarter (SE1/4) of said section. Thence northerly along the one-sixteenth (1/16) corner of the Southeast one-quarter (SE1/4) of said section. Thence easterly along the one-quarter (1/4) section line to the West one-quarter (W1/4) corner of Section 31, Township 13 North, Range 21 East, M.D.B. &M. Thence easterly along the one-quarter (1/4) section line to the South one-sixteenth (S1/16) corner of the Northeast one-quarter (NE1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the South one-sixteenth (S1/16) corner of the southeast one-quarter (SE1/4) of Section 30. Thence easterly along the section line to the Southeast corner of said section. Thence northerly along the section line to the East one-quarter (E1/4) corner of said section. Thence westerly along the one-quarter (1/4) section line to the center of said section.

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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A7 Gardnerville Certificated Area: (Continued)

Thence northerly along the one-quarter (1/4) section line to the South one-quarter (S1/4) corner of Section 19. Thence northerly along the one-quarter (1/4) section line to the center of said section. Thence easterly along the one-quarter (1/4) section line to the West one-quarter (W1/4) corner of Section 20. Thence northerly along the section line to the Southwest corner of Section 17. Thence easterly along the section line to the South one-quarter (S1/4) corner of said section. Thence northerly along the one-quarter (1/4) section line to the center of said section. Thence easterly along the one-quarter (1/4) section line to the South one-sixteenth (S1/16) corner of the Northeast one-quarter (NE1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the South one-sixteenth (S1/16) corner of the Southeast one-quarter (SE1/4) of Section 8. Thence westerly along the section line to the South one-quarter (S1/4) corner of said section. Thence northerly along the one-quarter (1/4) section line to the center of said section. Thence westerly along the one-quarter (1/4) section line to the South one-sixteenth (S1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the center of the Northwest one-quarter (NW1/4) of said section. Thence westerly along the one-sixteenth (1/16) section line to the East one-sixteenth (E1/16) center of the Northeast one-quarter (NE1/4) of Section 7. Thence westerly along the one-sixteenth (1/16) section line to the West one-sixteenth (W1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence northerly along the section line to the Southwest corner of Section 6. Thence northerly along the section line to the East one-quarter (E1/4) corner of Section 1, Township 13 North, Range 20 East, M.D.B.&M. Thence westerly along the one-quarter (1/4) section line to the center of said section. Thence northerly along the one-quarter (1/4) section line to the South one-quarter (S1/4) corner of Section 36, Township 14 North, Range 20 East, M.D.B.&M. Thence northerly along the one-quarter (1/4) section line to the East one-sixteenth (E1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence westerly along the one-sixteenth (1/16) section line to the West one-sixteenth (W1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence northerly along the section line to the Southwest corner of Section 25. Thence northerly along the section line to the West one-quarter (W1/4) corner of said section.

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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A7 Gardnerville Certificated Area: (Continued)

Thence easterly along the one-quarter (1/4) section line to the South one-sixteenth (S1/16) corner of the Northwest one-quarter (NW1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the South one-sixteenth (S1/16) corner of the Southwest one-quarter (SW1/4) of Section 24. Thence northerly along the one-sixteenth (1/16) section line to the North one-sixteenth (N1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence westerly along the one-quarter (1/4) section line to the East one-quarter (E1/4) corner of Section 23. Thence westerly along the one-quarter (1/4) section line to the North one-sixteenth (N1/16) corner of the Southeast one-quarter (SE1/4) of said section. Thence southerly along the one-sixteenth (1/16) section line to the South one-sixteenth (S1/16) corner of the Southeast one-quarter (SE1/4) of said section. Thence westerly along the section line to the Southeast corner of Section 22. Thence westerly along the section line to the South one-quarter (S1/4) corner of said section. Thence northerly along the one-quarter (1/4) section line to the center of said section. Thence westerly along the one-quarter (1/4) section line to the East one-quarter (E1/4) corner of Section 21. Thence northerly along the section line to the Southeast corner of Section 16. Thence westerly along the section line to the South one-quarter (S1/4) corner of said section. Thence northerly along the one quarter (1/4) section line to the south one-quarter (S1/4) corner of Section 9. Thence westerly along the section line to the South one-sixteenth (S1/16) corner of the Southwest one-quarter (SW1/4) of said section. Thence northerly along the one-sixteenth (1/16) section line to the center of the Northwest one-quarter (NW1/4) of said section. Thence westerly along the one-sixteenth (1/16) section line to the East one-sixteenth (E1/16) corner of the Northeast one-quarter (NE1/4) of Section 8. Thence northerly along the section line to the Northeast corner of Section 8 which is the Point of Beginning.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A8 Glenbrook Exchange:

Beginning at the point where the North line of Ormsby County intersects the California-Nevada Line; thence easterly along the North line of Ormsby County, to the East line of Section 18, T15N, R19E, M.D.B.&M.; thence southerly along the East lines of said Sections 18, 19, 30 and 31, T15N, R19E, Sections 6, 7, 18 and 19, T14N, R19E, to the Southeast corner of said Section 19; thence westerly along the South lines of said Section 19, T14N, R19E, Section 24, 23, and 22, T14N, R18E, to the California-Nevada Line; thence northerly along the California-Nevada Line to the Point of Beginning.

A9 Glenbrook Base Rate Area:

Beginning at the intersection of the Easterly shoreline of Lake Tahoe and the North line of the South half (S1/2) of Section 4, T14N, R18E, M.D.B.&M.; thence easterly along the North lines of the South half (S1/2) of Sections 4, 3, 2, and 1, T14N, R18E, to the center of said Section 1; thence southerly along the East line of the West half (W1/2) of Section 2 to the North line of Section 12, T14N, R18E; thence westerly along the North line of Sections 12 and 11 to the Half Section line of Section 11, T14N, R18E; thence southerly along the East lines of the West half (W1/2) of Sections 11 and 14, T14N, R18E, to the Southeast corner of the West half (W1/2) of said Section 14; thence westerly along the South line of Section 14, T14N, R18E, to the Northeast corner of Section 22, T14N, R18E; thence southerly to the Southeast corner of said Section 22; thence westerly along the South line of said Section 22 to the Easterly shoreline of Lake Tahoe; thence northerly along the Easterly shoreline of Lake Tahoe to the Point of Beginning.

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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A10 Smith Valley Exchange:

Beginning at the intersection of the Douglas-Lyon County Line and the Northerly line of Section 5, T13N, R24E, M.D.B.&M.; thence easterly to the Northeasterly corner of Section 1, T13N, R24E; thence southerly along the easterly range line of R24E to the Northeasterly corner of Section 24, T9N, R24E; thence westerly to the intersection of the Douglas-Lyon County Line and the Southerly line of Section 18, T9N, R24E; thence northerly along said county line to the intersection of said county line and the Southerly line of Section 18, T10N, R24E; thence westerly to the Southwesterly corner of Section 16, T10N, R23E; thence northerly to the Northwesterly corner of Section 4, T10N, R23E; thence easterly to the Southwesterly corner of Section 33, T11N, R23E; thence northerly to the Northwesterly corner of Section 33, T13N, R23E; thence easterly along the Northerly line of Sections 33 and 34, in said township, to the intersection of the Douglas-Lyon County Line and the Northerly line of said Section 34; thence generally northeasterly along said county line to the Point of Beginning.

A11 Smith Valley Base Rate Area:

Beginning at the Northwest corner of the Northeast quarter of the Northwest quarter of Section 19, T11N, R24E, M.D.B.&M., thence easterly along the North line of said section of said township and range; thence easterly along the North line of Section 20 of T11N, R24E, M.D.B.&M., to the Northeast corner of the Northwest quarter of the Northeast quarter of Section 20 of said township and range; thence southerly along the East line of the Northwest and Southwest quarters of the Northeast quarter and the East line of the Northwest and Southwest quarters of the Southeast quarter of said Section; thence southerly along the East line of the Northwest and Southwest quarters of the Northeast quarter of Section 29, T11N, R24E, M.D.B.&M. to the Southeast corner of the Southwest quarter of the Northeast quarter of said section of said township and range; thence westerly along the South line of the Southwest quarter of the Northwest quarter and the Northwest quarter of said section, and the South line of the Northeast quarter and the Southeast quarter of the Northwest quarter of Section 30, T11N, R24E, M.D.B.&M., to the Southwest corner of the Southeast quarter of the Northwest quarter of said section; thence northerly along the West line of the Southeast and Northeast quarters of the Northwest quarter of Section 30; thence northerly along the West line of the Southeast and Northeast quarters of the Southwest quarter of Section 19, T11N, R24E, M.D.B.&M., continuing along the West line of the Southeast and Northeast quarters of the Northwest quarter of said section of said township and range to the point of beginning.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A12 Yerington Exchange:

Beginning at the Northwestern corner of Section 3, T-15-N, R-24-E, M.D.B.&M; thence easterly along the township line to its intersection with the Churchill-Lyon County Line; thence southerly along said county line to its intersection with the East line of Section 16, T-15-N, R-28-E; thence southerly along section lines to the Lyon-Mineral County Line; thence westerly along the county line to Section 14, T-14-N, R-27-E; thence southerly along the most Easterly boundary of Lyon County to the Southeasterly corner of Section 36, T-9-N, R-27-E; thence westerly along the township line to the Southwesterly corner of Section 36, T-9-N, R-26-E; thence northerly to the Southwesterly corner of Section 36, T-10-N, R-26-E; thence westerly to the Southwesterly corner of Section 31, T-10-N, R-25-E; thence northerly along the range line to the Southwesterly corner of Section 31, T-14-N, R-25-E; thence westerly along the township line to the Southeasterly corner of Section 36, R-14-N, R-23-E; thence northerly along the range line to the intersection of said line with the Douglas-Lyon County Line; thence easterly along said county line to the point in Section 16, T-14-N, R-24-E, at which said county line bears southwesterly thence northeasterly to the Southwesterly corner of Section 10, T-14-N, R-24-E; thence northerly to the Point of Beginning.

A13 Yerington Base Rate Area:

Commencing at the S/W corner of Section 33, T-13-N; R-25-E; M.D.B.&M., the boundary extends North on the West side of Sections 33 and 28, T-13-N; R-25-E; for 1-3/4 miles to the S/W corner of the N/W 1/4 of the N/W 1/4 of Section 28, T-13-N; R-25-E; the boundary now turns East for 1/2 mile to the S/E corner of the N/E 1/4 of the N/W 1/4 of Section 28, T-13-N; R-25-E. The boundary now extends North for 3-1/4 miles on the North South 1/2 section lines of Sections 28, 21, 16, 9, T-13-N; R-25-E; to the N/W corner of the N/E 1/4 of Section 9, T-13-N; R-25-E. The boundary now turns East for 3 miles to the N/E corner of the N/E 1/4 of the N/W 1/4 of Section 12, T-13-N; R-25-E; thence South for 3-1/4 miles to the S/E corner of the N/E 1/4 of the N/W 1/4 of Section 25, T-13-N; R-25-E; thence West to the S/E corner of the N/E 1/4 of the N/E 1/4 of Section 28, T-13-N; R-25-E. The boundary now turns South for 1-3/4 miles to the S/E corner of Section 33, T-13-N; R-25-E; thence West for 1 mile to the S/W corner of Section 33, T-13-N; R-25-E; which is the beginning point of the boundary.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A14 Topaz Lake Exchange

Beginning at the Northwest corner of Section 19, T11N, R21E, M.D.B.&M.; thence due East along the North line of said Section 19 extended a distance of approximately 14 miles to the Northeast corner of Section 20, T11N, R23E, M.D.B.&M.; thence due South a distance of approximately 3 miles to the Southwest corner of Section 32, T11N, R23E, M.D.B.&M.; thence easterly approximately 880 feet to the Northeast corner of Section 5, T23E, R10E, M.D.B.&M.; thence southerly a distance of approximately 3 miles to the Northwest corner of Section 21, T10N, R23E, M.D.B.&M.; thence easterly along the North line of said Section 21 extended to the line separating Douglas and Lyon counties, Nevada; thence along said county line to the line separating the states of Nevada and California; thence northwesterly along said state line to a point where said line crosses the West line of Section 31, T11N, R21E, M.D.B.&M; thence due North to the Point of Beginning.

Commencing at the intersection of the N/S 1/2 section line of Section 30, T-10-N; R-22-E; M.D. B&M and the Nevada-California state line, the boundary extends north for 3 miles to the N/S of Section 18, T-10-N; R-22-E. The boundary then turns east for 1-3/4 miles to the S/W corner of the S/E 1/4 of the S/E 1/4 of Section 8, T-10-N; R-22-E; thence north for 1-1/2 miles to the N/W corner of the N/E 1/4 of the S/E 1/4 of Section 5, T-10-N; R-22-E; thence east 1/4 mile to the N/E corner of the S/E 1/4 of Section 5, T-10-N; R-22-E. The boundary now turns south for 1/2 mile to the S/E corner of Section 5, T-10-N; R-22-E; thence east for 2 miles to the N/E corner of Section 10, T-10-N; R-22-E. The boundary then turns south for 1/2 mile to the S/W corner of the N/W 1/4 of Section 11, T-10-N; R-22-E; thence east for 1 mile to the N/E corner of the S/E 1/4 of Section 11, then south to the center line of State Highway 3 intersection with the E/S of Section 11, T-10-N; R-22-E. From this point the boundary follows the center line of State Highway 3 in a southwesterly direction to the intersection of the N/S 1/2 Section line of Section 17, T-10-N; R-22-E. The boundary now turns south for approximately 1-1/2 miles to the S/W corner of the S/E 1/4 of Section 20, T-10-N; R-22-E. From this point the boundary travels east for 1/2 mile to the S/W corner of Section 21, T-10-N; R-22-E; thence south 1/2 mile to the S/W corner of the N/W 1/4 of Section 28, T-10-N; R-22-E. The boundary now extends east for 1 mile to the N/E corner of the S/E 1/4 of Section 28, T-10-N; R-22-E, thence south 1-1/2 miles to the S/E corner of Section 33, T-10-N; R-22-E. At this point the boundary turns west on the S/S of Section 33 and extends to the shoreline of Topaz Lake following the shoreline in a southwesterly direction to the Nevada state line. The boundary now follows the Nevada state line northwest to the N/S 1/2 section line of Section 30, T-10-N; R-22-E which is the beginning point of the boundary.

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METES AND BOUNDS DESCRIPTIONS

Frontier Communications of the Southwest Inc., 1-Way Paging Service (Continued)

A15 Montgomery Pass Exchange

Those portions of land situated in Mineral County, State of Nevada, described as follows:

Sections 31, 32 and 33, Township 2 North, Range 33 East, Mount Diablo Meridian.

Sections 4, 5, 6, 7, 8, 18 and 19, Township 1 North, Range 33 East, Mount Diablo Meridian.

Sections 10, 11, 12, 13, 14, 15, 21, 22, 23, 24, 26, 27, 28, those portions of sections 29, 30, 32 and 33 lying within Mineral County, Township 1 North, Range 32 East, Mount Diablo Meridian.

A16 Sweetwater Exchange

Those portions of Township 7 North, Range 25 East Mount Diablo Meridian, in the County of Lyon, State of Nevada, described as follows:

The South Half (S1/2) of the North Half (N1/2) of Section 7. That portion of the South Half (S1/2) of Section 7, lying within the State of Nevada. The South Half (S1/2) of the North Half (N1/2) of Section 8. The South Half (S1/2) of Section 8.

The West Half (W1/2) of the Southwest Quarter (SW1/4) of Section 10. The Southwest Quarter (SW1/4) of Section 14. The North Half (N1/2) of Section 35. The Northwest Quarter (NW1/4) of the Southeast Quarter (SE1/4) of Section 35.

That portion of the North Half (N1/2) of the Southwest Quarter (SW1/4) of Section 35, lying within the State of Nevada.

The North Half (N1/2) of the North Half (N1/2) of Section 36. The Southwest Quarter (SW1/4) of the Northeast Quarter (NE1/4) of Section 36. The Northwest Quarter (NW1/4) of the Southeast Quarter (SE1/4) of Section 36.

That portion of each of the following Sections lying within the State of Nevada: Section 17, 18, 20, 21, 27, 28 and 34. All of Sections 9, 15, 16, 22, 23, 24, 25 and 26. All of Sections 29 and 30, Township 7 North, Range 26 East, Mount Diablo Meridian, County of Lyon, State of Nevada.

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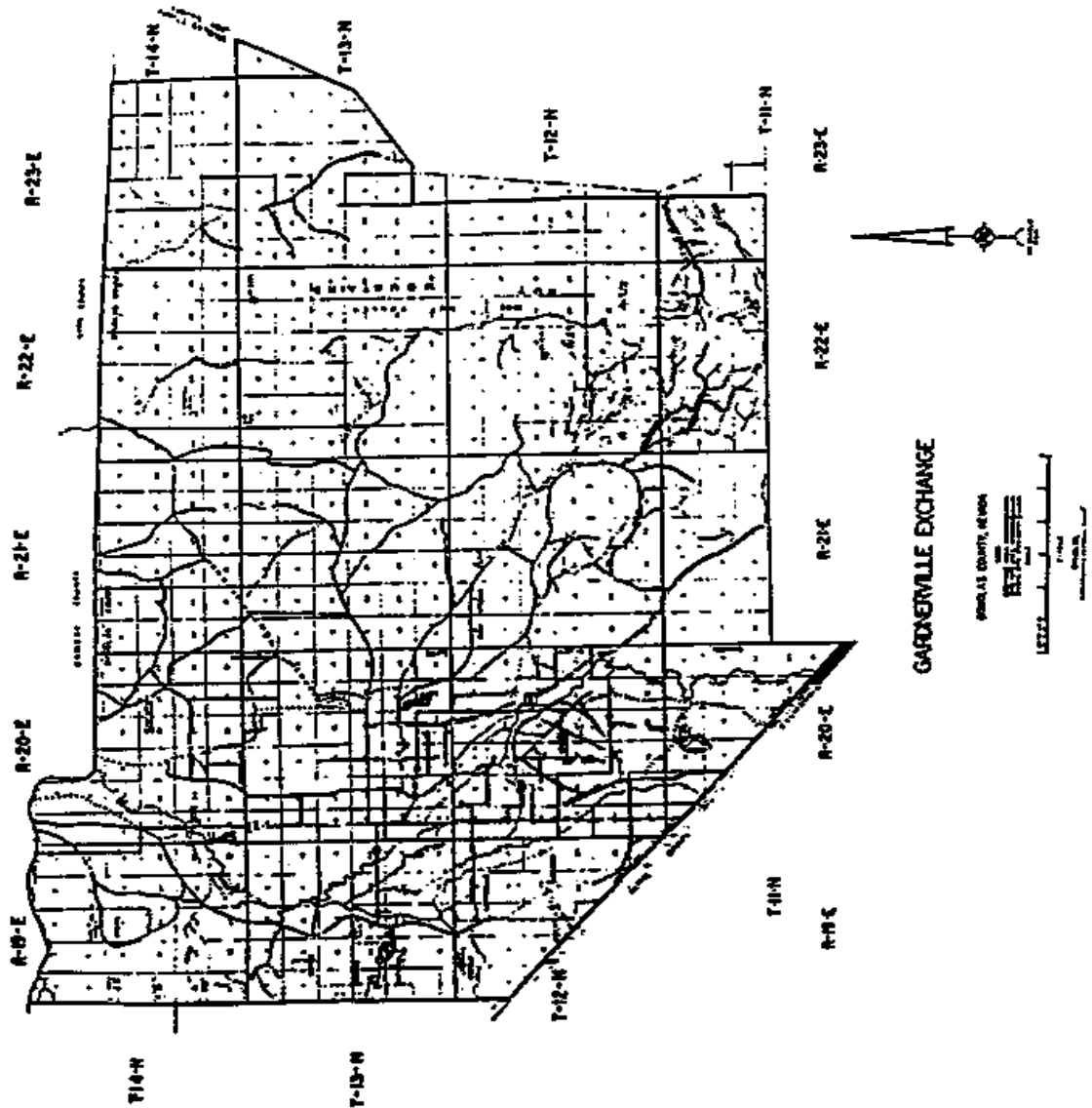
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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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Original Sheet No. 17

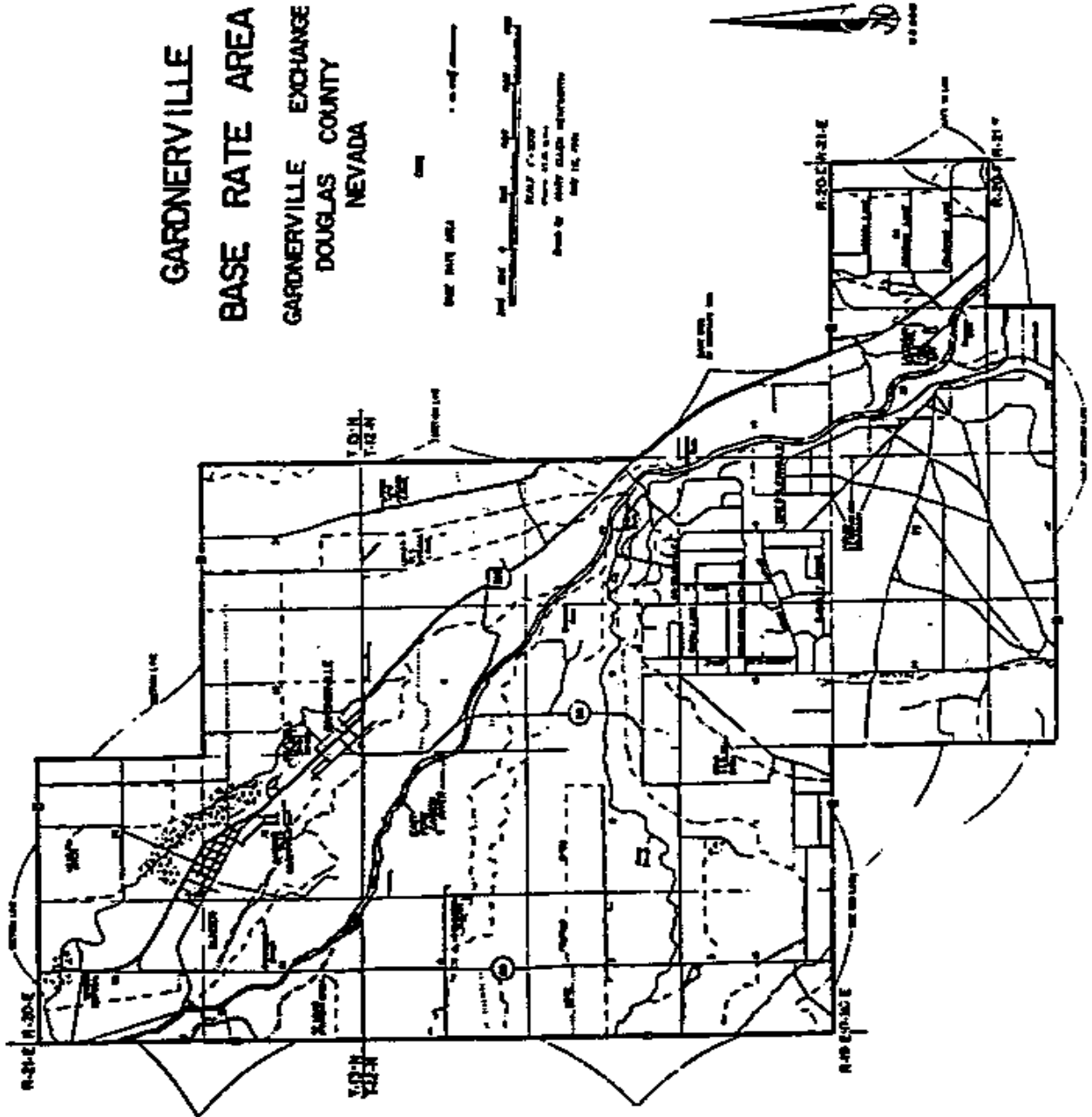
Canceling

Sheet No. 17

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



Issued: June 11, 2014

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Government & External Affairs

FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

Nevada

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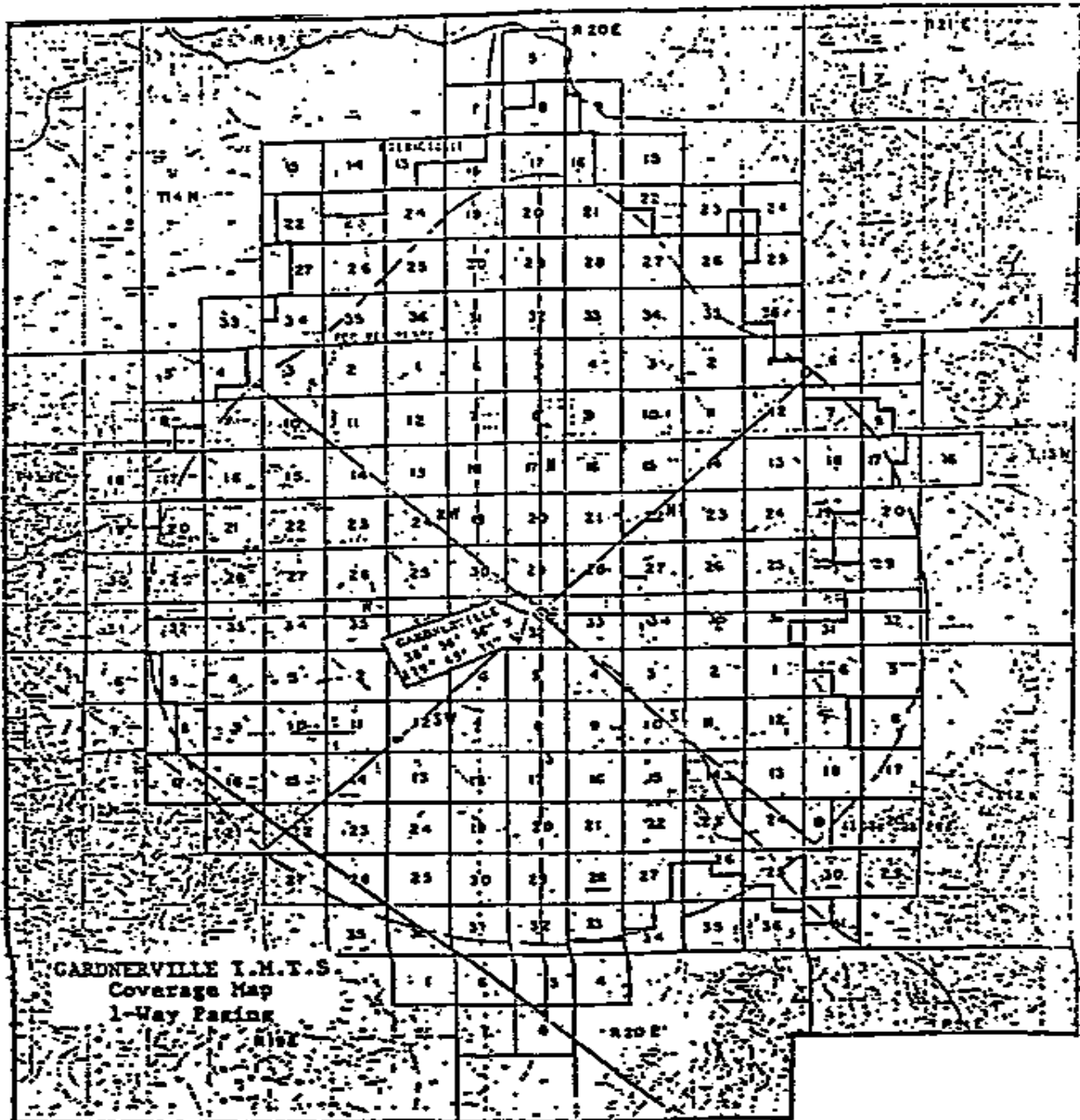
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Original Sheet No. 18
Canceling Sheet No. 18

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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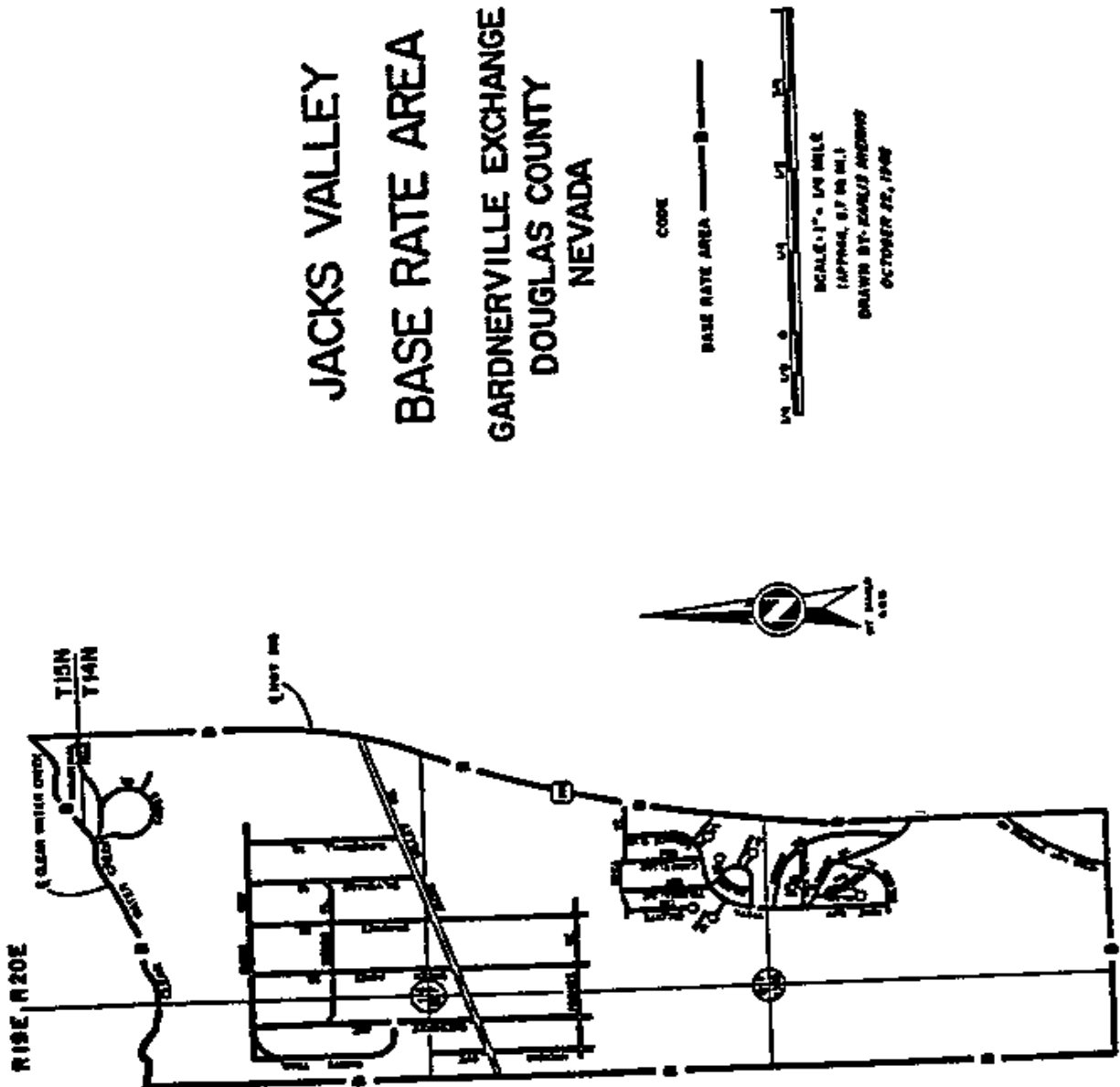
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MAPS OF EXCHANGE BASE RATE AREAS



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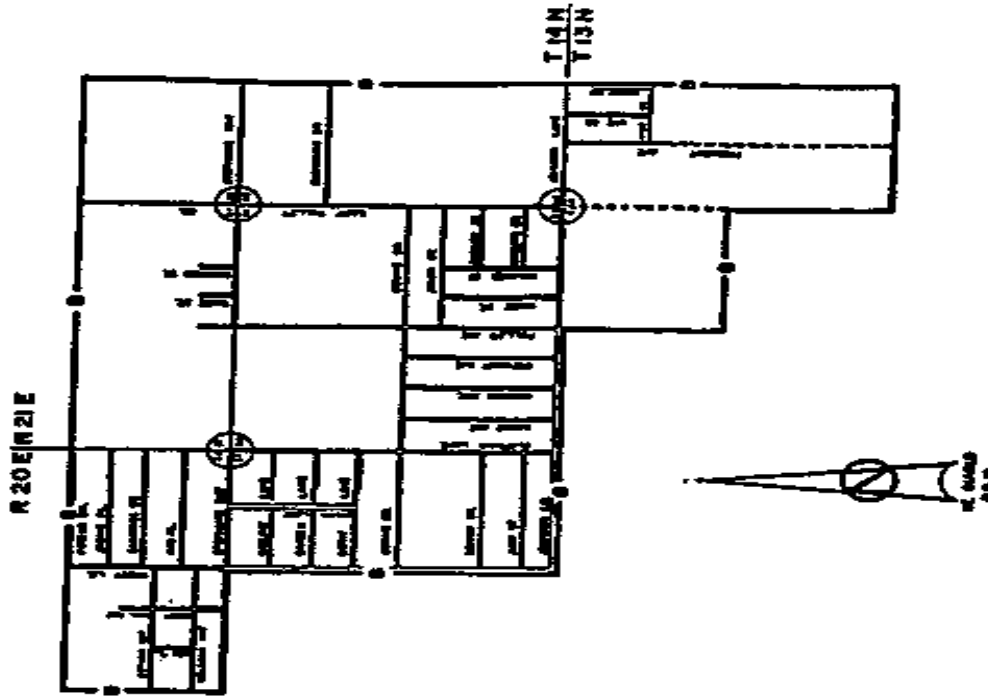
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METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



JOHNSON LANE
BASE RATE AREA
GARDNERVILLE EXCHANGE
DOUGLAS COUNTY
NEVADA



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Original Sheet No. 21

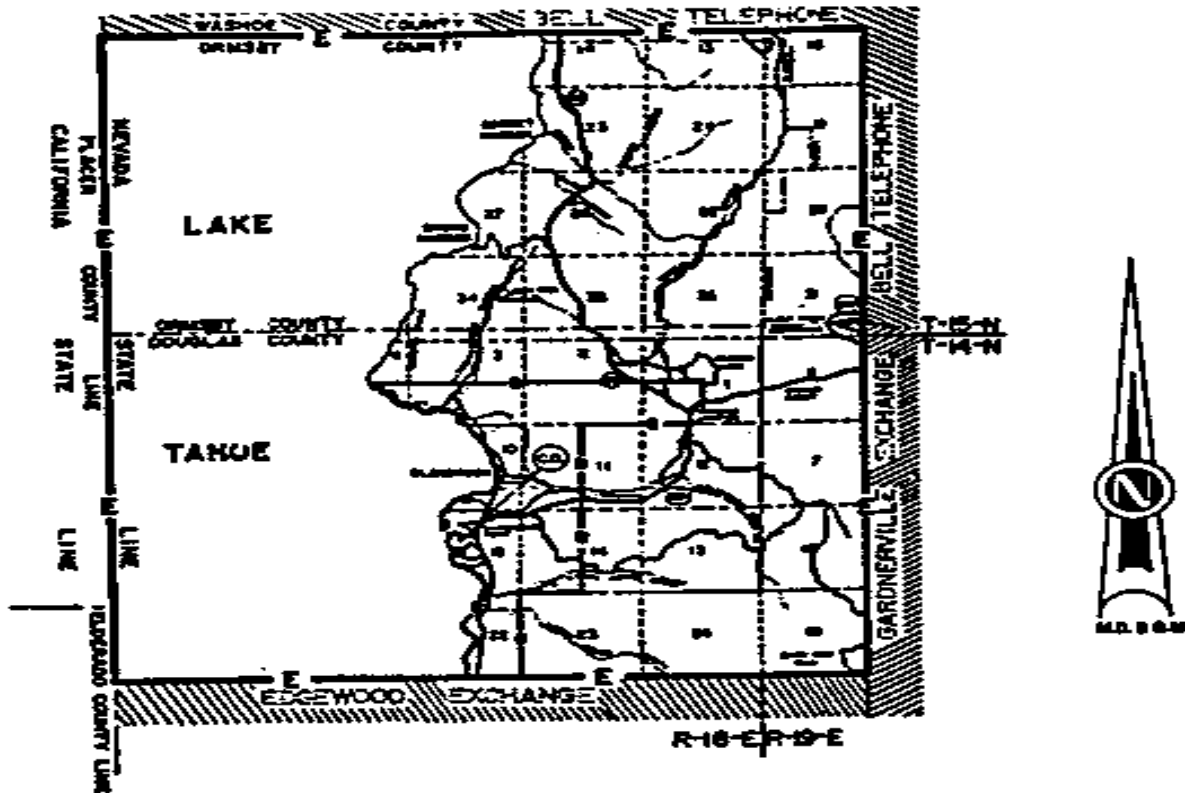
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Sheet No. 21

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



**GLENBROOK EXCHANGE
DOUGLAS AND ORMSBY COUNTIES
NEVADA**

CODE

EXCHANGE AREA E

BASE RATE AREA E



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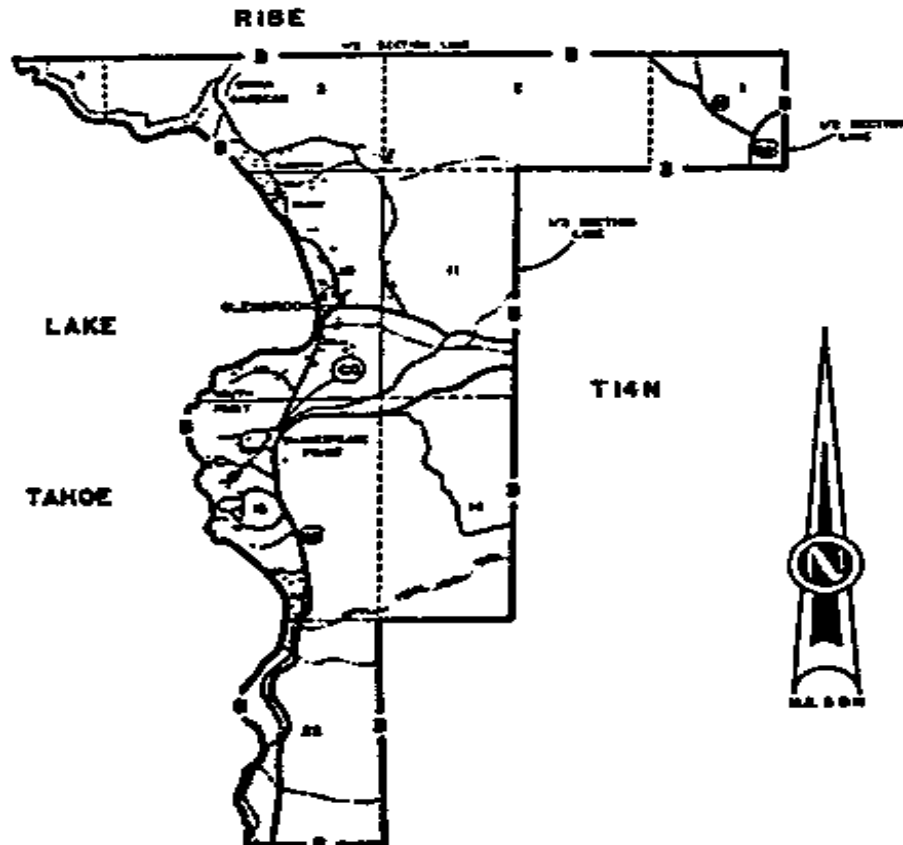
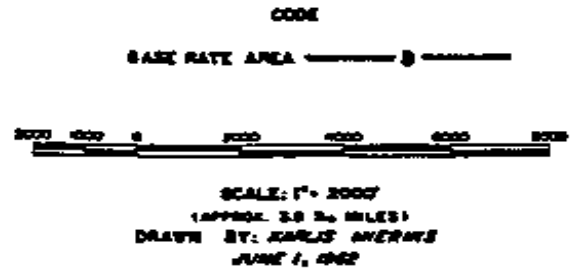
SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS

GLENBROOK BASE RATE AREA

GLENBROOK EXCHANGE DOUGLAS COUNTY NEVADA



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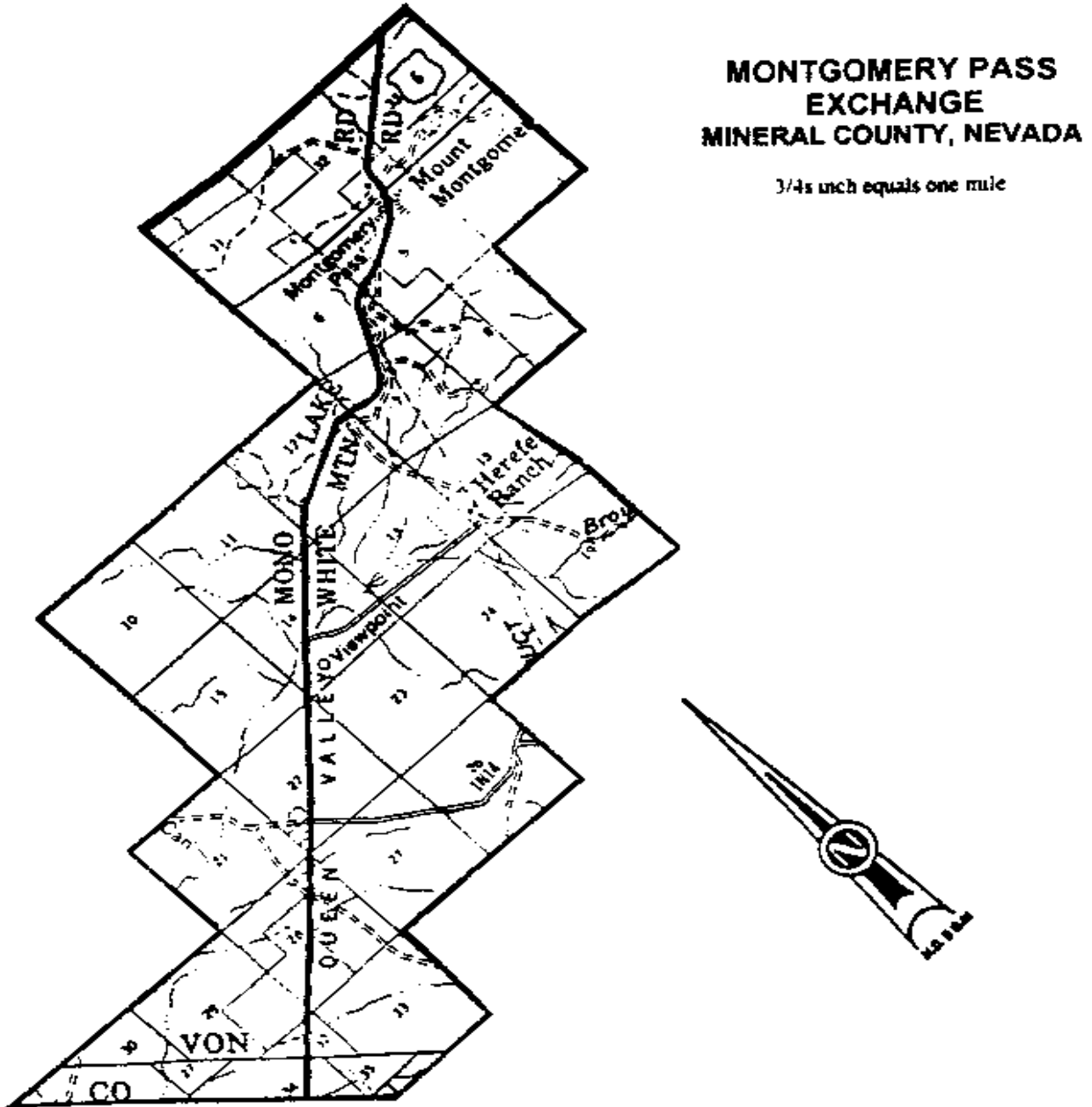
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METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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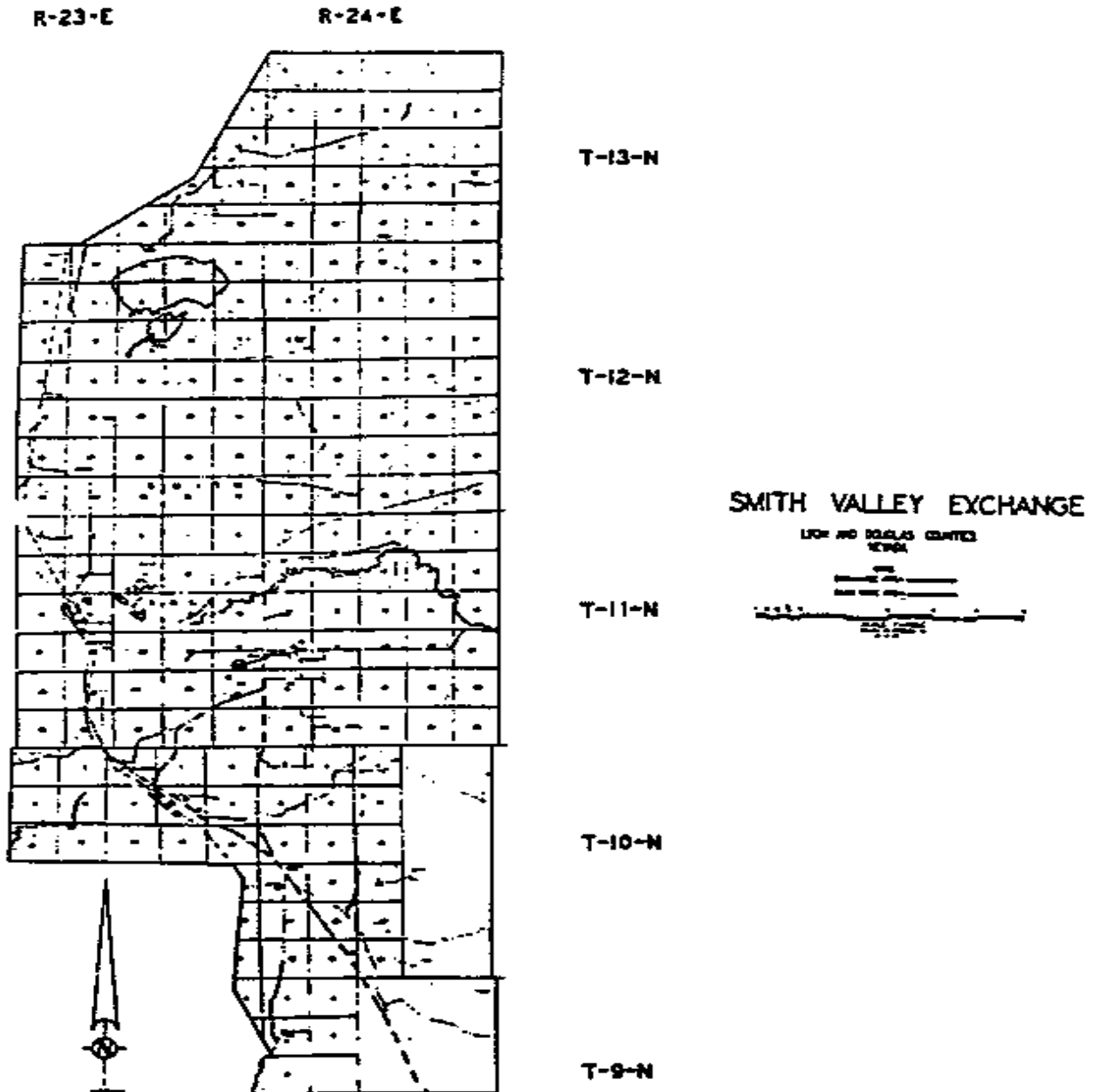
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Original Sheet No. 24
Canceling Sheet No. 24

