

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF

Containing

Regulations and Rates applicable to the furnishing of
Miscellaneous Service Arrangements
within West Virginia
by
Frontier West Virginia Inc.

The names Verizon West Virginia Inc. and Bell Atlantic - West Virginia, Inc. have been changed to Frontier West Virginia Inc. All references throughout this Tariff to Verizon West Virginia Inc. and Bell Atlantic - West Virginia, Inc., "the telephone company" or "the company" shall be read as Frontier West Virginia Inc.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 09-0871-T-PC Dated May 13, 2010.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

Section 1
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APPLICATION OF TARIFF

A. GENERAL

1. This tariff applies to Miscellaneous Service Arrangements furnished within the State of West Virginia by this Company. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Telephone Company.
2. The Miscellaneous Service Arrangements contained in this tariff were designed to meet specific communications requirements of certain customers.

B. REGULATIONS

Application of Rates and Charges

Rates and charges for services set forth in this tariff become effective the day following the date the service is made available by the Telephone Company for use by the customer, but not earlier than the date requested by the customer, and apply for the day of disconnection.

Issued by authority of an Order of the Public Service Commission of West Virginia
in Case No. _____ dated _____.

Issued: January 8, 2001

Effective: January 8, 2001

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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BILLING AND COLLECTION OF ENHANCED 911 FEES

(N)

A. GENERAL

This tariff applies to the billing and collection by the Telephone Company of enhanced emergency telephone system ("Enhanced 911") fees pursuant to law. This tariff establishes the terms and conditions in lieu of contracts with county commissions ("counties") under which the Telephone Company may act as a billing agent for the applicable Enhanced 911 fee on the bills of the Telephone Company's customers in each county in which Company provides local exchange telephone service. This tariff supercedes existing individual contracts with county commissions ("counties") for such billing and collection. This tariff is intended as a means of streamlining the administration of such fees for both counties and the Telephone Company. The billing and collection of such fees, however, is not a telecommunications service under the Telecommunication Act of 1996, and is not subject to resale.

B. REGULATIONS

1. The Telephone Company may act as a billing agent for the applicable Enhanced 911 fee on the bills of the Telephone Company's customers in each county in which Company provides local exchange telephone service.
2. A county that wishes to make application for the Telephone Company to act as a billing agent for the county must, no less than one hundred twenty (120) days prior to the proposed effective date for the Enhanced 911 fee, give the Telephone Company written notice of such application properly executed by the county commission, together with a certified copy of the enacting ordinance.
3. The Enhanced 911 fee will appear as a separate line item on each regularly issued local exchange service telephone bill rendered by the Telephone Company. The amount of the fee will be as specified in the current Enhanced 911 ordinance of each county. Where a single bill is rendered for multiple lines, the total applicable fee amount may appear as a single line item on the bill.
4. The Enhanced 911 fee is due and payable on the same basis as the rates and charges for basic local exchange service. However, the Telephone Company shall not deny service for failure of a customer to pay the Enhanced 911 fee.

This service became effective February 25, 2004.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 03-1915-T-T dated February 5, 2004.

BILLING AND COLLECTION OF ENHANCED 911 FEES

(N)

B. REGULATIONS (Cont'd)

5. The Enhanced 911 fee will apply to each local exchange service line, whether such line is provided pursuant to tariff or on a special assembly basis, for which the Telephone Company remits a bill to the end-user customer. Enhanced 911 fees are applied to the retail services of the Telephone Company, one fee per "equivalent" as follows:
 - a. One equivalent for each residential basic local exchange service line, except for tel-assistance lines;
 - b. One equivalent for each business basic local exchange service line;
 - c. One equivalent for each private branch exchange ("PBX") trunk;
 - d. One equivalent for each number of Centrex lines equivalent to a PBX trunk, as determined by the Telephone Company or, if such is different, as specified in the applicable county Enhanced 911 ordinance;
 - e. Five equivalents for each primary rate interface; and
 - f. Such other service that the Telephone Company may offer in the future that the Telephone Company may determine to be the equivalent of a local exchange service line.