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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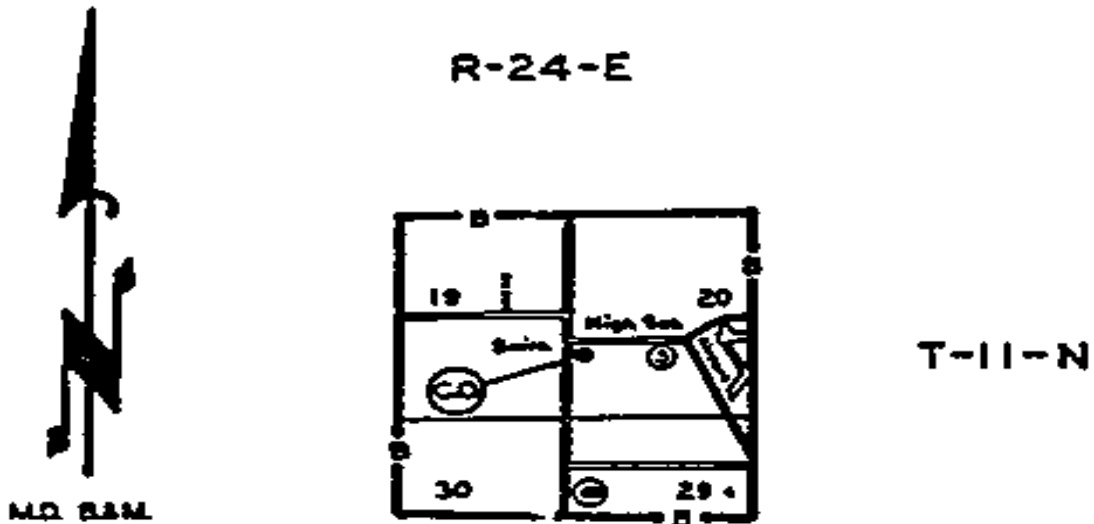
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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



SMITH VALLEY BASE RATE AREA
LYON COUNTY NEVADA

CODE
BASE RATE AREA ————



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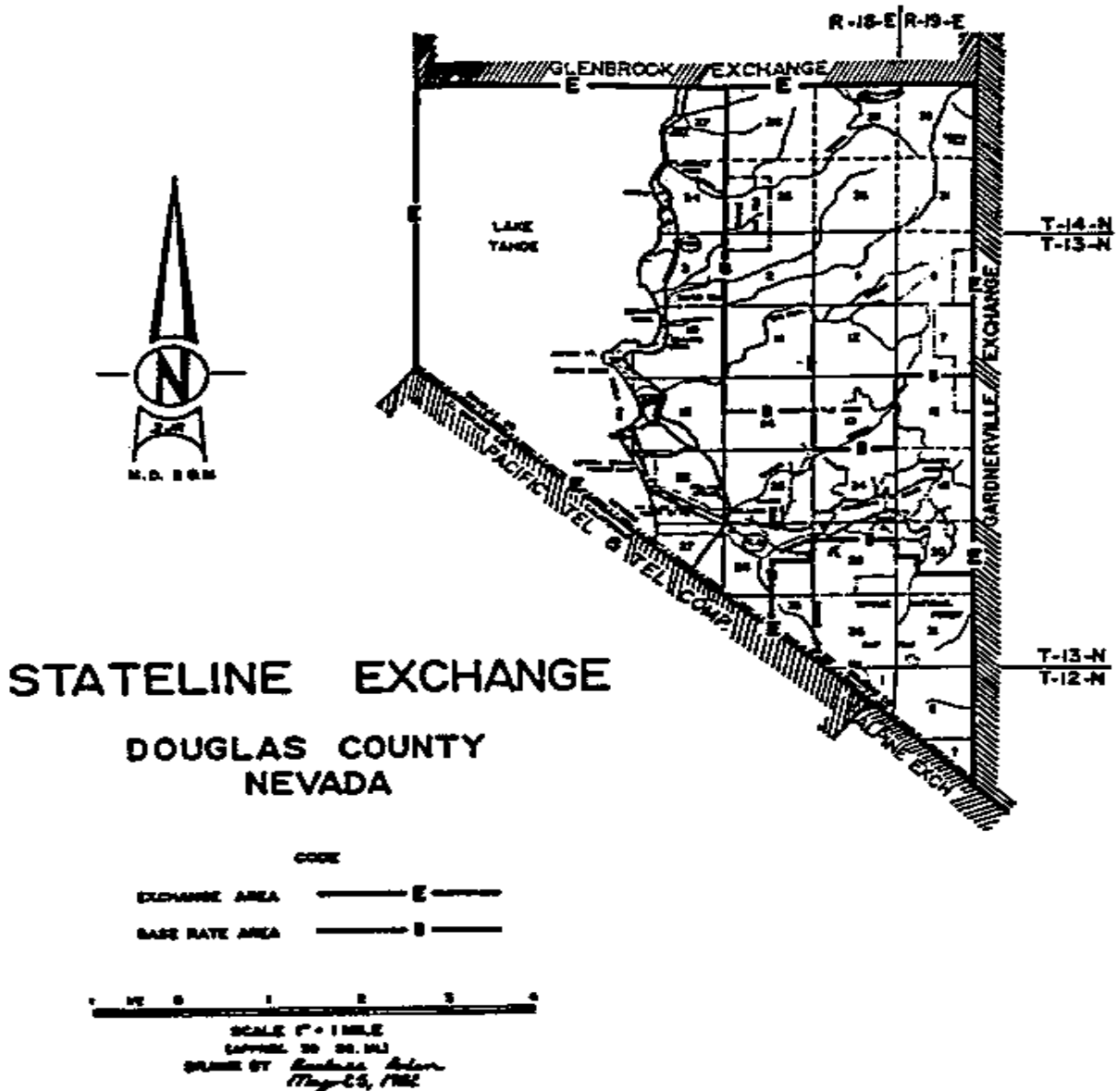
P.U.C.N. Tariff No. 4-C

Original Sheet No. 26
Canceling Sheet No. 26

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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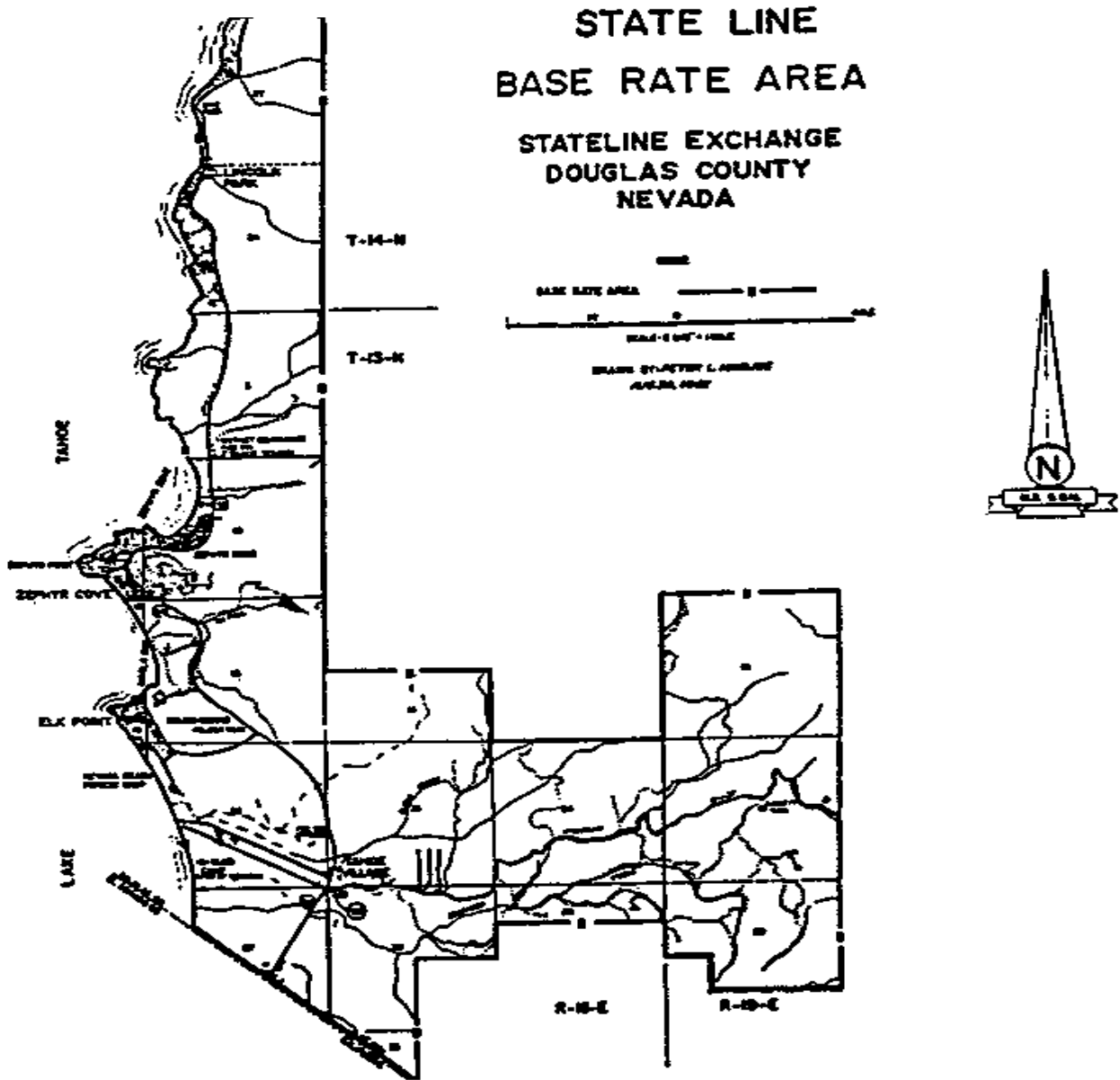
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Original Sheet No. 27
Canceling Sheet No. 27

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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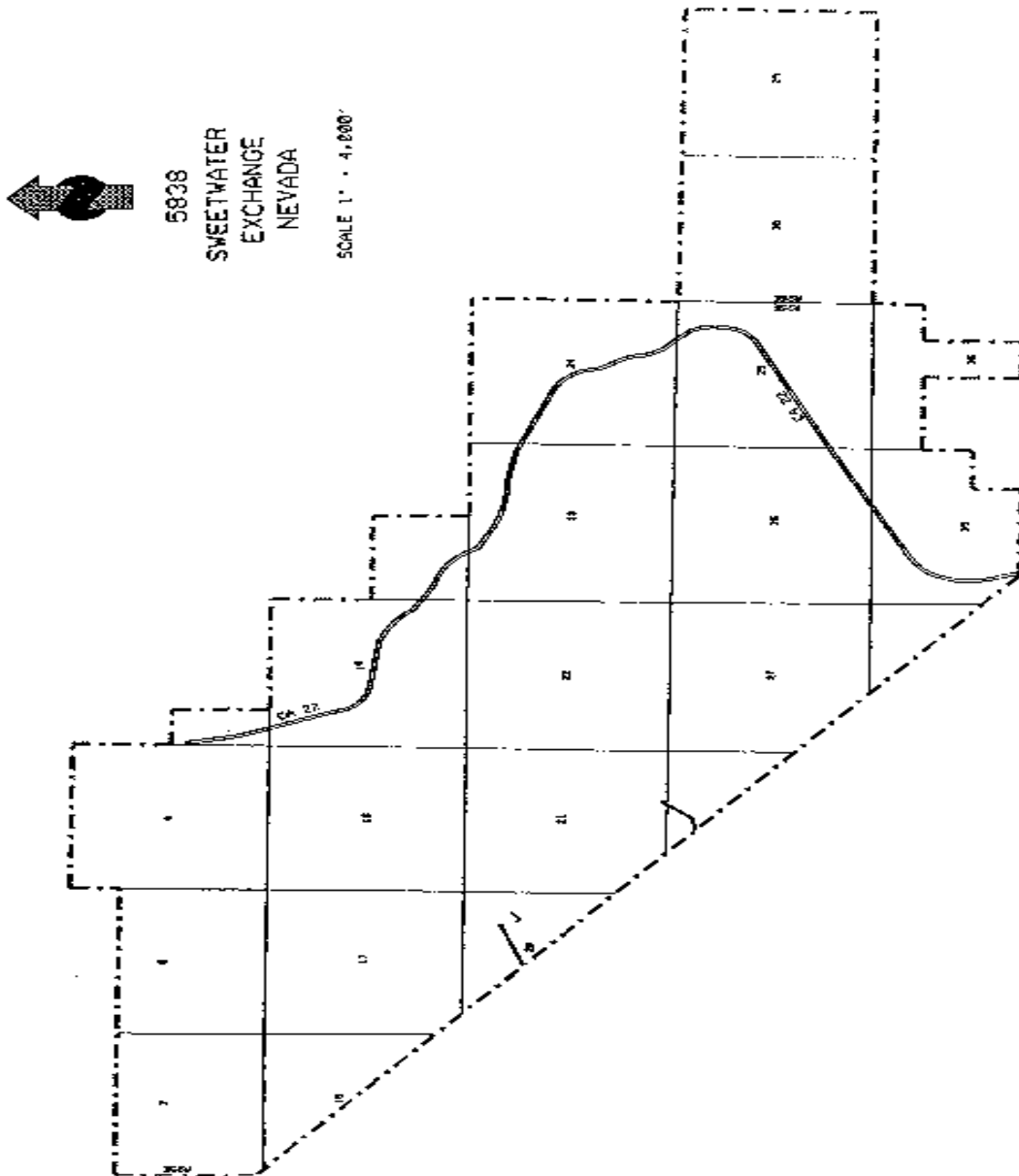
P.U.C.N. Tariff No. 4-C

Original Sheet No. 28
Canceling Sheet No. 28

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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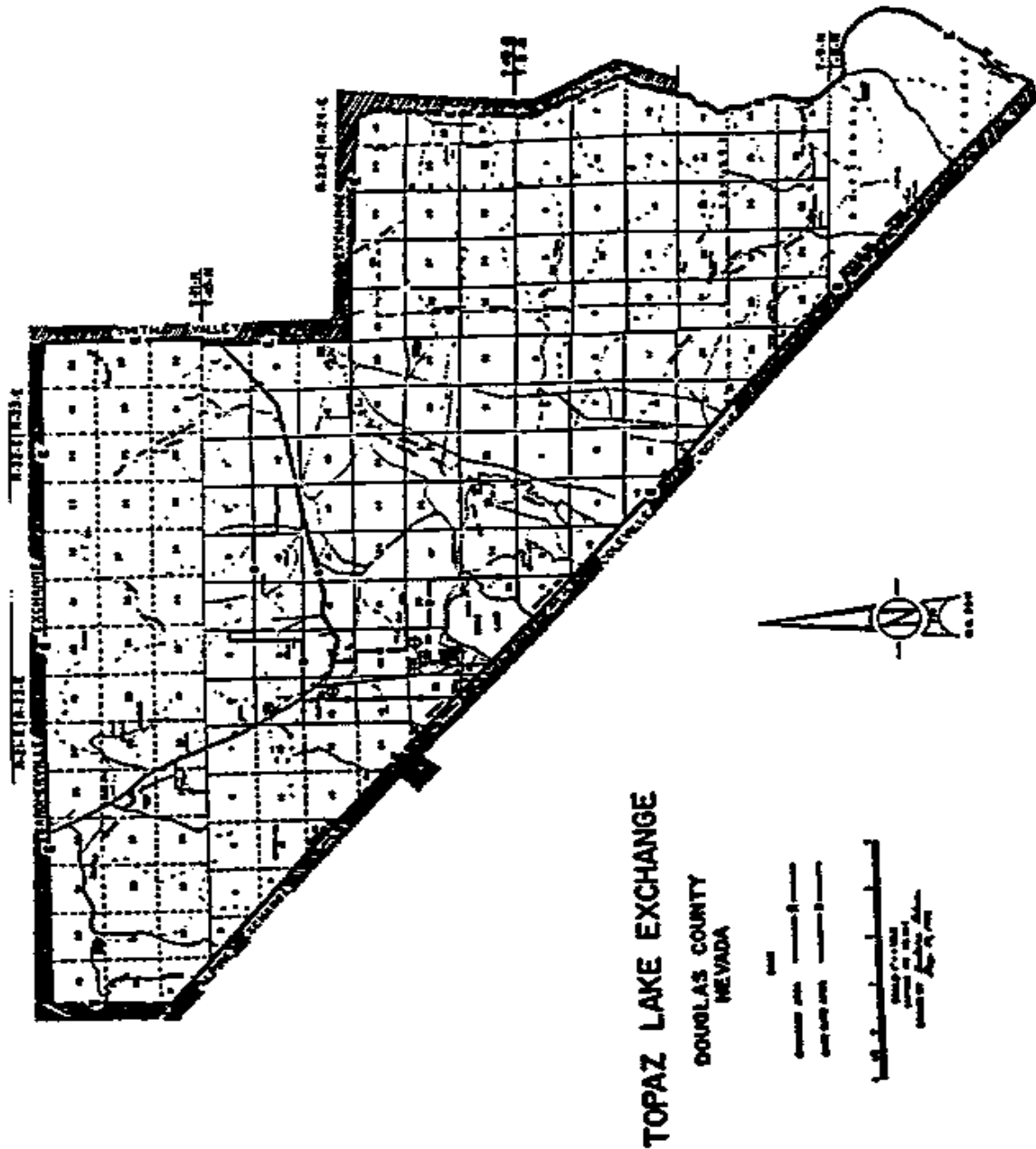
P.U.C.N. Tariff No. 4-C