In addition to applying to such retail services, the Enhanced 911 fee will apply to each payphone service line provided by the Telephone Company to any payphone service provider, including the Telephone Company.
6. The Telephone Company will monthly remit the fees collected (less the rates and charges due hereunder) to the county commission or to a designee of the county commission as agreed to by the Telephone Company. "Fees collected" means the fees billed by the Telephone Company for the county, less the fees uncollectible, which may be calculated at the Telephone Company's current rate of uncollectible revenues for intrastate service or at such other reasonable and convenient basis as determined by the Telephone Company after consultation with the Commission's Staff.
7. In the event the amount remitted is greater or less than the amount due under this tariff, any and all liability of the Telephone Company or of the county shall be discharged by payment of the remaining amount due or by return of the amount overpaid, whichever the case may be. In either such case, no interest shall be charged.
8. If a Telephone Company customer notifies Telephone Company, in writing, that he or she refuses to pay the Enhanced 911 fee, or that he or she is owed a refund for such fee, the Telephone Company may remove all fee amounts from the customer's account. The county is responsible for collection of Enhanced 911 fee amounts not billed by Company due to a Telephone Company customer's refusal to pay.

This service became effective February 25, 2004.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 03-1915-T-T dated February 5, 2004.

BILLING AND COLLECTION OF ENHANCED 911 FEES

(N)

B. REGULATIONS (Cont'd)

9. Where the Enhanced 9-1-1 fee has not been billed as provided for by the applicable ordinance, the Telephone Company may back-bill the fee with the consent of the county. In no event may the Telephone Company be liable for a failure to bill the fee where the fee effectively can be recouped by back-billing with the consent of the county.
10. A county that wishes to change the amount of the Enhanced 9-1-1 fee must, no less than one hundred twenty (120) days prior to the proposed effective date for the Enhanced 9-1-1 fee, give the Telephone Company written notice of such change properly executed by the county commission, together with a certified copy of the enacting ordinance.
11. Either the county or the Telephone Company may, at any time, terminate the billing agency relationship hereunder by giving at least ninety (90) days' prior written notice.
12. All notices between the county and the Telephone Company must be by certified mail, return receipt requested, at the most current address each provides to the other in writing for such purpose. A notice will be deemed given on the date it is received.
13. In applying and administering the Enhanced 9-1-1 fee and the provisions of this Section, the Telephone Company has the right to rely upon the terms and conditions of the county's enacting ordinance. Notwithstanding the foregoing, the Telephone Company also has the right to rely upon this tariff in applying and administering the Enhanced 9-1-1 fee. Neither the Telephone Company nor any county shall be liable in connection with applying and administering the Enhanced 9-1-1 fee consistent with a county ordinance or this tariff.
14. The county shall indemnify and hold the Telephone Company harmless from and against any claims or suits arising out of, in connection with, or related to the county's authority to impose an enhanced emergency telephone system fee or the erroneous collection or failure to bill such fee as a result of a good faith mistake on the part of the Telephone Company. It is expressly understood that the foregoing indemnification shall include the responsibility to investigate and defend against such claims, including payment of reasonable attorney's fees.

C. RATES AND CHARGES

The Telephone Company is entitled to retain two percent (2%) of the fees collected before remitting the remainder of the fees collected to the county.

This service became effective February 25, 2004.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 03-1915-T-T dated February 5, 2004.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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SWITCHED TELEPHONE SERVICES - 211 DIALING SERVICE

(N)

A. General

211 Dialing Service ("211") utilizes a three digit local dialing arrangement to permit voice access to designated community information and referral services. The 211 code was assigned for this purpose pursuant to Order 00-356, issued by the Federal Communications Commission (FCC) in CC Docket 92-105.