Original Sheet No. 29
Canceling Sheet No. 29

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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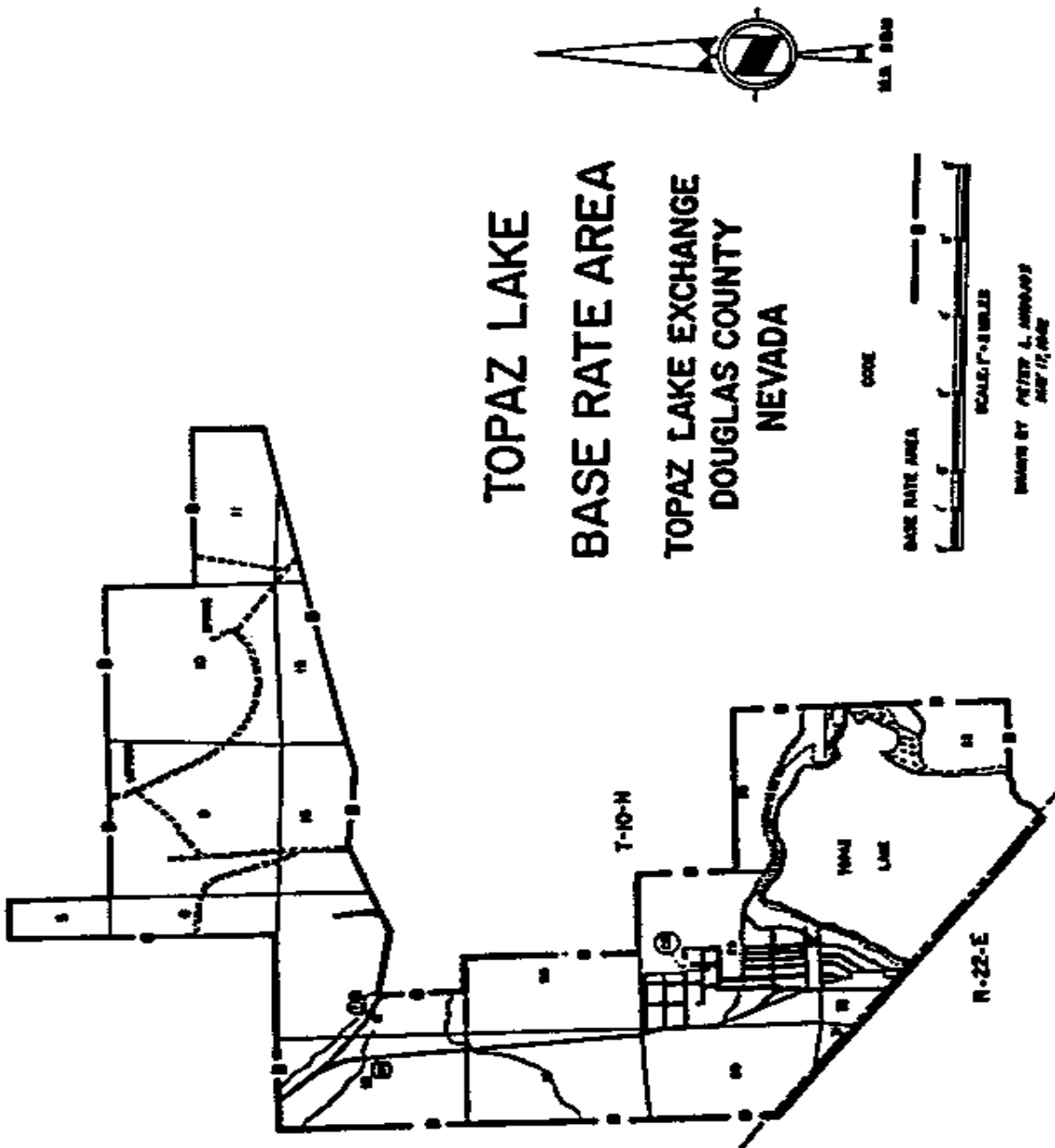
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METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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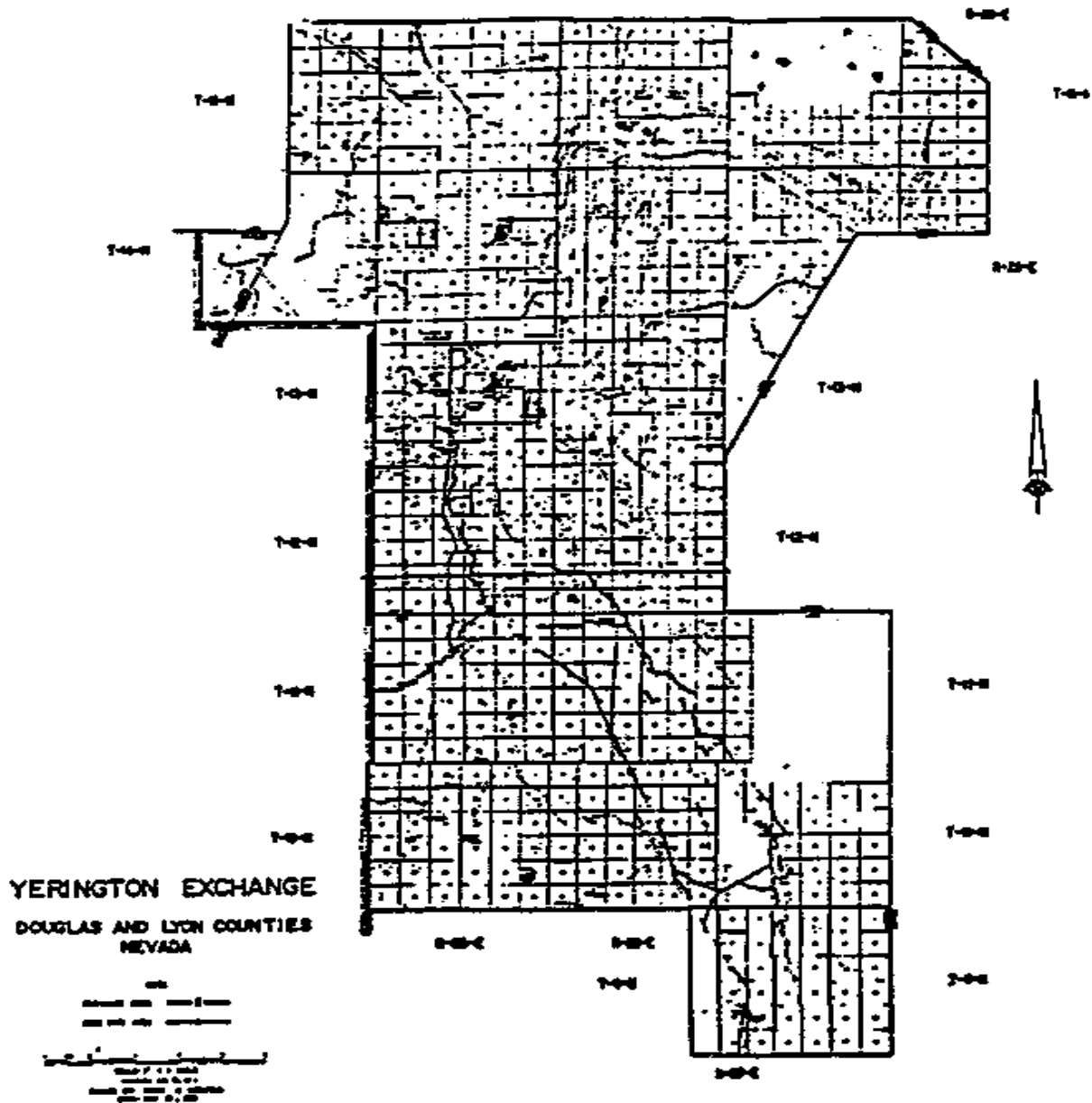
P.U.C.N. Tariff No. 4-C

Original Sheet No. 31
Canceling Sheet No. 31

SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS



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P.U.C.N. Tariff No. 4-C

Original Sheet No. 32

Canceling

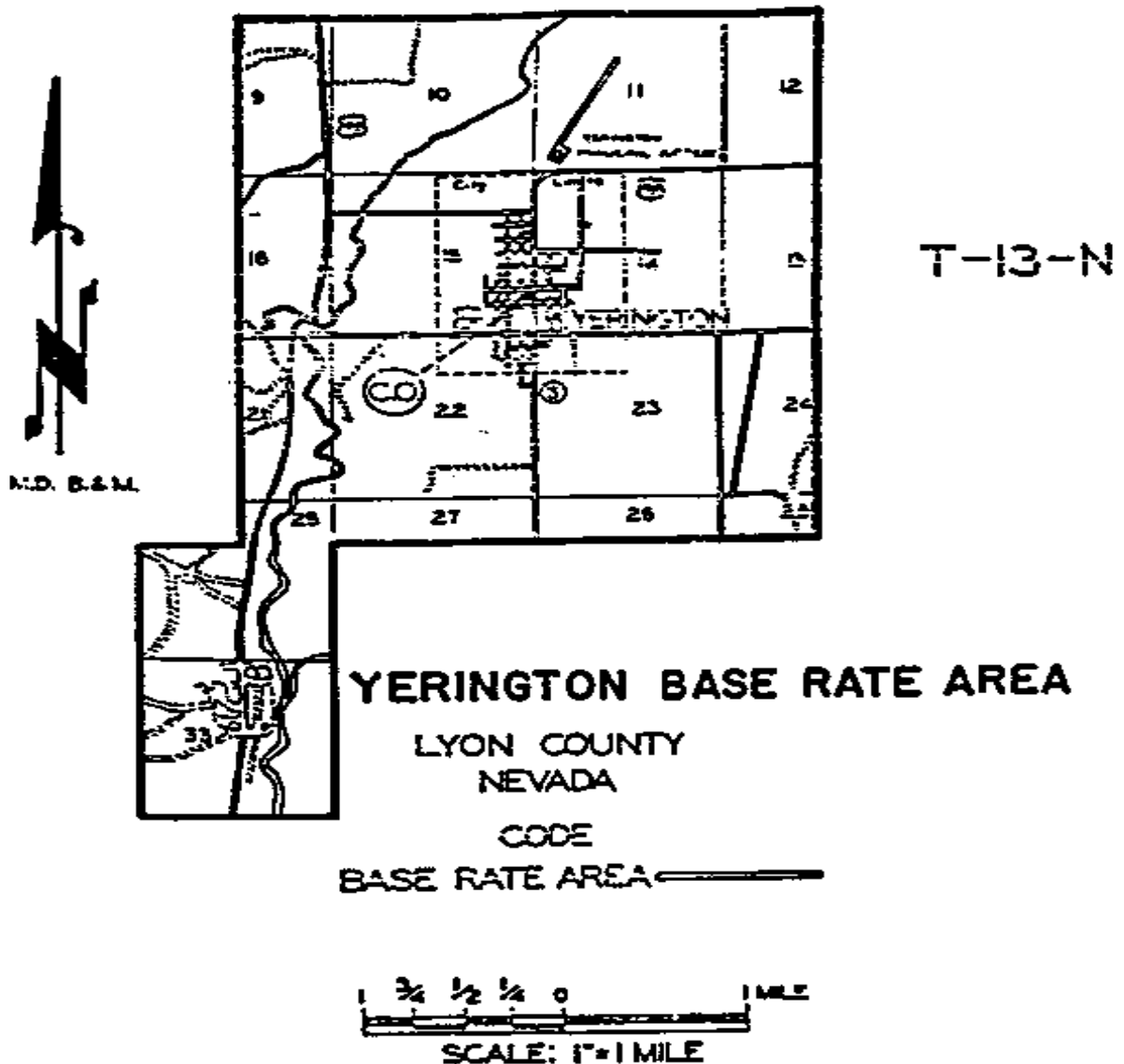
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SCHEDULE NO. AB

METES AND BOUNDS DESCRIPTIONS

MAPS OF EXCHANGE BASE RATE AREAS

R-25-E



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P.U.C.N. Tariff No. 4-C

6th Revised Check Sheet No. A
Canceling 5th Revised Check Sheet No. A

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

LIST OF EFFECTIVE SHEETS

The original and revised sheets named below contain all changes from the original tariff that are in effect on the date shown.

<u>Page</u>	<u>Number of Revision Except As Indicated</u>
CA A	6th Revised*
TOC 1	Original
1	2 nd Revised
2	Original
3	Original
4	5th Revised*
5	2 nd Revised
6	1 st Revised
7	1 st Revised
8	3 rd Revised

***New or Revised**

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Nevada

9260 E. Stockton Blvd. Elk Grove, CA 95624
P.U.C.N. Tariff No. 4-C

Original Table of Contents Sheet No. 1
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SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

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Tribal Link Up	1
Native American Link Up Discount	3
Lifeline Telephone Service	4
Native American Lifeline	8

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P.U.C.N. Tariff No. 4-C

2nd Revised Sheet No. 1
Canceling 1st Revised Sheet No. 1

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

TRIBAL LINK UP

APPLICABILITY

Applicable to Residents of Tribal Lands who apply for basic residential service.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

DISCOUNT

- A1 A 100% reduction, up to \$100.00, for new service connection charges as outlined in the Service Catalog, Section 5, Service Charges.
- A2 The interest accruing on installment billing for service connection charges shall be waived up to a maximum of \$200.00

SPECIAL CONDITIONS

- A1 An applicant must meet all of the following criteria in order to qualify for Tribal Link Up:
- B1 The applicant must self-certify if he/she is under 60 years of age that he/she is not a dependent for federal income tax purposes. The applicant need not self-certify if he/she is over 60 years of age.
- B2 The applicant's meet the requirements for Lifeline under Schedule No. A1, Sheet No. 5 or one of the following programs: (C)
(C)
- Bureau of Indian Affairs General Assistance (N)
 - Tribally Administered Temporary Assistance for Needy Families |
 - Head Start (for those meeting the income standard) (N)
 - Food Distribution Program on Indian Reservations (FDPIR)
- C1 Documentation which demonstrates the total household gross income of the applicant includes:
- D1 Most recent federal or tribal tax return
- D2 Three consecutive months of all income statements for applicant's household within the same calendar year.

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Steve Crosby, Senior Vice President
Regulatory Affairs

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Original Sheet No. 2
Canceling Sheet No. 2

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

TRIBAL LINK UP (Continued)

SPECIAL CONDITIONS (Continued)

- A1 An applicant must meet all of the following criteria in order to qualify for Tribal Link Up (Continued):
- B2 (Continued)
 - C2 Eligible State or Federal Programs identified in Schedule A1, Sheet No. 5, Special Condition A1.B2 or one of the following assistance programs:
 - D1 Bureau of Indian Affairs General Assistance
 - D2 Tribally Administered Temporary Assistance for Needy Families
 - D3 Head Start (only those households meeting its income qualifying standard)
 - D4 Food Distribution Program on Indian Reservations (FDPIR)
 - B3 The residence premise at which the service is requested is the applicant's principal place of residence.
 - B4 There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

A room or a portion of a residential premises occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit (premises) for the application of Tribal Link Up.
- A2 Tribal Link Up will not be furnished on a Foreign Exchange (FEX) or Foreign Prefix (FPS) basis.
- A3 Customers qualifying for Tribal Link Up Service will be entitled to one installation per residential address as shown in the Service Catalog, Section 5, Service Charges.
- A4 Funding for Tribal Link Up Service (baseline and supplemental amounts) is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.
- A5 Tribal Link Up Service customer's continued eligibility will be verified as stated in Lifeline Special Conditions A11 and A12.

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Original Sheet No. 3
Canceling Sheet No. 3

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

NATIVE AMERICAN LINK UP DISCOUNT

- A1 Subscribers who live on federally recognized tribal lands and meet the Native American Lifeline eligibility criteria described in Schedule A1 are eligible for federal assistance in Tribal Link Up installation credits to establish telephone service as outlined in Schedule A1, Sheet No. 1, Discount A1.
- A2 The preceding additional credits will be available to Lifeline customers who live on tribal lands in the following exchanges:

Gardnerville
Yerington

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P.U.C.N. Tariff No. 4-C

5th Revised Sheet No. 4
Canceling 4th Revised Sheet No. 4

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

LIFELINE TELEPHONE SERVICE

APPLICABILITY

Applicable to all eligible residence customers of the Utility who apply for basic residential service.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

GENERAL

Lifeline is available to all residence customers who meet the requirements of 47 C.F.R., Section 54.409.

DISCOUNT

A1 An allowance equal to the current federal baseline reduction will apply to the Lifeline customer's monthly bill in compliance with FCC Docket 12-11 and pursuant to Nevada Administration Code (NAC) Chapter 704 in addition to the following Lifeline credit amounts:

	<u>Monthly Rate</u> <u>Bundled *</u>	<u>Monthly Rate</u> <u>Voice *</u>	(C)(N)
Federal and State Lifeline Credits for a One-Party Line:			
Residence Single-Party Line	\$16.00	\$16.00	
End User Common Line Charge (EUCL)	6.50	6.50	
Federal Lifeline Credit	9.25	7.25 (R)	
State Lifeline Support Credit	<u>3.50</u>	<u>3.50</u>	
Lifeline Charge before Taxes	\$9.75	\$11.75 (I)	(C)(N)

The Federal Baseline Lifeline Reduction shown above shall be used to waive the EUCL charge as shown in Conditions A4, following.

* Bundled: Voice and qualifying broadband service. (N)
Voice: Voice with no qualifying broadband service as defined by 47 C.F.R. Sec 54.403(a)(2). (N)

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9260 E. Stockton Blvd. Elk Grove, CA 95624
P.U.C.N. Tariff No. 4-C

2nd Revised Sheet No. 5
Canceling 1st Revised Sheet No. 5

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

LIFELINE TELEPHONE SERVICE

SPECIAL CONDITIONS

A1 To be eligible for Lifeline Service, the applicant's total household gross income must not exceed 135% of the federally established poverty levels set forth for the number of persons in applicant's household, as updated. The applicant must provide documentation of income, or that a member of the household receives, or is eligible to receive, benefits from one of the public programs listed below. (R)
(C)
(C)

B1 Documentation which demonstrates the total household gross income of the applicant includes:

C1 Most recent federal or tribal tax return

C2 Three consecutive months of all income statements for applicant's household within the same calendar year.

B2 Eligible Public Programs include:

C1 Medicaid

C2 Supplemental Nutrition Assistance Program

C3 Supplemental Security Income (SSI)

C4 Federal Public Housing Assistance (Section 8)

C5 Veterans Pension (C)

C6 Veterans Survivors Pension (C)

Certification must be provided before the customer can receive Lifeline Service. The customer, who is requesting Lifeline Service, must provide a signed document certifying under penalty of perjury that he or she or a household member meets the requirement of SPECIAL CONDITIONS A1 above, and agrees to notify the Utility when they no longer participate in the program or programs. The same document can be used for Tribal Link Up eligibility. (D)
(D)

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9260 E. Stockton Blvd. Elk Grove, CA 95624
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1st Revised Sheet No. 6
Canceling Original Sheet No. 6

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

LIFELINE TELEPHONE SERVICE

SPECIAL CONDITIONS (Continued)

- (D)
(D)
- A2 Lifeline telephone service will be subject to the following restrictions: (T)
- B1 Service will only be provided to the applicant's principal residence. (D)
B2 Applicants will only be allowed to subscribe to a single residential access line. (D)
B3 Eligibility will be verified annually, or on request. (T)
(T)(C)
- A3 An allowance equal to the current federally mandated access charge for Lifeline customers which is discounted 100% as set forth in Frontier's Tariff FCC No. 6. (T)
- A4 Lifeline Toll Restriction Service is available where technically feasible to Lifeline Telephone Service customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900, 1+700, 976 calls, while allowing access to local, 611, 911, 0-, 1+800/888, etc., 950-XXXX and 1+950-XXXX, EAS, and Local Calling Plan calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes “*/#” (e.g., *66, *69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.
- Toll Control Service is available where technically feasible to Lifeline Telephone Service customers at no charge. Toll control allows the customer to specify a certain dollar amount of toll usage that may be incurred on their telephone service per month. Customers may choose a limit between \$50.00 and \$200.00 increments of \$10.00. Toll Restriction will take effect once the customer's requested toll limitation amount is exceeded.
- A5 Lifeline Service may not be disconnected for non-payment of toll charges. (T)

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1st Revised Sheet No. 7
Canceling Original Sheet No. 7

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

LIFELINE TELEPHONE SERVICE

SPECIAL CONDITIONS (Continued)

- A6 A subscriber who is eligible for the Lifeline and Tribal Link Up programs, but has unpaid toll charges, shall be enrolled if the subscriber agrees to toll blocking and to set up a payment arrangement for the unpaid toll balance. To reestablish toll service, the subscriber must pay any outstanding toll bill in full. (T)
- A7 Funding for Lifeline Service (baseline and supplemental amounts) is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. (T)
- A8 Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed. (T)
- A9 With exception of the initial installation charges, all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the Service Catalog rates in Section 1 and Section 5. (T)
- A10 Lifeline customers must recertify annually or on request in compliance with 47 C.F.R., Section 54.410. (C)(T)
(C)
(D)
|
(D)

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P.U.C.N. Tariff No. 4-C

3rd Revised Sheet No. 8
Canceling 2nd Revised Sheet No. 8

SCHEDULE NO. A1

TRIBAL LINK UP
AND LIFELINE TELEPHONE SERVICE

NATIVE AMERICAN LIFELINE

A1 Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in Schedule A1, Sheet No. 5 preceding or one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

A2 If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in the Service Catalog, Section 5, Service Charges, the resident will receive the state support, as well as the additional enhanced federal support.

A3 The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

<u>Reservation</u>	<u>Exchange</u>	<u>Credit</u>
Dresslerville Colony (Washoe Tribe)	Gardnerville	\$4.48
Washoe Tribe	Gardnerville	4.48
Yerington Paiute Tribe of the Yerington Colony	Yerington	4.48

A4 Additionally, those customers who live on federally recognized tribal lands and meet the Native American Lifeline eligibility criteria described above are eligible for federal assistance of up to \$100.00 in Tribal Link Up installation credits to establish telephone service as described in the Service Catalog, Section 10, Outside Plant Facility and Section 5, Service Charges.

RATES

	<u>Monthly Rate</u>	
Residence Single-Party Line	\$16.00	(I)
End User Common Line Charge (EUCL)	6.50	
Enhanced Lifeline Credit	22.50	(I)
State Lifeline Support Credit	<u>0.00</u>	
Native American Lifeline Charge before Taxes	\$0.00	

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FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

Nevada

9260 E. Stockton Blvd. Elk Grove, CA 95624
P.U.C.N. Tariff No. 4-C

Original Check Sheet No. A
Canceling Check Sheet No. A

SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

LIST OF EFFECTIVE SHEETS

The original and revised sheets named below contain all changes from the original tariff that are in effect on the date shown.

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CS A	Original*
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8	Original*
9	Original*
10	Original*

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

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Original Sheet No. 1
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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

APPLICABILITY

Applicable to 911 emergency reporting service furnished to political subdivisions and municipal corporations.

TERRITORY

Within the exchange areas of all exchanges as said areas are defined on maps filed as part of the tariff schedules.

RATES

		<u>Monthly Rate</u>
A1	911 emergency service	
	B1 Each 911 access line ¹	
	C1 ANI capable facility from a serving central office to the PSAP ^{2, 3}	\$126.00

¹ Customer must subscribe to sufficient 911 access lines required to meet or exceed P.01 grade of service from each serving central office.

² This rate also applies when connecting other Exchange Carrier serving central offices to a PSAP located in the Utility's service area. This rate does not include circuitry beyond the "meet point" of the facility or terminations of other Exchange Carriers serving central offices.

³ Service charges from Section 5 of the Service Catalog will apply for the initial installation of each 911 access line.

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

RATES ¹ (Continued)

		<u>Monthly Rate</u>
A2	Automatic Location Identification Service	
B1	Database Management System, per 1,000 Wireline Access Lines/Records ¹	\$57.99
B2	Centralized ALI Storage/Processing, per 1,000 records ¹	
C1	When subscribing to wireline only Storage/Processing Wireline Records	60.17
B3	Centralized ALI Access – per PSAP ²	907.62

¹ Minimum billing is 1,000 records. The counts are rounded to the nearest 1,000 records and will be adjusted annually. Wireline billing is based on the number of Frontier Access Lines and Non-Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction.

² Does not include equipment (access software and hardware) needed at customer's premises to interface to the Centralized ALI circuit facility.

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

GENERAL

- A1 911 Emergency Reporting Service, also referred to as 911 Service, is a telephone exchange communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Emergency Service Agency (ESA) may receive telephone calls dialed to the telephone number 911. 911 Service includes lines and equipment necessary for the answering, transferring, and dispatching of public emergency telephone 911 calls originated by persons within the serving area. 911 Service includes Automatic Number Identification. An optional feature of 911 service is Automatic Location Identification.
- A2 The ESA may be a municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The ESA must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency law enforcement, fire, or other emergency services within the telephone central office areas arranged for 911 calling.
- A3 The 911 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The ESA must subscribe to additional local exchange service at the PSAP for administrative purposes, the placing of outgoing calls, and for receiving other emergency calls, including any which might be relayed by utility operators.
- A4 This offering is limited to the use of central office number 911 as the emergency number, and only one 911 Service will be provided within any geographical area.
- A5 911 Service is provided by the Utility only where facility and operating conditions permit.
- A6 The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Tariff and/or Service Catalog.
- A7 Application for 911 Service must be executed in writing by the ESA. If application for service is made by an agent, then satisfactory evidence of the appointment must be provided in writing to the Utility. At least one local law enforcement agency must be included among the participating agencies in any 911 offering. The ESA is the customer to the Utility.

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

GENERAL (Continued)

- A8 Caller ID Blocking features "Per Call Block" and "Per Line Block" will not block the delivery of Automatic Number Identification (ANI) if activated prior to placing a 911 call.
- A9 Automatic Location Identification Service is an optional 911 feature which provides 911 caller location information based on address criteria provided by Customer. The service consists of the following components:
- B1 Database Management System (DBMS) - Provides the following:
 - C1 Validates and modifies wireline subscriber address to match the Master Street Address Guide (MSAG);
 - C2 Provides addition, deletion, and change updates of Subscriber names, telephone numbers, and addresses to the Centralized ALI Storage/Processing System.
 - B2 Centralized ALI Storage/Processing System: Stores subscriber location information associated with the 911 service area. It is used by the PSAPs to retrieve location data of a 911 caller. This service is provided via a network based system consisting of two identical components, one being the primary component responding to the PSAP, the other providing redundant capabilities. Both network components are connected to the PSAP, This Service provides location information for wireline callers as follows:
 - C1 Wireline - Upon receipt of an ALI query from the PSAP, the system will respond with the subscriber's name, street address and community associated with the telephone number.

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

SPECIAL CONDITIONS

- A1 The Utility provides 911 Service solely for the benefit of the ESA operating the PSAP. The provision of 911 Service by the Utility shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any utility obligation toward any third person or legal entity other than the ESA.
- A2 The Utility does not undertake to answer and forward 911 calls but furnishes the use of its facilities to enable the ESA's personnel to respond to such calls at the ESA's premises.
- A3 Temporary suspension of service is not provided for any part of the 911 Service.
- A4 This service is furnished to ESA's only for the purpose of voice reporting of emergencies by the public.
- A5 911 information consisting of the names, addresses, and telephone numbers of end users whose listings are not published in directories or listed in the directory assistance records is treated as strictly confidential. (Except as indicated in A6 and A7 following.)
- A6 The 911 calling party forfeits the privacy afforded by private (nonpublished) and semiprivate (nonlisted) telephone number service to the extent that the telephone number associated with the originating station location is furnished to the PSAP on a call-by-call basis only for the purpose of responding to emergency calls. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.
- Private and semiprivate information may also be released to authorized agencies in the delivery of emergency notification services pursuant to 47 USC §222(g).
- A7 The Utility's entire liability to any person for interruption or failure of 911 service shall be limited to the terms set forth in this schedule and Rules and Regulations, Rule No. 14 of this tariff.
- A8 The ESA shall have the responsibility of discovering all errors, defects, and malfunctions in the transmission of calls and data, database(s), and overall operation of the system. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall promptly notify the Utility in the event the system is not functioning properly. PSAP equipment must be compatible with the Utility's facilities.

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

SPECIAL CONDITIONS (Continued)

- A9 The Utility's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service, or any part thereof whether caused by the negligence of the Utility or otherwise, shall not exceed an amount equivalent to the pro rate charges for the service affected during the period of time that the service was fully or partially inoperative.
- A10 Except for willful misconduct or gross negligence of the Utility, each end user and ESA also agrees to release, indemnify, and hold harmless the Utility from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the end user, ESA, or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the end user, ESA, or others.
- A11 Each ESA also agrees to release, indemnify, and hold harmless the Utility for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Utility in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Utility, the ESA, its user, agencies, or municipalities, or the employees or agents of any one of them.
- A12 Because the Utility serving boundaries and political subdivision boundaries may not coincide, it is the obligation of the ESA to make arrangements to handle all 911 calls that originate from telephones served by central offices in the local service area whether or not the calling telephone is situated on property within the geographical boundaries of the ESA's public safety jurisdiction.
- A13 The Automatic Number Identification (ANI) feature will not forward the telephone number of the calling party when the call originates on a line providing four-party grade of service.

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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

SPECIAL CONDITIONS (Continued)

A14 The ESA must furnish the Utility, in writing, with its agreement to the following terms and conditions:

- B1 That at least one PSAP will be provided and staffed on a 24-hour, seven-day per week basis.
- B2 That the ESA accepts responsibility for dispatching, or having others dispatch law enforcement, fire, ambulance, or other emergency services as required to the extent such services are reasonably available.
- B3 That the ESA will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties.
- B4 That the ESA will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Utility to be installed. (Applies to 911 Service only).
- B5 The ESA has read, understands, and agrees to all the terms and conditions as specified in this Schedule of the tariff.
- B6 Basic termination liability formula

If the service is cancelled in whole or in part by the customer or is terminated for cause by the Company prior to expiration of the agreed to five-year period, the customer shall be required to pay a sum determined by the application of the following formula.

$$\begin{array}{l} \text{Termination} = \text{Monthly Rate} \times \text{\# of Months Remaining} \\ \text{Charge} \qquad \qquad \text{For All} \qquad \qquad \text{In five-year Basic} \\ \qquad \qquad \qquad \text{Services} \qquad \qquad \text{Termination Liability} \\ \qquad \qquad \qquad \text{Agreement} \end{array}$$

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Canceling Sheet No. 8

SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

SPECIAL CONDITIONS (Continued)

- A15 It will be the intent of the Utility to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.
- A16 This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement, and other emergencies and does not create any relationship or obligation, directly or indirectly, to any person other than the ESA contracting for 911 Service. In the event of any interruption of the service, the Utility shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rate allowance of the tariff rate for the service or facilities provided to the ESA for the time such interruption continues, after notice to the Utility. No allowance shall be made if the interruption is due to the negligence or willful act of the ESA.
- A17 When the use of service or facilities furnished by the Utility is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Rule No. 14 of this tariff. Where allowances on monthly charges for service features of 911 Service are involved, only those service features which are affected by the interrupted service shall be considered, and further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.
- A18 The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects, and malfunctions in the service, nor does the Utility undertake such responsibility. The ESA shall make such operational tests as, in the judgment of the ESA, are required to determine whether the system is functioning properly for its use. The ESA shall notify the Utility in the event the system is not functioning properly.
- A19 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis. A minimum of two 911 access lines are required from respective prefixed central office(s) in an exchange to the associated PSAP.
- A20 Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Utility cannot guarantee the completion of said 911 call, the quality of the call, or any features that may otherwise be provided with 911 Service.
- A21 The Utility, its employees, agents, or representatives, except in cases of willful misconduct or gross negligence, shall not be liable for death or injury to the person or for damage to property as a result of undertaking, participating in, or carrying out duties involved in tracing a 911 call in an emergency situation where no name, address, or location of the 911 caller is available.

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Original Sheet No. 9
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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

SPECIAL CONDITIONS (Continued)

- A22 The ESA agrees to provide trained personnel for 24-hour coverage and receive all 911 calls routed to the PSAP. The ESA recognizes that addresses must first be verified from a calling party. The Utility will provide to the ESA, 24-hours per day on a call-by-call basis, for both published and nonpublished telephone numbers, the customer name and address from a Reverse Directory controlled and maintained by the Utility. This directory will be updated by the Utility on a monthly basis. The Utility agrees to provide the physical address of the calling party wherever possible but cannot guarantee the existence or accuracy of the addresses in emergency situations. The ESA accepts responsibility for dispatching, or the responsibility for having others dispatch, law enforcement, fire, rescue, or other emergency services as required.
- A23 Under normal circumstances, work will not be performed on 911 circuits until an authorized release is obtained from the person responsible for the operation of the PSAP.
- A24 No charge will be made to a calling party for calls to the 911 service.
- A25 Prior to the establishment of Automatic Location Identification (ALI) Service, the ESA is responsible for providing the Utility with a complete and accurate Master Street Address Guide (MSAG) for the entire geographic area where ALI Service is provided. After establishment of service, it is the responsibility of the ESA to continue to verify the accuracy of the MSAG, and to advise the Utility of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that may affect the accuracy of the location information.
- A26 ALI Service does not include provision of specific caller location information where it is technically impossible to do so. Such technical reasons include, but are not limited to, the inability to provide subscriber information associated with multi-party lines, or private telecommunications systems, such as PBXs or shared tenant services. The Utility does not undertake to obtain subscriber record information from private telecommunications systems, but will accept such information provided to it.
- A27 The ESA acknowledges that the location information provided with ALI Service may not be the actual location of the emergency and/or may not be accurate or complete. The ESA agrees to attempt to obtain the location of the emergency from the 911 caller.

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Original Sheet No. 10
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SCHEDULE NO. A2

911 EMERGENCY REPORTING SERVICE

DEFINITIONS OF TERMS

- A1 Automatic Location Identification (ALI): The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.
- A2 Automatic Location Identification (ALI) Database: The set of ALI records residing on a computer system.
- A3 Automatic Number Identification (ANI): A feature by which the calling party's telephone number is forwarded to the PSAP's Display and Transfer Units via the 911 Control Office.
- A4 Called Party Hold: Once the PSAP has answered the call, a communication link is established that cannot be broken by the party that has called. The call remains connected until terminated by the PSAP.
- A5 Calling Party Switch Hook Status: This allows the PSAP to tell if the calling party has hung up or is on the line and unable to speak.
- A6 Centralized ALI Storage/Processing: The data storage for the ALI records in the redundant CALI system, both the primary and the secondary platforms. The ALI records are updated on the CALI System with Change/Add/Delete activity.
- A7 Emergency Ringback: This feature allows the PSAP to attract the attention of the calling party by ringing that party's telephone. Ringback will operate either if the calling party has hung up or has not hung up but is away from the telephone.
- A8 Emergency 911 Service Options: 911 Service with ANI: includes automatic number identification, and may include forced disconnect, calling party hold, calling party switch hook status and emergency ringback.
- A9 Forced Disconnect: This feature allows the PSAP to terminate completed calls and release the 911 system for reuse even if the calling party remains on the line.
- A10 Master Street Address Guide (MSAG): A database of street names and house number ranges within associated communities used for the purposes of assuring proper routing of 911 calls.
- A11 Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

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SCHEDULE NO. R1

RULE & REGULATION

DEFINITIONS, RULES AND REGULATIONS

LIST OF EFFECTIVE SHEETS

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TOC 2	Original	29	1 st Revised	58	Original
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SCHEDULE NO. R1

RULE & REGULATION

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RULE & REGULATION

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SCHEDULE NO. R1

RULE & REGULATION NO. 1

DEFINITIONS

For the purpose of these tariff schedules the terms and expressions listed below shall have the meanings set forth opposite them.

ACCESS LINE - Telephone service involving outside plant facilities which enables the customer to initiate and receive telephone calls. (See Network Access Lines.)

ACOUSTICAL CONNECTION - A connecting arrangement without electrical connections that permit transmission of sound between a utility-provided telephone instrument and customer-provided equipment.

ACTUAL COST - The cost of labor and materials, which includes appropriate amounts to cover the utility's general operating and administrative expenses.

ADDITIONAL LISTINGS - Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

AIR LINE MILE - As used in connection with air line mileage measurements in determining charges for exchange telephone service, including message unit service and message toll telephone service, means statute mile or 5,280 feet.

APPARATUS - Electrical or mechanical equipment in whole or in part provided by the utility in the provision of various services.

APPLICANT - An individual or concern making application to the utility for telephone service, or installation of facilities.

ASSOCIATED WIRE - Is that wire which connects the customer's premises equipment to the jack, exclusive of inside wire.

BASE RATE AREA - A more closely built-up portion of the exchange area in which the basic rates apply without outside plant facility charges.

BATTERY POWER - A source of electrical energy furnished for the operation of telephone equipment.

BELL - A device which produces a resonant sound.

BURIED WIRE OR CABLE - A wire or cable designed for use in underground construction and utilized in extending the utility's outside plant facilities.

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FRONTIER COMMUNICATIONS OF THE SOUTHWEST INC.

Nevada

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P.U.C.N. Tariff No. 4-C

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SCHEDULE NO. R1

RULE & REGULATION NO. 1

DEFINITIONS

BUSINESS SERVICE - Exchange service furnished to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of service is principally or substantially of a business, professional or occupational nature. If the directory listing denotes the character of the service to be for business use, the rates for business service will apply.

CENTRAL OFFICE - A telephone utility's switching office unit by means of which one telephone station may be connected to another by means of access lines.

CENTREX SERVICE - A central office based touch-tone service provided from the utility's suitably equipped digital central office facilities for business customers. This offering is a central office service which is an alternative to customer PBX, multifunction and key systems.

CIRCUIT - An outside plant facility used for the transmission of electrical energy in the furnishing of telephone and other communications service.

CLASS OF SERVICE - The various categories of service generally available to the customer, such as business, residential, public or semipublic service.

COMPANY - The public utility named herein. See also Utility.

CONNECTING ARRANGEMENT - The equipment provided by the utility to accomplish the direct electrical connection for customer premises equipment or facilities with the facilities of the utility.

CONSUMER BILL OF RIGHTS - Regulations for the application of residential telephone service.

CONTINUOUS PROPERTY - A property owned or leased by a customer where all portions may be served without crossing a public thoroughfare or the property of another. The property of a customer when divided by a public thoroughfare is considered to be continuous provided the customer furnishes at his expense a suitable underground or overhead outside plant facility connecting the property separated by the public thoroughfare.

CUSTOMER - The person in whose name service is furnished as evidenced by the signature on the application or contract for that service, or in the absence of a signed instrument, by the receipt and payment of bills regularly issued in his name regardless of the identity of the actual user of the service.

CUSTOMER-OWNED PAY TELEPHONE (COPT) - A customer-owned pay telephone (coin or coinless) for public or nonpublic use. This instrument must be connected to a local public access line (LPAL).

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RULE & REGULATION NO. 1

DEFINITIONS

CUSTOMER PREMISES EQUIPMENT - Devices or apparatus and/or their associated wiring provided by the customer.

DATE OF PRESENTATION - The date upon which a bill or notice is mailed or delivered to the customer.

DIAL TELEPHONE SERVICE - Service by means of a telephone system in which the central office equipment is of the automatic or machine-switching type and in which the customer's telephone is equipped with a dial for use in originating calls.

DIRECT CONNECTION - Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling.

DIRECTORY LISTINGS - Essential information in the telephone directory whereby telephone users may ascertain the telephone number of a customer in the alphabetical section.

DISTRIBUTION FACILITIES - The utility's cables, wires, and associated supporting structures and appurtenances, located in dedicated streets and utility easements, designed to serve more than one property and extending from the serving central office to the points of connection with service connection.

ELECTION SERVICE - New or additional service or facilities for use in connection with a federal, state or local election campaign for political office, including fund-raising activities, or in connection with a proposition, bond, initiative, or any other matter which is on, or may be on, an election ballot.

EMERGENCY - A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

EXCHANGE AREA - An area shown on maps filed in tariff schedules within which the utility provides exchange telephone service from one or more central offices serving that area.

EXCHANGE MESSAGE - A completed telephone call between telephones in the same exchange area.

EXCHANGE SERVICE - Telephone service furnished within an exchange area.

EXTENDED AREA SERVICE - Exchange service available to customers in a particular exchange for communication throughout that exchange and other designated areas in accordance with the provisions of the tariffs.

FACILITIES - Service or equipment that is installed or established to serve a particular purpose.

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RULE & REGULATION NO. 1

DEFINITIONS

FICTITIOUS NAME - A name or style employed by an individual or a concern to direct attention to a commodity or service or for any purpose other than the actual conduct of the business.

FLAT RATE SERVICE - Exchange service furnished at a fixed charge.

FOREIGN EXCHANGE SERVICE - Exchange network access line furnished by means of outside plant facilities connecting a telephone with a central office in an exchange area other than the exchange area in which the telephone is located, or outside plant facilities connecting telephones in an exchange area other than that in which the primary service is located.

HARM - Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross-talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDUCTIVE CONNECTION - Electromagnetic coupling between customer premises equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and customer-provided inductor external to the utility equipment.

INTERCONNECTION - The method by which network access lines facilities of a utility are arranged to transmit to or receive information from customer premises equipment.

INTERFACE - The point of interconnection between terminal equipment and telephone network access lines.

JOINT USER - An individual or concern authorized by the utility and the customer to share in the use of the customer's business telephone service.

KEY TELEPHONE SERVICE - Exchange service furnished by means of assemblies of one or more one party or PBX access lines, including at least one key telephone set, and associated apparatus arranged for various combinations of cutoff, holding, intercommunicating, pickup, and signaling within the capacity of the equipment.

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RULE & REGULATION NO. 1

DEFINITIONS

LIFELINE TELEPHONE SERVICE - Service which provides a credit on residence network access line service and end user access service monthly rates. This credit is only available to the single line serving the principal residence of low-income customers meeting eligibility requirements specified in this tariff.

LOCAL PRIVATE LINE TELEPHONE SERVICE - A service furnished for the customer's own use by means of an access line to which are permanently connected two or more telephones and which shall not be connected for exchange service.

LOCAL PUBLIC ACCESS LINE (LPAL) - An exchange business line to which a customer-owned pay telephone (coin or coinless) is connected, to provide pay telephone service. This service will not be provided with functions of coin collection, coin refund or coin telephone set re-ring.

LOCAL SERVICE - Service or other apparatus in an exchange area for communication between telephones within that exchange.

MULTILINE TELEPHONE SERVICE - Exchange service furnished by means of a telephone equipped to terminate a minimum of one line and a maximum of three lines with the capability of manually holding lines and provide manual or dial intercommunications with no associated common equipment.

NATIVE AMERICAN LIFELINE - Additional federal Lifeline and Tribal Link Up assistance for qualifying low-income individuals living on American Indian lands (tribal lands) to reduce the cost of basic telephone service, initial connection charges and line extension charges.

NETWORK ACCESS LINE - An outside plant facility from the telephone company's central office to a customer's premises which provides direct access to the local exchange and/or the toll switching networks.

NEVADA UNIVERSAL SERVICE FUND - The Nevada Universal Service Fund (NUSF) surcharge provides for affordable and reliable basic service to as many customers in the state as economically and operationally practicable in compliance with PUCN Docket No. 99-12037 and pursuant to Nevada Administrative Code (NCA) 704.68044.

900 BLOCKING - A central office call blocking service that allows the utility's residential and business subscribers to block calls placed from their phones to all 900 NXXs.

NONRECURRING CHARGE - A one-time charge associated with costs required to construct and extend outside plant facilities or to provide access to the network or changes in services or facilities.

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DEFINITIONS

ONE-PARTY SERVICE - Exchange service furnished by means of a network access line or outside plant facility assigned for the use of one customer only.

OUTSIDE PLANT FACILITIES - The connecting facilities over which telephone service is provided a customer, and includes, but is not restricted to, open wire, aerial and underground cable and wire.

PAY TELEPHONE SERVICE - Pay telephone service is classified as public and nonpublic telephone service. Public pay telephone service is that service rendered at public or semipublic locations which are generally accessible to the general public or a limited public, including the physically handicapped. Nonpublic pay telephone service is for the private use of the subscriber whose telephones are located in areas not generally accessible to the public.

PAYSTATION SERVICE - Telephone service furnished to telephones equipped with a device for collecting coins in payment for telephone service.

PERMANENT DISCONNECT - A discontinuance of service in which the access line and outside plant facilities used in the service are immediately made available for use for another service.

PERSON - Any individual, public agency, partnership, corporation, or other organization operating as a single business entity.

POINT OF DEMARCATION - It is either the utility's protective connecting arrangement or the customer provided protective connecting arrangement, where the utility's facilities terminate on the customer's premises.

PREMISES - Any room of a building where all of the room or a portion thereof is occupied by the customer in person or the customer's personnel.

Any two or more rooms located on the same floor of a building provided all rooms or portions of each of the rooms are occupied by the customer in person or the customer's personnel.

Any rooms on two or more successive or adjoining stories of a building when all of the rooms or portions of each of the rooms are occupied by the customer in person or the customer's personnel.

That portion of an individual house or building entirely occupied by one family, or a condominium or apartment occupied by one family.

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RULE & REGULATION NO. 1

DEFINITIONS

PRIVATE BRANCH EXCHANGE (PBX) SERVICE - Exchange service furnished by means of a PBX switchboard, intercommunicating system, or mechanical equipment located on the customer's premises and telephones with communication between them and the general system by means of network access lines to the utility's central office.

PRIVATE LINE - A non-network access line furnished for private use which is not connected to the public telephone network.

PUBLIC PAYSTATION SERVICE - Service furnished by the utility from a non-listed pay telephone installed for the convenience of the public at locations chosen or accepted by the utility.

PUBLIC UTILITIES COMMISSION OF NEVADA- The Public Utilities Commission of the State of Nevada, sometimes referred to as the Commission.

RADIO TELEPHONE SERVICE - A communications service through a base station between a wire telephone and a mobile unit or between two mobile units.

RECURRING FACILITY CHARGES - The additional charges for exchange telephone service based upon distance measurement for service furnished where outside plant facilities are applicable, or off the premises of the primary service or in connection with foreign exchange service.