211 is a custom call routing/transport application. It provides the calling party an easy to remember three digit dialing code with call delivery to established 211 service customers. Calls placed using 211 are automatically routed to the 211 customers terminating telephone number. 211 utilizes various forms of call routing depending on the 211 customers service requirements as well as the Telephone Company's serving network facilities. Routing types include but are not limited to NPA, central office switch, NPA-NXX, and 9 digit zip code where facilities permit. The physical boundaries of the available routing methods may or may not coincide with the boundary of the service area requested by the 211 customer, for example a specific county.

B. Availability of Service

This service is available to qualifying customers who are authorized by the state to receive calls from telephone subscribers that have landline service served by the Telephone Company's central office switched dial tone. This includes the Telephone Company's landline subscribers as well as those served by landlines resold by The Telephone Company. The 211 customer must make independent arrangements with other landline and cellular telephone providers in order for the 211 Dialing Service to function within the networks of said providers. All Telephone Company handled 211 Calls must originate and terminate within the same LATA. InterLATA calls must be handled by a separate arrangement with an Interexchange Carrier or through the use of 8YY (toll-free) numbers.

Matters pertaining to the provision of 211 service are also governed by the orders of the Public Service Commission of West Virginia in General Order No. 187.25.

The FCC will reexamine deployment of the 211 service five years after the effective date of the original order. At that time, the FCC will decide to continue the service, alter the service for another use, or remove the requirement for the service. If the FCC recalls 211, the Customer will return the code upon receipt of 6 months written notice of such a recall from the Telephone Company. The Telephone Company will work with all 211 customers affected by such recall to transfer their service arrangements to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 customer will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 customer will be charged the appropriate tariff rates for the establishment of the new access arrangement.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. _____ dated _____.

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MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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SWITCHED TELEPHONE SERVICES - 211 DIALING SERVICE

(N)

C. Limitations on Liability

The 211 service customer shall be liable for, and shall indemnify, protect, defend and save harmless the Telephone Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the 211 service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable or slander.

In no event shall the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Telephone Company, or its employees, or agents, in connection with this Tariff. The Telephone Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Telephone Company facilities and equipment nor on equipment owned or leased by the 211 customer.

The 211 customer shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 211 number. If requested by the Company, the 211 customer shall assist the Telephone Company in responding to complaints made to the Telephone Company concerning the 211 customer's service.

The Telephone Company assumes no liability for any issue arising from the fact that, in some 211 Dialing Service applications, physical call routing boundaries may not match exactly with the boundary of the 211 customers requested service area, for example county boundaries. In these cases, calling parties could have 211 access to another county and/or areas 211 provider instead of their own county and/or area. Workaround arrangements may be required to properly route 211 traffic due to differences in switch type, switch software, and the 211 customer's terminating telephone number (POTS / toll free). The Telephone Company assumes no liability due to Caller I.D. / ANI information being unavailable or incorrect due to these workarounds.

D. Rates

Additional terms and conditions addressing 211 customer specific requests will be addressed on an ICB basis with those terms and conditions and the associated rates to be submitted to the Commission for approval.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. _____ dated _____.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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OUTPULSING FACILITIES

A. GENERAL

1. Outpulsing Facilities provide a method of handling calls from the landline network to mobile radio systems of Radio Common Carriers and those Private Land Mobile Radio Service providers who notify the Telephone Company in writing that they are offering their services for resale pursuant to rules of the F.C.C. Typically a landline telephone user would dial the seven-digit number of a mobile unit in the customer's system and the serving central office would repeat the last two or more customer designated digits to the control terminal which would signal the individual unit dialed over a radio channel.

B. REGULATIONS

1. Central office facilities and blocks of telephone numbers provided shall be assigned by the Telephone Company. The customer shall not acquire any proprietary interest in numbers assigned for its use. Where such changes are to be made, the Telephone Company shall advise the customer in writing not less than sixty days in advance and will coordinate the changes with the customer.
2. Central office codes used with telephone numbers furnished to the customer may be used by the Telephone Company in providing its subscriber services and for other purposes.
3. The customer shall furnish the Telephone Company its number requirements for planning purposes but shall not be required to pay for numbers in advance of their assignment by the Telephone Company in order to guarantee number availability. Within the number blocks assigned under 1. preceding, the assignment and use of such numbers of the customer to its subscribers for its authorized services shall be the responsibility of the customer subject to coordination with the Telephone Company for efficient operation with the Telephone Company's system.