REGISTERED PROTECTIVE CIRCUITRY - Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT - Terminal equipment which is registered in accordance with the rules and regulations in Part 68, Subpart B of the Federal Communications Commission's Rules and Regulations.

RESIDENCE SERVICE - Exchange telephone service furnished a customer at a residence or place of dwelling where the actual or obvious use is for domestic purposes.

SEMPUBLIC PAYSTATION SERVICE - A customer service with a utility-provided telephone equipped with a coin collecting device furnished for the use of the customer and the public in locations somewhat public in character.

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RULE & REGULATION NO. 1

DEFINITIONS

SERVICE CONNECTION - Drop and block wiring or cable, from the point of connection with the utility's outside plant facilities to the point of connection with the inside wiring at the premises serviced. A service connection serves only the continuous property on which it is located. An incidental segment may be located in the adjacent dedicated street or utility easement.

line, outside plant facilities, and telephone number are held available for resumption of service.

SPECIAL BILL - A bill for accumulated exchange and toll charges rendered at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service.

SPECULATIVE PROJECTS - Projects involving oil wells, mining operations, stock or other promotional schemes, club membership or other drives, sales campaigns, resorts, business ventures when experience shows that they are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects of a potentially hazardous financial nature.

STATION LINE - A term generally used to describe the serving capacity of a PBX or key system or the facility between switching equipment and a telephone set or apparatus associated with such equipment.

SUPERSEDURE - The transfer of a customer's complete service, including the telephone number, from one party to another with no change in type or location of the equipment or wiring and including the responsibility for payment of outstanding charges against the service.

TARIFF - The schedule of rates to be charged for utility services, together with the rules and regulations that govern the conditions of service to utility customers. A copy of the tariff must be on file in each utility business office, and the original tariff is on file in the office of the Commission.

TEMPORARY DISCONNECT - A temporary discontinuation of service in which the access

TEMPORARY SERVICE - Service required temporarily, such as construction or exploration projects with their related housing and miscellaneous camp service facilities, service to summer or winter resorts, amusement or sports concerns, fairs, exhibit structures or places, election service or other service of a similar nature where it is definitely known that service will not be permanent.

Service for a specified short term to premises or enterprises normally permanent in nature.

Service to projects of abnormal risk or of unpredictable duration, such as mine development, oil well drilling, or lumbering operations.

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RULE & REGULATION NO. 1

DEFINITIONS

TERMINATION CHARGE – The charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement.

TOLL MESSAGE - A completed telephone call via the established toll network.

TOUCH CALLING SERVICE - A service arrangement permitting the use of pushbutton equipped telephone sets in rotary dial equipment telephone sets to originate calls.

TRADE NAME - The name or style under which an individual or concern conducts its business and by which it is generally known to the public.

TRIBAL LINK UP - A federally sponsored telephone assistance program designed to make telephone service accessible to qualifying low-income households who are currently not on the public switched network.

TRUNK LINE - A network access line from one central office to another or between PBX system and a utility central office.

UTILITY - The public utility named herein. See also Company.

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SCHEDULE NO. R1

RULE & REGULATION NO. 2

DESCRIPTION OF SERVICE

A1 General

- B1 Exchange service is available by means of outside plant facilities owned and maintained by the Utility. In certain exchanges extended service is furnished with availability of exchange service to other exchange areas of the Utility or of a connecting utility. Foreign exchange service from other exchanges of the Utility or connecting utilities is furnished in designated areas.
- B2 Toll service is furnished either by means of the Utility's toll lines or lines of a connecting utility or both.
- B3 The Utility furnishes dial and touch call telephone service in connection with all classes, types and grades of service.

A2 Service

The Utility furnishes local exchange network access service in its service territory in accordance with its effective tariff schedules and, in general, as follows:

- B1 Classes of service furnished
 - C1 Business service
 - C2 Residence service
- B2 Types of service furnished
 - C1 Flat rate service
 - C2 Paystation service

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RULE & REGULATION NO. 2

DESCRIPTION OF SERVICE

A2 Service (Continued)

B3 Grades of service furnished

C1 In general the following grades of service are furnished

Grade of Service

Area Applicable

One-party line service

Throughout Exchange

NOTE

C2 Miscellaneous service and non-network access lines are furnished by the Utility in accordance with the tariff schedules.

A3 Private Lines (Non-network access lines)

Private lines will be provided solely for communication between points connected thereon, and will not be connected with the public telephone network.

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SCHEDULE NO. R1

RULE & REGULATION NO. 3

APPLICATION FOR SERVICE

Business Applicant - All of the following items are applicable.

Residence Applicant - All of the following items are applicable and also see Rule No. 20, Consumer Bill of Rights.

A1 Application for service

The Utility shall require each applicant to provide the following information, as a condition precedent to the initial establishment of service.

- B1 Date and place of application.
- B2 Location of premises to be served.
- B3 Date applicant will be ready for service.
- B4 Whether facilities are in place on premises where service is desired.
- B5 Purpose for which service is to be used.
- B6 Address to which bills are to be mailed or delivered.
- B7 Whether applicant is the owner or tenant of, or agent for, the premises.
- B8 Service desired - class and type.
- B9 Information for listing in alphabetical and classified telephone directories.
- B10 Such other information as the Utility may reasonably require.

Any application is merely a request for service and does not in itself bind the Utility to furnish the service except under reasonable conditions as set forth in the tariff schedules, nor does it bind the applicant to take service.

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RULE & REGULATION NO. 3

APPLICATION FOR SERVICE

A2 Cancellation of application

An application for service cancelled by the applicant or by the Utility prior to the establishment of the service applied for is subject to the following conditions:

B1 Cancelled by applicant

C1 If cancellation is requested by the applicant prior to the time facilities are installed on applicant's premises, but not connected for service, the application will be cancelled by the Utility and the Utility will collect all charges applicable to the facilities actually installed at the time of the requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with the tariff schedules.

C2 If cancellation of an application for service is requested by the applicant prior to the time facilities are installed on applicant's premises and connected for service, such cancellation will be considered as an order to discontinue service and the conditions of paragraph C1 above the minimum requirements of the rate schedule under which service is furnished will apply.

B2 Cancelled by the Utility

If applicant refuses to comply with the requirements set forth in the Utility's tariff schedules prior to the establishment of service, the Utility will cancel the application, in which case any amounts collected from the applicant will be refunded.

A3 Responsibility for payment of bills

The customer for telephone service is held responsible for the payment of all exchange, toll and other charges or guaranteed accounts properly applicable to his service in accordance with the tariff schedules.

A4 Service not to be immediately used

The Utility may refuse the installation of service that is not to be used within a reasonable period after installation.

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SCHEDULE NO. R1

RULE & REGULATION NO. 4

CONTRACTS

- A1 Contracts will not be required as a condition precedent to service except:
- B1 As may be required by conditions as set forth in the regular schedule of rates and rules approved or accepted by the Public Utilities Commission of Nevada.
- A2 Outside plant facilities, temporary service, service to speculative projects, or service on a financially hazardous account. A contract may be required for a period not to exceed three years unless special permission is obtained from the Public Utilities Commission of Nevada.
- A3 Contracts entered into between the Utility and the applicant in the provision of underground construction will comply with Public Utilities Commission of Nevada NAC 704A.350 – 704A.570 and NAC 704A.600.

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RULE & REGULATION NO. 5

USE OF SERVICE FOR UNLAWFUL PURPOSES

The Utility shall refuse to establish service for any applicant, and it shall discontinue and disconnect service without notice to a customer, whenever it has reasonable cause to believe that the use made or to be made of the service, or the furnishing of service to the premises of the applicant or customer, is prohibited under any law, ordinance, regulation or other legal requirement, or is being or is to be used as a telephone, directly or indirectly, to violate or to aid and abet the violation of any law. A written notice to the Utility from any official charged with the enforcement of the law stating that such service is being used or will be used as a telephone to violate or to aid and abet the violation of the law is sufficient to constitute such reasonable cause.

The Utility shall in no event be liable for any damage resulting in any way from any action taken or threaten pursuant to this rule. Any person aggrieved by any such action shall have the right to file a complaint with the Public Utilities Commission of Nevada.

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SCHEDULE NO. R1

RULE & REGULATION NO. 6

ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

Business service - All of the following items are applicable.

Resident service - All of the following items are applicable and also see Rule No. 20, Consumer Bill of Rights.

A1 Establishment of credit

Each applicant for telephone service will be required to establish credit before service is furnished. Credit will be established by qualifying under any one of the following:

- B1 Applicant is a customer of the Utility or any other telephone utility for a similar class of service and has paid all bills for service without having been temporarily or permanently disconnected for nonpayment thereof, for a period of twelve consecutive months immediately prior to the date of the present application.
- B2 Applicant is the owner of the premises upon which the Utility is requested to furnish service, or is the owner of other local real estate; in the case of business service, real estate must be business property.
- B3 Applicant furnishes a guarantor satisfactory to the Utility to secure payment of bills of applicant for telephone connect requested in the application.
- B4 Applicant's credit is otherwise established to the satisfaction of the Utility.
- B5 Applicant makes the deposit prescribed in Rule No. 7, A1.

A2 Reestablishment of credit

- B1 A customer whose service has been discontinued for nonpayment of bills or nonpayment of an additional deposit will be required to pay any unpaid balance due the Utility and will be required to pay a reconnection charge as prescribed in Rule No. 11 under "Restoration Reconnection charge" and to reestablish credit by making the deposit prescribed in Rule No. 7, A1, before service is restored.
- B2 An applicant for telephone service with an unpaid bill from any previous service may be required to pay such bills in full and to reestablish credit by making the deposit prescribed in Rule No. 7, A1 B1, before service is connected.
- B3 An applicant for telephone service to be used in behalf of, or for the benefit of a candidate, a committee, an organization, person or persons will be required to pay any outstanding balance for any previous service furnished on behalf of or for the benefit of that candidate, committee, organization, person or persons.

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SCHEDULE NO. R1

RULE & REGULATION NO. 7

DEPOSITS

Business customers - All the following items are applicable.

Residence customers - See Rule No. 20, Consumer Bill of Rights.

A1 Amount of deposit

B1 The amount of deposit required to establish or reestablish credit is an amount equal to the estimated usage for two months, or for the duration of the service if less than two months. This amount may be a cash deposit, a non-cancelable letter of credit, or a combination of these, at the option of the Utility.

B2 If at any time after service is established, the deposit is less than an estimated future two months usage, or the duration of the service is less than two months based on billed and unbilled charges, the customer shall pay upon demand within seven days, an additional deposit equal to the increased usage. The additional deposit may be a cash deposit, a non-cancelable letter of credit, or a combination of these, at the option of the Utility. If the additional deposit is not paid within seven days the service shall be temporarily discontinued without further notice.

A2 Return of deposits

The Utility will refund the deposit in accordance with the following:

B1 When an application for telephone service has been cancelled prior to the establishment of service, the deposit will be applied to any charges applicable in accordance with the tariff schedules and the excess portion of the deposit will be returned, and the applicant will be so advised.

B2 When the customer's credit may be otherwise established in accordance with Rule No. 6, A1.

B3 Upon discontinuance of telephone service, the Utility will refund, with interest, the customer's deposit or the balance in excess of unpaid bills for that service, and the customer will be so advised.

B4 After the customer has paid bills for telephone service for 12 consecutive months without having had this service temporarily or permanently discontinued for nonpayment of bills, the Utility will refund the deposit with interest.

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SCHEDULE NO. R1

RULE & REGULATION NO. 7

DEPOSITS

A3 Interest on deposits

The Utility will pay interest on deposits at the rate computed, as set forth in Chapter 704-655 of NRS, from the date of deposit until the date of settlement or withdrawal of deposit. Where such deposit remains for a period of one year or more and the person making the deposit continues to be a customer, the interest on the deposit at the end of the year shall be either paid in cash to the depositor or applied to the depositor's account, as the depositor may desire.

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Nevada

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P.U.C.N. Tariff No. 4-C

Original Sheet No. 19
Canceling Sheet No. 19

SCHEDULE NO. R1

RULE & REGULATION NO. 8

NOTICES

- A1 Any notice the Utility may give to an applicant or a customer may be given orally or in writing to the applicant or customer or his authorized representative. Such notice may be either delivered at the applicant's or customer's address as described herein or deposited in any U.S. Post Office, addressed to the applicant or customer at the address specified in his application for service, or at such address as may subsequently be given by the applicant or customer to the Utility at its local business office.
- A2 Any notice from any applicant or customer to the Utility may be given orally, unless otherwise provided by these Rules, to the Utility by the applicant or customer or his authorized representatives, at the Utility's local business office, or by written notice properly addressed and mailed to the Utility.

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SCHEDULE NO. R1

RULE & REGULATION NO. 9

RENDERING AND PAYMENT OF BILLS

Business service - All of the following items are applicable unless otherwise noted. All references to Rule No. 20 are applicable to residence service only.

Residence service - All of the following items are applicable and also see Rule No. 20, Consumer Bill of Rights.

A1 Rendering of bills

B1 Billing period

C1 Regular billing period

Regular bills for exchange and toll service will be rendered and coin boxes opened as nearly as practicable at the regular intervals. The regular billing period will be once each month.

C2 Minimum billing period

When the period for which service is taken is less than the period specified in the tariffs the total fixed charges will not be less than the minimum fixed charge for the particular service involved.

B2 Regular bills

C1 Flat rate exchange service

Bills for flat rate exchange service for the period specified in the tariff schedules may be rendered in advance and are payable in advance.

C2 Paystation exchange service

Bills for paystation exchange service will be rendered in arrears for the period specified in the tariff schedules and are due and payable on date of presentation.

C3 Toll service

Bills for toll service will be rendered in arrears and in general will be presented with the bills for exchange service. Where it appears necessary or advisable, toll bills may be rendered at more frequent intervals.

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SCHEDULE NO. R1

RULE & REGULATION NO. 9

RENDERING AND PAYMENT OF BILLS

A1 Rendering of bills (Continued)

B3 Special bills

The Utility may render a special bill for accumulated exchange and toll service charges at such time as the amount of the unpaid charges, billed and unbilled, materially exceeds the amount of any prepaid charges or any deposits made in connection with the particular service. The Utility may also render special bills for exchange and toll service on a weekly or other periodic basis, in lieu of a requirement for a cash deposit for reestablishment of credit, as set forth in Rule No. 7.

B4 Computation of bills

Opening and closing bills, except those involving the minimum billing period, and bills for telephone service normally furnished on a monthly basis billed for periods in excess of or less than a billing month, will be prorated in the proportion of the number of days in the period involved to the number of calendar days in the billing month.

B5 Electronic bills

Customers have the option of receiving their bill electronically. The bill will include the bill face, summary of current charges and call detail.

B6 Rates applicable during temporary disconnection of service for nonpayment

As provided by these rules the Utility may, at its option, temporarily or permanently disconnect exchange service for nonpayment of bills. It is the Utility's practice to disconnect permanently rather than temporarily, but if the option to temporarily disconnect is exercised, the temporarily disconnected services will be charged for in accordance with the regular rates for a period not to exceed fifteen (15) days subsequent to the date of temporary disconnection.

(D)

(D)

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SCHEDULE NO. R1

RULE & REGULATION NO. 9

RENDERING AND PAYMENT OF BILLS

A2 Payment of bills

B1 Payment of bills for telephone service should be made at the office of the Utility or to a duly authorized collector of the Utility. All charges for exchange and toll service are payable in lawful money of the United States only.

Electronic payment is available as an alternate payment method for customers. Frontier does not charge the customer a fee for its electronic payment service. However, if the customer has enrolled with a vendor for electronic payment service, the vendor may charge the customer a fee. The customer is responsible for paying bills in accordance with the rules and regulations contained herein.

B2 Regular bills, closing bills, special bills, bills rendered on vacation of premises, bills rendered to persons discontinuing exchange service, and bills for miscellaneous service are payable upon presentation. Service connection installation and outside plant facility charges, deposits and advance payments for the establishment or reestablishment of credit or in conjunction with temporary service or service to speculative projects, and other advance payments are payable before service is installed or restored. Charges for moves and changes are payable upon receipt of bills rendered for such work.

B3 Insufficient Fund (NSF) Check Service Charge ¹

(T)

(D)
(D)

B4 Late Payment Charge ¹

(T)

(D)

(D)

B5 Deferred payment plan for residence customers only (see Rule No. 20, 28.1 and 2).

¹ Material has been moved to the Service Catalog, Section R1.

(N)

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SCHEDULE NO. R1

RULE & REGULATION NO. 9

RENDERING AND PAYMENT OF BILLS

A3 Billing adjustment period

B1 Local service

A bill shall not include any previously unbilled charge for exchange service furnished prior to three months immediately preceding the date of the bill.

B2 Toll service

A bill shall not include any charges for service furnished prior to three months preceding the date of the bill; except, a bill may include charges for collect, credit card and third number calls placed within a period of five months preceding the date of the bill.

A4 Partial payment allocation for residence customers only (see Rule No. 20, Sec.29).

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SCHEDULE NO. R1

RULE & REGULATION NO. 10

DISPUTED BILLS

Business service - All of the following items are applicable.

Residence service - All of the following items are applicable and also see Rule No. 20, Consumer Bill of Rights (Sec. 26).

- A1 In case of a dispute between a customer and the Utility as to the correct amount of any bill rendered by the Utility for telephone service furnished to the customer, the customer will deposit with the Utility the amount claimed by the Utility as due.
- A2 Failure on the part of the customer to make such a deposit within 15 days after notice by the Utility that such deposit be made or service may be discontinued, shall warrant the Utility in discontinuing the service to the customer without further notice.
- A3 In the event of dispute between the customer and the Utility respecting any bill, charge, or service, the Utility, upon receipt of the deposit referred to in A1 above, shall forthwith make such investigation as shall be required by the particular case, and report the result thereof to the customer. In the event that the complaint cannot be satisfactorily adjusted, the Utility or the customer may refer the matter to the Public Utilities Commission of Nevada for review.

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SCHEDULE NO. R1

RULE & REGULATION NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

Business service - All of the following items are applicable unless otherwise noted.

Residence service - See Rule No. 20, Consumer Bill of Rights.

A1 Reasons for discontinuance of service

B1 Customer's request for service discontinuance

A customer may have his telephone service discontinued by giving notice of his desire within two days before its effective date. The Utility will hold the customer responsible for payment of all bills for service furnished up to and including the date service is to be discontinued.

B2 Nonpayment of bills

All business classes, types and grades of exchange and toll service

C1 Telephone service furnished to a customer may be discontinued for the nonpayment of a bill for service, provided the bill has not been paid within 25 days after presentation, except the discontinuance may be in less than 15 days when in the judgment of the Utility the account is of a financially hazardous nature.

C2 Where telephone service furnished a customer is subject to discontinuance for nonpayment of a bill, any or all telephone service furnished the customer by the Utility is subject to discontinuance after due notice has been given.

C3 Service furnished a customer may be discontinued for nonpayment of a bill for other services, either presently being furnished or formerly furnished the same customer at another location by this Utility unless the customer pays the amount due on the other service or makes arrangements satisfactory to the Utility for payment of such amount and meets the payment requirements agreed upon.

C4 The Utility may not discontinue or deny service at a premises where service provided to a prior customer was disconnected for nonpayment except where it is found that the delinquent customer resides at the same premises or unless the customer as signed a written agreement to assure liability for the previous service. (For residence service see Rule No. 20, Sec. 31.2.(b).)

C5 When the Utility may not disconnect residential service. (See Rule No. 20, Sec. 31 and Sec. 33.)

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SCHEDULE NO. R1

RULE & REGULATION NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A1 Reasons for discontinuance of service (Continued)

B2 Nonpayment of bills (Continued)

Application of unused portion of prepayments or deposits for telephone service.

C1 Telephone service will be temporarily or permanently discontinued and the amount of the charges therefore will be charged against the deposits on hand; any amount of unused deposit will be returned to the customer.

B3 Unsafe or prohibited facilities, appliances, or apparatus

The Utility may refuse to furnish service on the premises of an applicant for telephone service and may disconnect a customer's telephone service on a premises if any of the facilities, appliances, or apparatus on such premises are found to be unsafe or causing harm to Utility facilities, and may refuse to furnish telephone service on such premises until the applicant or customer shall have remedied the unsafe condition.

B4 Service detrimental to other customers

The Utility will not establish service which will be detrimental to the service of its other customers, and will discontinue telephone service to any customer utilizing the telephone service in such a manner as to make it dangerous for occupants of the premises after having been directed by the Utility to cease so doing.

B5 Fraud

The Utility shall have the right to refuse or to discontinue telephone service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the Utility.

B6 Failure to establish or to reestablish credit

If, for any applicant's convenience, the Utility provides telephone service before credit is established, or continues service to a customer pending reestablishment of credit in accordance with Rule No. 6 and he fails, upon notice, to establish his credit, the Utility may discontinue service.

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SCHEDULE NO. R1

RULE & REGULATION NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A1 Reasons for discontinuance of service (Continued)

B7 Noncompliance with the Utility's rules

The Utility may discontinue service if a customer fails to comply with any of the rules herein, provided such failure is not remedied within a reasonable time, after due notice has been given, except as otherwise provided in the rules.

Except as provided by these rules, the Utility will not temporarily or permanently discontinue telephone service to any customer for violation of any rule except upon notice of at least five business days, advising the customer what particular rule has been violated for which telephone service will be discontinued if the violation is not remedied.

For additional conditions on residence service see Rule No. 20, Sec. 32, 33, 34, and 35.

B8 Directory advertising charges

A customer's telephone service will not be temporarily or permanently discontinued for failure of that customer to pay charges for advertising in the telephone directory.

B9 Impairment of service

Where the intended or actual use of any equipment or service, in the opinion of the Utility, will injuriously affect or does so affect the efficiency of the telephone facilities utilized in furnishing telephone service to other customers, the Utility may refuse to provide such equipment or establish such service for any applicant, and it may discontinue or disconnect without notice such equipment or service furnished to a customer.

B10 Foreign attachments

The Utility shall have the right to disconnect foreign attachments which are unlawfully connected to telephone service and will, upon notice, discontinue service to the customer should this condition persist in violation of these rules.

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SCHEDULE NO. R1

RULE & REGULATION NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A1 Reasons for discontinuance of service (Continued)

B11 False or misleading information

The Utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service in order to protect itself if it finds that an applicant or customer has furnished the Utility with false or misleading information in obtaining telephone service or credit from the Utility.

B12 Abuse of service

The Utility has the right to refuse telephone service to any premises and at any time to discontinue telephone service if it finds it necessary to do so to protect itself against abuse. Abuse of service includes, without limiting the generality of the foregoing, the use of service or facilities of the Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of abuse is an uninterrupted connection of one exchange station to another station within the same exchange which permits the use of the facilities in a manner similar to private line service.

B13 Recorded public announcements on Utility facilities

The use of Utility facilities for public announcements is subject to the following:

C1 For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Utility must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

C2 Customers transmitting factual public announcements such as time, weather, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

C3 Failure to comply with the provisions of this tariff shall be cause for termination of the service.

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SCHEDULE NO. R1

RULE & REGULATION NO. 11

DISCONTINUANCE AND RESTORATION OF SERVICE

A1 Reasons for discontinuance of service (Continued)

B14 Reasons to refuse residence service, refuse to resume residence service, or terminate service without giving notice. (See Rule No.20, Section. 35.)

B15 A residence customer may contest a termination. (See Rule No.20, Section.36.)

B16 Reasons to postpone termination of residence service. (See Rule No. 20, Section. 28, 37, and 38.)

A2 Reconnect Charge

(T)

When restoring service which has either been temporarily or permanently discontinued in accordance with provisions of this rule, appropriate element charges set forth in the Service Catalog, Section 5 will apply.

For additional conditions describing restoration of residential service, See Rule No. 20, Section. 39 and 40.

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SCHEDULE NO. R1

RULE & REGULATION NO. 12

EQUIPMENT AND FACILITY USE

A1 General

- B1 Customer premises equipment may be directly connected to facilities of the Utility for use with exchange service in compliance with the Federal Communications Commission's Rules, Regulations, and Decisions.
- B2 The Utility may make changes in its operations or procedures where such action is not inconsistent with the Federal Communications Commission's Rules, Regulations, and Decisions and subject to the approval of the Public Utilities Commission of the State of Nevada.
- B3 All facilities furnished by the Utility in connection with a customer's service shall be carefully used, and only duly authorized employees of the Utility shall be allowed to connect, disconnect, move, change, or alter in any manner any or all such facilities.
- B4 Responsibility of the Utility
 - C1 In compliance with Part 68 of the Federal Communications Commission's Rules and Regulations, the Utility will not be responsible to the customer or otherwise should necessary changes be made in Utility's facilities, operations, or procedures which may render any customer premises equipment obsolete, require modification or alteration to such equipment or otherwise affect its use or performance.
 - C2 Customers service will be disconnected if customer premises equipment is causing harm to Utility's facilities. (Residence customers, see Rule 20, Section 35.)
 - C3 The Utility shall not be responsible for the installation, operation, or maintenance of any customer premises equipment. Network access lines of the Utility are not represented as adapted to the use of customer premises equipment and where such customer premises equipment is connected to Utility's facilities the responsibility of the Utility shall be limited to the furnishing of access lines suitable for telephone service and to the maintenance and operation of such access lines in a manner proper for such service; subject to this responsibility, the Utility shall not be responsible for the through transmission of signals generated by the customer premises equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer premises equipment.
 - C4 While the Utility's local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service.

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SCHEDULE NO. R1

RULE & REGULATION NO. 12

EQUIPMENT AND FACILITY USE

Business service - All of the following items are applicable.

Residence service - All of the following items are applicable, and also see Rule No. 20, Section 35.

A1 General (Continued)

B5 Responsibility of the customer

- C1 In compliance with the Federal Communications Commission's Rules, Regulations, and Decisions, customer premises equipment may be connected to exchange service.
- C2 All combinations of customer premises registered or non-registered equipment (including but not limited to wiring) shall be installed, operated and maintained in compliance with requirements set forth in the Federal Communications Commission's Rules, Regulations, and Decisions. No combination of customer premises registered or non-registered equipment (including but not limited to wiring), shall cause electrical hazards to Utility personnel, interfere with the operation of or cause harm to Utility's equipment or facilities, or interfere with service of persons other than the user of such equipment.
- C3 Upon notice from the Utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference or hazard. The Utility will discontinue service for failure to comply with these provisions.
- C4 The customer shall be responsible for payment of all Utility charges for visits by the Utility to the customer's premises where a service difficulty or trouble report results from customer premises equipment. The amount to be charged will be computed as set forth in the Service Catalog, Section 5.
- C5 Disconnection of customer premises equipment causing harm to the Utility facilities may be made in accordance with Rule No. 11, Discontinuance and Restoration of Service, A1, B3.

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SCHEDULE NO. R1

RULE & REGULATION NO. 12

EQUIPMENT AND FACILITY USE

Business service - All of the following items are applicable.

Residence service - All of the following items are applicable, and also see Rule No. 20, Section 35.

A1 General (Continued)

B6 Violation of tariffs

C1 Where any customer premises equipment is used in violation of any of the provisions of the tariff, the Utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the Utility within 10 days following the receipt of written notice from the Utility that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Utility within the time stated shall result in termination of the customer's services until such a time as the customer complies with the provisions of these tariffs.

(Residence customers - also see Rule No. 20, Section 35.)

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SCHEDULE NO. R1

RULE & REGULATION NO. 13

TEMPORARY SERVICE

A1 Establishment of temporary service

The Utility will, if no undue service impairment to its existing customers will result therefrom, furnish temporary service or service to speculative projects or service to accounts of a financially hazardous nature under the following conditions:

B1 The applicant shall pay, in advance or otherwise as required by the Utility, the estimated installation cost plus the estimated removal cost, less the estimated salvage of the outside plant facilities, necessary for furnishing service.

B2 The applicant shall establish or reestablish credit as required by Rule No. 6, A1, or A3, except that the amount of deposit prescribed in Rule No. 7, A1 shall not exceed the estimated bill for duration of service. (Residence Customers – see Rule 20, Sections 19 and 21)

A2 Change to permanent status

B1 If temporary telephone service, excluding election service, is provided to a customer on a continuous, intermittent, or seasonal basis for a period of 36 consecutive months from the date telephone service was first provided under this rule the service shall be classified as permanent and payment made in excess for that required for permanent service or under the outside plant facility schedule for permanent service shall be refunded.

B2 If at any time the character of a customer's operations changes so that in the opinion of the Utility the customer's service, excluding election service, may be classified as permanent, the amount of payment made in excess of that required for permanent service shall be refunded

A3 Refunds

Total refunds shall not exceed the amount deposited and no interest shall be paid on the amount advance, except for the amount of deposit made in accordance with Rule No. 7, to establish credit.

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SCHEDULE NO. R1

RULE & REGULATION NO. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A1 Service Interruptions and Failures

B1 Customers experiencing a service outage exceeding 24 hours will, upon request, receive either a credit allowance calculated in B2 C1 following or a service guarantee credit as calculated in B3 C1 following. (C)

C1 The credit allowance is a prorated rate based upon the number of 24 hours periods the customer's bill for each service outage exceeding 24 hours.

C2 For each service outage in excess of 30 days the Utility will calculate the credit allowance in B2 C1 following. For each service outage less than 30 days but greater than 24 hours, the service guarantee as shown in B3 C1 below will be applied. The Utility will apply the greater of the calculated credit allowance or the service guarantee credit, but in no instance will both credits be applied.

C3 For each service outage in excess of 30 days the Utility will calculate the credit allowance in B2 C1 following. For each service outage less than 30 days but greater than 24 hours, the service guarantee as shown in B3 C1 below will be applied. The Utility will apply the greater of the calculated credit allowance or the service guarantee credit, but in no instance will both credits be applied.

B2 Credit Allowance of Interruption of Service

C1 On the customer's bill are listed "Service and Equipment Charges," which may include any or all of the following:

- 1. Network Access Line Service _____
 - 2. Touchtone Service _____
 - 3. Rotary Hunting Service _____
 - 4. Direct Inward Dialing Service _____
 - 5. Remote Call Forwarding Service _____
 - 6. Call Restriction Service _____
 - 7. Directory Listing Service _____
 - 8. Private Line Service _____
 - 9. Telephone Rental Charge _____
 - 10. Subscriber Line Changes _____
- Total

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SCHEDULE NO. R1

RULE & REGULATION NO. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A1 Service Interruptions and Failures (Continued)

B2 Credit Allowance of Interruption of Service (Continued)

C1 (Continued)

When there is an interruption in exchange telephone service exceeding 30 days, measured from the time either reported by the customer or detected by the Utility, and not due to failure of facilities provided by the customer, then an amount equal to the "total" calculated above (sum of monthly fixed charges) multiplied by the ratio of the days of interruption to thirty days may be credited to the customer's next bill.

For example, if the customer's total charges for the month are \$15 and an outage lasted thirty-two days, then his credit would be

$$\$15 \times 32/30 = \$16$$

C2 The credit allowance will be given in 24 hour multiples.

C3 In no case will the interruption of service credit allowance for any period exceed the total fixed charges for exchange service for that period.

B3 Frontier Service Guarantee

C1 The "Service Performance Guarantee" offers customers a service credit or incentive when Frontier does not satisfy the customer's request for an established commitment time for installation of new service or repair of existing service. When there is a service outage of the access line, trunk, or circuit exceeding 24 hours but less than 30 days, measured from the time reported to the time cleared, then an amount equal to the total for any or all services shown in A1 B2 C1 above may be credited to the customer's next bill.

If the customer is a Lifeline customer, the Lifeline credit shown under "Other Charges and Credits" should be included in the total shown under "Service and Equipment Charges."

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Canceling Sheet No. 36

SCHEDULE NO. R1

RULE & REGULATION NO. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A1 Service Interruptions and Failures (Continued)

B3 Frontier Service Guarantee (Continued)

C1 (Continued)

For example, if a customer subscribed to Network Access Line Service, Touchtone and Directory Listing Services and the total charges for those services equals \$10.00, the customer will receive a credit for \$10.00.

Business and residence customers will be provided credit in accordance with the above conditions at the request of the customer. The Service Performance Guarantee will be in the form of either a bill credit or other incentive of at least equal value, as determined by the Utility.

The credit will apply, when due to the fault of the Utility, a commitment date for installation of primary service is missed.

B4 Conditions for the application of this rule are as follows:

C1 Credit will apply for accidents, weather, or any act of God that results in a service outage over 24 hours.

C2 Outages caused by customer premises equipment (CPE) will be excluded from receiving the credit.

C3 Multiple credit allowances for the Frontier service guarantee will be permitted in the same month.

C4 No credit will apply to non-pay disconnects; as well as willful negligence, misuse, or abuse of facilities by the customer.

C5 The credit allowance, under A1, and the service guarantee credit allowance will not be applied together. Only the greater credit of the two will be applied.

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Nevada

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P.U.C.N. Tariff No. 4-C

Original Sheet No. 37
Canceling Sheet No. 37

SCHEDULE NO. R1

RULE & REGULATION NO. 14

INTERRUPTIONS AND FAILURES OF SERVICE

A2 Temporary Suspension for Repairs

B1 The Utility shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making necessary repairs or changes in its system. When such suspension or interruption of service for an appreciable period is necessary, the Utility will give the customer who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and, if practicable, at such times as will cause the least inconvenience to the customers.

B2 When the Utility is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of conversations or customer's service.

A3 Errors in Transmitting, Receiving, or Delivering Oral Messages by Telephone

B1 The Utility shall not be liable for errors in transmitting, receiving, or delivering oral message by telephone over the lines of the Utility and connecting utilities.

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SCHEDULE NO. R1

RULE & REGULATION NO. 15

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

- A1 Ownership, use, and maintenance of facilities on customer's premises
- B1 Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the Utility where such connections are made in accordance with the provisions of the Federal Communications Commission's Rules, Regulations, and Decisions.
- A2 Outside plant facilities to the property of an applicant or customer
- B1 In areas where the Utility desires to maintain underground facilities for its operating convenience the Utility will, at its own expense, extend the necessary underground facilities to the property line of the applicant or customer, in accordance with its established construction standards.
- B2 In all other cases (except outside plant facilities to and within new residential subdivisions), if the applicant or customer requests or is legally required to have underground facilities, he will be required to pay the difference between the cost of providing underground facilities and the estimated cost of constructing equivalent aerial facilities. In lieu of all or part of such payment, the applicant or customer may furnish such materials or perform such work as may be mutually agreed between the Utility and applicant or customer. Upon acceptance by the Utility, ownership of any materials so furnished shall vest in the Utility.
- B3 Where the applicant requests a route or type of construction which is feasible but differs from that determined by the Utility, he will be required to pay the estimated additional cost involved.

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Original Sheet No. 39
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SCHEDULE NO. R1

RULE & REGULATION NO. 15

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

A3 On the property or the premises of an applicant or customer

The Utility will not be required, at its expense, to install or furnish service by means of underground facilities on the property on which the premises of the applicant or customer are located, except as provided for in Schedule No. A2, outside plant facilities to and within new residential subdivisions. If the applicant or customer request is legally required, or whenever it is mutually agreed between customer and Utility to have the underground facilities on such property and:

B1 The Utility determines, due to legal ordinances or procedural practices, that construction is to be of the conduit type, the applicant or customer will be required to reimburse the Utility for furnishing, installing and maintaining the required conduit.

B2 If the Utility determines that the construction is to be the buried wire or buried cable type, the applicant or customer will be required to pay only the outside plant facility cost of constructing equivalent aerial facilities. In lieu of all or part of such payment, the applicant or customer may furnish such materials or perform such work in accordance with the Utility's specifications as may be mutually agreed between the Utility and applicant or customer. The value of the work and materials furnished by the applicant will be subtracted from the Utility's total job cost estimate by labor and unit savings.

A4 Right of access

B1 The Utility's authorized employees may enter a customer's premises at all reasonable hours for any purpose reasonably pertinent to the furnishing of telephone service and the exercise of any and all rights secured to it by law or by tariffs.

B2 The Utility may remove any or all of its property located on the customer's premises at the termination of service as provided by the tariffs.

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SCHEDULE NO. R1

RULE & REGULATION NO. 15

SERVICE CONNECTIONS AND FACILITIES ON PREMISES OF CUSTOMER

A5 Provision of commercial power, wiring, and conduit

B1 Where commercial power is required in the operation of equipment and service, the customer shall furnish, install, and maintain the necessary power wiring and power outlets on his premises and supply any necessary electrical energy at his expense.

B2 Where concealed telephone wiring is required on the customer's premises, the customer shall furnish, install, and maintain the necessary outlet boxes and conduit in accordance with the Utility's specifications.

B3 Any special structural work required for supporting telephone equipment or telephone wiring on the customer's premises shall be provided at the expense of the customer.

A6 Defacement of premises

The Utility is not liable for any defacement or damage to the customer's premises resulting from the existence of the Utility's instruments, apparatus, or associated wiring on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Utility.

A7 Outside plant facilities and service connections

B1 Interior wiring

C1 General

D1 The interior wiring in buildings to provide telephone service to the occupants will be furnished, installed and maintained by the owner. The interior wiring must conform with the specifications of the Utility.

D2 The Utility will determine the location of protective apparatus and other associated equipment on a building.

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2nd Revised Sheet No. 41
Canceling 1st Revised Sheet No. 41

SCHEDULE NO. R1

RULE & REGULATION NO. 16

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A1 Ownership of Telephone Directories ¹

(T)

(D)

(D)

A2 Directory Listing

B1 The Utility will enter listings of telephone numbers of its customers in its telephone directories with essential information whereby telephone users may ascertain the numbers of the desired telephone stations, as set forth in the tariff schedules.

B2 The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Utility harmless of and from any claims, loss, damage, or liability, which may result from the use of such listing. The Utility does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Utility.

¹ Material has been moved to the Service Catalog, Section R1.

(N)

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SCHEDULE NO. R1

RULE & REGULATION NO. 17

CUSTOMER'S PRIVATE SERVICE NOT FOR PUBLIC SALE

- A1 Telephone service, other than public and semipublic is furnished for the use of the customer, his family and persons residing in his home, or his employees or representatives, except as service may be extended to "joint users" and owners of customer owned pay telephone (COPT).
- A2 If it is found that the customer is permitting public use of service furnished him for his private use, the Utility will thereafter provide public, semipublic or local public access line service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after the matter has been called to his attention.
- A3 If it is found that the customer is sharing the use of his business service with an individual or concern, other than an employee, member, or officer of the customer's concern or of a "joint user," the Utility will thereafter require the customer to take "joint user" service except where the customer permits no further joint use of the service after the matter has been called to his attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

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SCHEDULE NO. R1

RULE & REGULATION NO. 18

BUSINESS AND RESIDENCE SERVICE

The applicability of business and residence rates is governed by the actual and obvious use made of the service. The use which is to be made of the service will be ascertained from the applicant at the time of application for service.

A1 Business rates apply at the following locations

- B1 In offices, stores, factories, and all other places of a strictly business nature.
- B2 In boarding houses and rooming houses with more than five rooms available for rent (except as noted under Paragraph A2 below), colleges, clubs, lodges, schools, libraries, churches, lobbies, and halls of motels, apartment buildings, hospitals, and private and public institutions.
- B3 As any location when the listing of "office" is provided, or when any title indicating a trade, occupation, or profession is listed (except as modified under the directory listing schedule) and at any location classified under Paragraph A2 below, regardless of the form of listing, when additional service is provided to a place not a part of a domestic establishment.
- B4 At a residence location when the customer has no regular business telephone service and the use of the service by himself, members of his household, or his guests is more of a business than residential nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.
- B5 In general in any place where the substantial use of the service is occupational rather than domestic.

A2 Residence rates apply at the following locations

In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all telephone sets are in locations which are a part of a domestic establishment.

A3 Change from residence to business service

If it is found that a customer is using residence service for business purposes, the Utility will thereafter require the customer to take business service, except in cases where the customer thereafter uses the service for residence and domestic purposes only.

A4 Change from business to residence service

When a customer requests that his business service be changed to residence service, the Utility will require the customer take a number change.

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SCHEDULE NO. R1

RULE & REGULATION NO. 19

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A1 Priority of service application

Applications for service will be completed in accordance with the chronological order of their receipt insofar as practicable and in accordance with economical administration except in the following cases in which deviation may be made in the following order in accordance with the facilities available.

- B1 Applications for service where serious sickness, public safety, public necessity, or war conditions are involved will be given priority over all other applications included under B2, B3, and B4 below.
- B2 Applications where the facilities are in place on the premises to which the application applies, and where service to these facilities has not been permanently discontinued and assigned to another customer, will be given priority over all other applications referred to under B3 and B4 below.
- B3 Application of a party who has been a customer of the utility within a one-month period immediately prior to the date of the application will be given priority over other applications referred to under B4 below.
- B4 Application for business service will be given priority over applications for residence service, which have been held for a period of less than two months.
- B5 Telecommunications Service Priority (TSP) System provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services and provides a guide to the sequence in which services are to be provisioned and/or restored. Provisions for TSP are set forth under Frontier's Tariff FCC No. 6, Access Service, Section 8 Telecommunications Service Priority.

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SCHEDULE NO. R1

RULE & REGULATION NO. 19

PRIORITY OF ESTABLISHMENT AND SUPERSEDURE OF SERVICE

A2 Supersedure

An applicant who qualifies for establishment of service under Section A1 of this rule, may supersede a customer discontinuing service ("outgoing customer") if the applicant takes the same service (including the same telephone number(s)) subscribed to by the outgoing customer at the same premises.

B1 Residence Customers

Where existing service is continued for a new customer, the number may be retained by the new customer only if the former customer consents and an arrangement acceptable to the Utility is made to pay all outstanding charges against the service. Outstanding charges, include, but are not limited to, local service charges and toll charges, both billed and unbilled. Completion of a Supersedure Request form is not required

B2 Business Customer

Where existing service is continued for a new customer, the number may be retained by the new customer only if the former customer consents and an arrangement acceptable to the Utility is made to pay all outstanding charges against the service. Outstanding charges, include, but are not limited to, local service charges, directory advertising charges, and toll charges, both billed and unbilled. A Supersedure Request form signed by the outgoing customer and the incoming customer may be required.

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Original Sheet No. 46
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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

GENERAL

- A1 The following section of this tariff (Consumer Bill of Rights) applies only to residential customers. The regulations in this rule are in addition to other regulations from other parts of this tariff.
- A2 The utility has revised its tariff to comply with the provisions contained in the Consumer Bill of Rights which was promulgated by Order of the Public Utilities Commission of Nevada, became effective on January 5, 1989 and was modified effective on June 30, 2005. To the extent the provisions of this tariff are not consistent with the provisions of the Consumer Bill of Rights, the provisions of the Consumer Bill of Rights will apply.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

Section 1. Chapter 704 of NAC is hereby amended by adding thereto the provisions set forth as Sections 2 to 44, inclusive, of this regulation.

Section 2. The provisions of Sections 2 to 44, inclusive, of this regulation:

1. Apply only to telephone service provided to residential customers.
2. Do not apply to services provided by:

- 704.7463;
- (a) A carrier between local areas of transport and access, as defined in NAC
 - (b) A reseller as defined in NAC 704.7467; or
 - (c) A utility having less than 10,000 access lines.

Section 3. As used in Sections 2 to 44, inclusive, of this regulation, unless the context otherwise requires, the words and terms defined in Sections 4 to 17, inclusive, of this regulation have the meanings ascribed to them in those sections.

Section 4. "Connection fee" means the charge for establishing service to a customer, defined in the tariff of the utility as the installation or Service Charge. (T)

Section 5. "Co-signer" means a person who assumes liability for the payment for service provided by a utility if a customer fails to pay for the service.

Section 6. "Customer" means a person:

- utility;
1. Who receives or applies to receive any residential telecommunication service from a utility;
 2. In whose name residential telecommunications service is or is to be provided, as evidenced by a signature on the application or contract for such service; or
 3. In whose name residential telecommunications service is or is to be provided, as may be established by other demonstrable evidence that the person requested the utility to provide such service in that person's name.

Section 7. "Deposit" means money provided by a customer to ensure payment for service provided by a utility.

Section 8. "Division" means the division of consumer resolution of the commission.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

- Section 9. "Elderly" means a person who is 60 years of age or older.
- Section 10. "Especially dangerous to health" means a condition or event likely to cause serious impairment to the health of a person who appears to be unable, without assistance, to manage his own resources, carry out the activities of daily living or protect himself from neglect or a hazardous situation.
- Section 11. "Guarantor" means a person who assumes liability for the payment of a deposit if a customer fails to pay the deposit.
- Section 12. "Handicapped" means a person who has a physical or mental disability for which he receives benefits from a governmental agency.
- Section 13. "Local service" means exchange service that is provided by a local telephone company within a local area of transport and access as defined in NAC 704.7515.
- Section 13.5. "Satisfactory credit" means credit that is not unsatisfactory credit.
- Section 14. "Termination of service" means the intentional cessation of service by a utility to a customer that has not been requested by the customer.
- Section 15. "Third person" includes any person or public agency other than the customer making the designation or the utility.
- Section 16. "Unsatisfactory credit" means the credit of a customer who, within the preceding 12 months:
- (a) Has had his service terminated for nonpayment of a delinquent bill or any installment due on such a bill;
 - or
 - (b) Has had dishonored two or more checks drawn by him in payment for service.
- Section 17. "Utility" means a public utility, as defined in NRS 704.020, that furnishes local service.
- Section 18. 1. Except as otherwise provided in subsection 2, a customer may make an application for service by mail or by telephone.
2. If there is reason to believe that a customer applying for service has defrauded, is defrauding or intends to defraud the utility, or if other good cause exists, the utility may refuse to accept an application for service made by mail or by telephone.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

- Section 19. 1. A utility may require a customer to establish credit before it:
- (a) Furnishes service; or
 - (b) Resumes service after a termination of service, if the customer:
 - (1) Has not previously paid a deposit to the utility; or
 - (2) Has paid a deposit, but it has been returned to him in whole or in part, applied to his account or treated as part of a new deposit.
2. For the purposes of this section, a customer establishes credit if he:
- (a) Pays a deposit to the utility;
 - (b) Has, during the two years preceding his request for service, been a customer of:
 - (1) The utility and has established satisfactory credit; or
 - (2) Another municipal or regulated telephone utility, has made timely payment of each bill issued to him during the most recent 12 months of service, and his record of payment can be verified;
 - (c) Uses a co-signer or guarantor, at the option of the utility, with credit acceptable to the utility;
 - (d) Receives benefits from a retirement plan or the Social Security Administration, unless he has unsatisfactory credit; or
 - (e) Demonstrates his creditworthiness in any other manner satisfactory to the utility.
3. Except as otherwise provided in Section 21 of this regulation, a customer may not be required by a utility to establish credit in any particular manner described in subsection 2.
4. Upon the request of a customer, a utility shall provide him with a form to use in requesting his credit history from another utility.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

- Section 20.
1. A co-signer or guarantor must be a customer of the utility providing service to the customer for whom the co-signer or guarantor is acting.
 2. The liability of a:
 - (a) Co-signer ceases after the customer has made 12 consecutive timely monthly payments to the utility.
 - (b) Guarantor is limited to the amount of the deposit owed by the customer and ceases after the date the deposit is required to be returned to the customer pursuant to Section 23 of this regulation.
 3. A co-signer or guarantor who is required to make any payment for a customer may pay the amount owed within a period of not more than three months.
- Section 21.
1. A customer may be required to pay a deposit or the balance of a deposit if he has unsatisfactory credit or cannot establish credit in any other manner permitted by subsection 2 of Section 19 of this regulation and:
 - (a) He has not previously paid a deposit;
 - (b) He has paid less than the full amount of the deposit otherwise required pursuant to subsection 4; or
 - (c) His deposit has been returned to him in whole or in part, applied to his account, or treated as part of a new deposit.
 2. If a customer cannot establish credit in any other manner permitted by subsection 2 of Section 19 of this regulation the utility may, for the purpose of determining the customer will be required to pay a deposit, consider:
 - (a) Whether he has been continuously employed by the same employer for at least one year;
 - (b) In the case of a customer who has recently been divorced or separated and is applying for service in his own name, the record of payment for any service previously furnished to his household; and
 - (c) Any other factor set forth in the tariff of the utility.
 3. Any deposit paid by a customer must be paid in cash. Unless there is reason to believe that the customer has defrauded, is defrauding or intends to defraud the utility, or other good cause exists, a deposit may be paid by mail.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

Section 21. (Continued)

4. The amount of any deposit required or held by a utility may not exceed:
 - (a) In the case of a customer with unsatisfactory credit for whom the utility can determine actual usage, twice his average monthly bill for service, including toll service;
 - (b) In the case of an elderly customer who qualifies for assistance under the Tribal Link Up, except one to whom paragraph (a) applies, 50 percent of the amount established pursuant to paragraph (c); or
 - (c) In any other case, \$100 or an amount equal to twice the average estimated monthly bill for service, whichever is less.

Section 22. 1. A customer who pays a deposit or a connection fee, or both, may:

- (a) Be required to pay the entire amount of the deposit and connection fee before service is provided; or
- (b) Enter into an agreement with the utility for payment of the deposit and connection fee in installments if his credit is satisfactory and the total amount of the deposit and connection fee:
 - (1) Exceeds \$50; or
 - (2) Is less than \$50, if the customer contacts the utility and indicates the existence of circumstances that would result in hardship if the customer were required to pay the deposit and connection fee in one installment.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

Section 22. (Continued)

2. If there is an agreement for payment in installments:

(a) The customer may be required to pay:

- (1) An amount equal to at least one-third of the total amount of the deposit and connection fee, before service is provided;
- (2) The remainder of the deposit and connection fee, in not more than two equal installments, not later than 30 and 60 days, respectively, after the date of the agreement; and
- (3) Interest, at a rate set forth in the tariff of the utility, on any unpaid portion of the deposit or connection fee.

(b) The service of the customer may be terminated for a failure to pay any part of the deposit or connection fee as agreed and, in such a case, the customer may be required to pay the full amount of the deposit and connection fee, plus any other money owed the utility, before service is restored.

(c) Service to the customer may be terminated without any further notice if:

- (1) The customer fails to pay any bill for service received or any part of the deposit or connection fee; and
- (2) The agreement is in writing and contains a statement, in boldface type, of the right of termination.

(d) The customer must be informed of the provisions of this subsection at the time he enters into the agreement.

Section 23. If a deposit has been paid by a customer and the customer has established a record of timely payments for 12 consecutive months, the utility shall return the deposit to the customer.

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SCHEDULE NO. R1

RULE & REGULATION NO. 20

CONSUMER BILL OF RIGHTS

Section 24. Each bill for service issued by a utility to a customer must set forth:

1. Any previous balance;
2. The amount due for service provided during the current billing period;
3. Sufficient information upon which to calculate any charge for late payment;
4. Any other authorized charge or tax;
5. Any unregulated charge;
6. The total of the preceding amounts;
7. The first and last day of the billing period for local service;
8. The date the bill is past due;
9. A summary of the provisions of Section 26 of this regulation, as required by subsection 4 of that section; and
10. The telephone number of the utility where the customer may obtain information about his bill or the service provided.

- Section 25. 1. A utility shall, if it verifies that a credit is required under the provisions of this section, credit the account of a customer for incomplete calls, unanswered calls, wrong numbers or poor quality of transmission.
2. The requirements of this section apply only to:
 - (a) IntraLATA toll calls; and
 - (b) InterLATA toll calls for which the utility is directed to allow a credit by the carrier or its agent.

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- Section 26.
1. If a customer disputes any bill, charge, or service, the utility shall promptly investigate the matter and report its determination to the customer. If the customer so requests, the report must be made in writing. Whether or not a written report is requested, upon an adverse determination by the utility, it shall inform the customer of his right to file a complaint with the division.
 2. If the customer is not satisfied with the utility's determination, he may file a complaint with the division.
 3. Except as otherwise provided in Section 40, if the customer files a complaint with the Division, the customer may be required by the utility to pay any disputed amount to the utility pending resolution of the complaint unless the utility agrees to waive the requirement. If such a payment is made, the utility shall refund any money found by the commission to have been charged improperly.
 4. A summary of the provisions of this section must be:
 - (a) Printed on the front or back of each bill or notice of termination issued by a utility;
or
 - (b) Set forth in a section of each telephone directory issued by a utility. If this method is used, a reference to that section of the directory must be included on the front or back of each bill or notice of termination issued by the utility. The summary must include the mailing address, telephone number and toll-free telephone number of the division.
- Section 27.
1. A bill for service issued by a utility is due:
 - (a) Upon deposit of the bill with the United States Postal Service for delivery to the customer by first class mail; or
 - (b) In the case of delivery by other means, upon delivery of the bill to the billing address of the customer.

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CONSUMER BILL OF RIGHTS

Section 27. (Continued)

2. A customer may pay the bill:
 - (a) Unless there is reason to believe that he has defrauded, is defrauding or intends to defraud the utility, or other good cause exists, by depositing payment with the United States Postal Service for delivery to the utility by first class mail;
 - (b) By making payment at the business office of the utility; or
 - (c) By making payment to any person authorized by the utility to accept payment.
3. Except as otherwise provided in this subsection, the date a bill is past due may not be earlier than 15 days after its issuance. If the last day for payment before that date falls on a Sunday, legal holiday or any other day on which the office of a utility used for the payment of bills is closed, the last day for payment is the next business day. Payment of a bill by a first class mail is timely if the payment is received by the utility not more than 3 days after the past due date.
4. A utility may charge a consumer a fee, as set forth in its tariff, for:
 - (a) the return of an unpaid check.
 - (b) the late payment of a bill.
 - (c) the use of a credit card to make a payment to the utility. The utility shall not charge the customer a fee for the use of a credit card to make a payment to the utility or enter into an agreement with a third-party credit card service which charges the customer such a fee, unless the fee has been reviewed and approved by the Commission.

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Section 28. 1. Except as otherwise provided in subsection 2, if a customer is delinquent in the payment of any bill and requests that the utility accept deferred payment, the utility shall do so if the customer signs a written agreement to pay:

- (a) At least 40 percent of the delinquent amount of the bill at the time of the agreement;
- (b) The balance of the bill, in three equal monthly installments, within 90 days after the date of the agreement; and
- (c) All future bills when due.

2. Unless the utility otherwise agrees, a customer may not make deferred payment pursuant to this section if, during the preceding 12 months:

- (a) He has made another deferred payment pursuant to this section; or
- (b) His service has been terminated for nonpayment of a delinquent bill or any installment due on such a bill.

Section 29. If a utility receives from a customer a partial payment for local and toll service, with no explanation of the manner in which the payment is to be applied, the utility shall apportion the payment in the ratio that the charge for local service bears to the charge for toll service.

Section 30. Except as otherwise provided in Sections 31, 35, and 37 of this regulation, a utility may terminate service to a customer without the consent of the customer after giving any notice required by Sections 32 and 33 of this regulation, for any of the following reasons:

- 1. Failure of the customer or any co-signer of the customer to pay a delinquent bill or any installment due on such a bill, including a bill for service received:
 - (a) At a previous location; or
 - (b) If the customer receives service at more than one location, at any such location.
- 2. Failure of the customer or any guarantor of the customer to pay any required deposit or connection fee or any installment due on either.

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CONSUMER BILL OF RIGHTS

Section 30. (Continued)

3. Failure of the customer to pay toll charges appearing on the bill, except that if the customer files a complaint with the Division to dispute the toll charges and complies with the provisions of Section 40, the utility may not terminate local service under this subsection, unless the Commission resolves the complaint against the customer.
4. Violation by the customer of any rule of the utility set forth in its tariff. As used in this subsection, "rule" means a provision that establishes the application of rates, charges and standards for service and is not included in rate schedule.

Section 31. A utility may not terminate:

1. The service of a customer because of his failure to pay a delinquent bill for another class of service.
2. The service of a customer:
 - (a) On a weekend, a holiday or on the day before a weekend or a holiday, unless:
 - (1) Extraordinary circumstances exist; or
 - (2) The operations of the utility allow it to reestablish service immediately in an emergency.
 - (b) Because of a delinquent bill incurred by a previous occupant of the location, unless the customer has signed a written agreement to assume liability for the previous service.

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- Section 32. 1. Except as otherwise provided in Section 35 of this regulation, a utility that intends to terminate the service of a customer shall give written notice of the termination to the customer and make a reasonable effort to notify any:
- (a) Co-signer or guarantor of the customer; and
 - (b) Third person designated by the customer pursuant to Section 34 of this regulation.
2. Except as otherwise provided in subsection 1, the notice must be served upon each person described in that subsection at least 5 business days before the date of the termination by personal delivery or by first class mail addressed to his last known mailing address. Service of the notice shall be deemed complete as of the date of mailing or personal delivery.
3. The notice must clearly set forth:
- (a) The account number and telephone number of the customer affected;
 - (b) The date on or after which the termination will occur;
 - (c) The reason for the termination;
 - (d) If the termination is for nonpayment of a delinquent bill or any installment due on such a bill, the total amount of money owed to the utility by the customer and the minimum payment required to avoid termination;
 - (e) The telephone number at which the customer may obtain information from the utility concerning his bill or service;
 - (f) A statement that the customer may contest the termination before the division as provided in Section 36 of this regulation; and
 - (g) If required by that section, the statement required by Section 36 of this regulation.

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Section 33. Unless extraordinary circumstances exist, a utility which receives notice that a termination of service would be especially dangerous to the health of the customer or other person who is a permanent resident of the premises affected shall make a reasonable effort to give notice of the termination as provided in this section. This notice is in addition to the notice required by Section 32 of this regulation and must be given in person or by telephone, at least 48 hours before the scheduled time of the termination, by a representative of the utility to the customer or to some adult resident of the location affected. The representative shall explain to the customer or resident each item of information required by subsection 3 or Section 32 of this regulation to be included in a notice given pursuant to that section.

- Section 34.
1. A customer may, at any time, designate in writing a third person to receive notice of any pending termination of the service of the customer. A person so designated is not, because of that designation or because of any notice given pursuant to this section, liable for any obligation of the customer.
 2. If a utility intends to terminate the service of the customer and notice of the termination is required pursuant to Section 32 or 33 of this regulation, the utility shall make a reasonable effort to notify any person designated pursuant to subsection 1. A utility that complies with the provisions of this subsection does not incur any liability because of a failure to give actual notice to the designated person.
 3. Each customer who applies for service must be given notice by the utility of the provisions of this section if he gives notice to the utility that he is elderly or handicapped.

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Section 35. A utility may refuse service, refuse to resume service or terminate service without giving the notice otherwise required by Section 32 of this regulation:

1. If an unsafe or hazardous condition related to the service exists on the premises of the customer;
2. If the use of the service on the premises of the customer is determined by the utility to be detrimental or damaging to the facilities or services of the utility or its customers;
3. Upon the order of any court of competent jurisdiction or the commission;
4. Upon a written determination by a magistrate that there is probable cause to believe that the service:
 - (a) Is prohibited by law; or
 - (b) Is used or to be used, directly or indirectly, to violate or assist in a violation of the law;
5. If the utility determines, based upon the acts of the customer or the condition of his premises, that the customer has defrauded, is defrauding or intends to defraud the utility, unless the conditions constituting the fraud have been corrected;
6. If an event in the nature of force majeure or vis major occurs that requires the termination of the service; or
7. If the location at which the service is provided has been abandoned.

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- Section 36. 1. A customer whose service is terminated or is scheduled to be terminated by a utility may contact the division to contest the propriety of the termination.
2. A statement of the provisions of subsection 1 must be set forth:
- (a) In any notice of termination issued pursuant to Section 32 of this regulation; or
 - (b) In a section of each telephone directory issued by a utility. If this method is used, a reference to that section of the directory must be included in the notice of termination.
3. The statement required by subsection 2 must be accompanied by:
- (a) The mailing address and telephone number of the office of the division nearest the customer;
 - (b) The statewide toll-free telephone number of the division;
 - (c) If a bill is in dispute, a statement that the customer may be required by the utility to pay any disputed amount to the utility pending resolution of the appeal, subject to a refund if the appeal is successful;
 - (d) A statement that special arrangements for the payment of any bill may be made if the customer is unable to pay immediately the full amount of the bill; and
 - (e) A statement that a fee for reconnection or a deposit, or both, may be collected if service is terminated and subsequently restored.

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Section 37. 1. Unless extraordinary circumstances exist, if the local service of a customer is being terminated, the utility shall postpone the termination for 30 days after it receives both of the following:

(a) A statement from a licensed physician or public health official certifying that the termination would be especially dangerous to the health of the customer or other person who is a permanent resident of the premises affected. The physician or health official may consider the feebleness, advanced age, physical disability or handicap, mental incapacity, serious illness, or other infirmity of the person affected. Except as otherwise provided in this paragraph, the statement must be in writing and include:

- (1) The address where service is provided;
- (2) The name of the person whose health would be especially endangered;
- (3) A clear description of the nature of the emergency; and
- (4) The name, title and signature of the physician or official making the statement.

The statement may be made by telephone if a written statement is sent for confirmation to the utility within 5 days after the oral statement is made.

(b) A statement signed by the customer that he is presently unable to pay the bill or installment. Before the period of postponement expires, the customer must arrange with the utility to pay the bill or installment.

2. The postponement may be extended once for an additional 30 days if the utility receives a renewed medical certificate before the expiration of the original period of postponement.

3. The utility shall allow an installment period of up to 90 days for the customer to pay his bills. The utility may impose toll restriction upon the customer, for which the customer shall pay the rates and charges set forth in the tariff of the utility.

4. If the utility again intends to terminate service after a customer has obtained a postponement pursuant to subsection 1, the utility shall give written notice of its intended action:

- (a) To the division; and
- (b) To the customer and any co-signer or guarantor of the customer in the manner provided by Sections 32 and 33 of this regulation.

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- Section 38. 1. If the service of a customer is being terminated for nonpayment of a delinquent bill or any installment due on such a bill, the utility may postpone the termination, regardless of whether the customer is qualified to make deferred payments pursuant to Section 28 of this regulation, if the utility determines that the customer is able to pay the amount owed and the customer signs a written agreement to make payment.
2. In determining whether a customer is able to pay the amount owed, the utility shall consider:
- (a) The amount owed;
 - (b) The length of time the bill or installment is past due;
 - (c) The date the account was established;
 - (d) The history of payment maintained by the customer with the utility;
 - (e) The credit history of the customer;
 - (f) The period for payment;
 - (g) Any commitment of money made on behalf of the customer by a governmental agency or an organization that assists persons unable to pay their bills, whether or not the money has actually been disbursed;
 - (h) Whether the customer is elderly or handicapped;
 - (i) Any other extraordinary circumstances of the case; and
 - (j) Any information presented to the utility by the customer.

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- Section 39. 1. A utility shall resume service to a customer:
- (a) If he has complied with the requirements of the utility set forth in its tariff;
 - (b) Upon the order of any court of competent jurisdiction or the commission; or
 - (c) Immediately upon a determination that failure to resume service would be especially dangerous to the health of the customer or any person who is a permanent resident of the premises where service is being provided.
2. If a utility temporarily suspends service to a customer because of nonpayment and the customer or another person or entity on behalf of the customer subsequently pays the utility in an amount that is sufficient to resume service, the utility shall resume service to the customer:
- (a) Within 24 hours after the payment is received by the utility, if the payment is received on a day other than a Friday, Saturday, Sunday or legal holiday: or
 - (b) By the end of the next business day, if the payment is received by the utility on a Friday, Saturday, Sunday or legal holiday.
3. A utility may charge a fee, as set forth in the Service Catalog, Section 5, Element Charges, item B., to resume service to a customer.

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Section 40. 1. If a customer fails to pay disputed toll charges and files a complaint with the Division, the utility shall continue to furnish local service to the customer pending resolution of the dispute if the customer brings current all outstanding charges for local service.

If toll restriction is available from the utility, the customer shall pay the rates and charges for toll restriction set forth in the tariff of the utility.

2. If the commission resolves the complaint in favor of the customer, the utility shall reimburse the customer for:

(a) Any disputed charges which the customer paid to the utility and which are resolved by the complaint;

(b) Any rates and charges for toll restriction which the customer paid to the utility and which are related to the complaint; and

(c) Any other amounts which the customer paid to the utility and which are related to the complaint.

3. If the Commission resolves the complaint against the customer, the customer shall pay toll charges that the customer owes to the utility, and the utility shall transfer toll charges to the appropriate provider of telecommunication service that provided toll service to the customer.

Section 41. Each utility shall make available to each of its customers, upon request, information describing the services it provides and specifying the rates and charges for those services.

Section 42. 1. A utility shall notify each customer that special programs may be available for customers who are elderly or handicapped or have other special needs.

2. The notice required by subsection 1 must:

(a) Be made by means of a notice on a bill or enclosed with a bill;

(b) Be made not less frequently than once each year; and

(c) State that information concerning these programs may be found in Sections 2 of 44, inclusive, of this regulation or obtained from the business office of the utility.

(d) Be printed in a type size that is not smaller than 12-point type or font.

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- Section 43. 1. Each utility shall prepare and maintain records for at least one year.
2. The records must contain:
- (a) The number and accumulated amounts of deposits that have been collected and returned; and
 - (b) For each of its customers;
 - (1) His payment performance;
 - (2) The amount for each billing period;
 - (3) The number and general description of the written complaints filed with the utility;
 - (4) The number of agreements for payment entered into by the utility; and
 - (5) The number of terminations and reconnections of service.
3. Upon the request of the commission, a utility shall submit to the commission, in writing, a summary of the information contained in those records.

Section 43. 1 Except for information contained in its telephone directory list, a utility may not provide any information concerning its customers to any person for commercial purposes without the approval of the commission. Nothing in this section shall be deemed to preclude a utility from providing any person, including any other utility or a carrier between local areas of transport and access, with information necessary to provide utility services.

- Section 44. 1. Except as otherwise provided in subsection 2, a utility may not enter into any agreement with a customer under terms that are inconsistent with the provisions of Sections 2 to 44, inclusive, of this regulation, unless it informs the customer of his rights under those sections.
2. Notwithstanding the provisions of Sections 2 to 44, inclusive, of this regulation, a utility may enter into an agreement with a customer under terms that are more favorable to the customer than those provided by Sections 2 to 44 inclusive, if the more favorable terms are consistent with the tariffs of the utility.

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SCHEDULE NO. R1

RULE & REGULATION NO. 22

TELEPHONE NUMBERS

A1 Changes in telephone numbers

B1 The assignment of a telephone number to a customer's telephone service will be made at the discretion of the Utility. The customer has no proprietary right to the number and the Utility will make such reasonable changes in telephone numbers and central office designations as the requirements of the service demand. The Utility will give the customers who may be affected by such changes in telephone numbers as reasonable notice thereof, as circumstances will permit.

A2 Working Numbers Requirement

B1 Blocks of Numbers – PBX and Centrex services customers are required to keep 50% or more of their assigned numbers working at all times in order to retain assignment of the entire block of numbers. Customers must notify the Utility if their usage level drops below 50%. The Utility will then initiate action to reclaim the unused numbers.

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