C. RATES

	Per <u>Month</u>	<u>USOC</u>
Each Block of 100 Telephone Numbers.....	\$10.65	RL3
Central Office Trunk Circuit Equipment, each.....	7.05	RTA

Issued by authority of an Order of the Public Service Commission of West Virginia
in Case No. _____ dated _____.

Issued: January 8, 2001

Effective: January 8, 2001

THREE-DIGIT DIALING SERVICE (811)

A. GENERAL

811 Dialing Service (811) is a custom call-routing application utilizing a three-digit local dialing arrangement, terminating to a customer-provided number for access to advance excavation notice services. It provides the calling party an easy-to-remember three-digit dialing code with call delivery to established 811 subscribers. The 811 code was assigned for this purpose pursuant to the Sixth Report and Order, released March 14, 2005 by the Federal Communications Commission in CC Docket No. 92-105, which specifies that such calls be delivered to a number provided by the relevant 811 subscriber that is not a toll call for the party dialing the number (i.e., either a toll-free (8XX) or local number). This tariff covers calls originating on lines terminating in a Frontier switch (i.e., originating and terminating within the same MSA); it does not cover 1+, 0+, 0- operator-assisted, 101XXXX, or inmate calls). If the customer requires a change to the terminating numbers, additional charges may apply. 811 does not provide Caller ID information on a real-time basis

B. REGULATIONS

1. Provision of Service

- a. Calls placed using 811 are automatically routed to the 811 subscriber's terminating number, which the customer must provide in the form of either a toll-free number or a local number whose local calling area covers all of the locations to which the service is provided. The customer shall provide Frontier with this number in advance so that Frontier may properly translate its central office switches. If charges are required to re-route the call to the terminating number, they will be cared for by the use of a customer-provided toll-free number. The customer is responsible for redirecting or otherwise handling 911 and other calls misdialed or misrouted as 811 calls. The customer shall provide sufficient terminating number paths to its toll-free or local terminating number so as to not clog nor impair Frontier's network.
- b. The rates and terms of this tariff are premised on the customer's commitments, unique network design requirements, and the customer's service mix, usage patterns and concentration, and other characteristics. Frontier's offering of 811 to the customer also is conditioned on the customer's representation that it has been authorized by appropriate state authorities to receive and respond to 811 calls from the public within the areas served by Frontier, and that the customer has obtained all licenses, authorizations, and other prerequisites necessary to provide that service, and will at all times comply with all applicable laws and regulations.
- c. The 811 service period is five (5) years. At the end of the service period, 811 will continue on a month-to-month basis.
- d. The 811 service establishment rate is based on the current number of switches in Frontier's network utilized to provide 811 service during the initial five-year service period. The Company reserves the right to file tariffs at a later date for its recurring costs of providing service after the end of the initial five-year service period, as well as if network rearrangements made by the Company or at customer request require Frontier to incur additional costs

THREE-DIGIT DIALING SERVICE (811)

B. REGULATIONS (Cont'd)

1. Provision of Service

- e. The Company reserves the right to discontinue the service, with notice, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Frontier's personnel, facilities or services.
- f. 811 is not available for resale.

2. Limitations on Liability

- a. The Company assumes no liability for any issue arising from the fact that, in some 811 applications, physical call routing boundaries may not match exactly with the boundary of the subscriber's requested service area, e.g., state boundaries. In these cases, calling parties could have access to another state and/or area. Workaround arrangements may be required to properly route traffic due to differences in switch type, switch software, and the subscriber's terminating telephone number. The Company assumes no liability due to Caller ID/Automatic Number Identification (ANI) information being unavailable or incorrect due to these workarounds.
- b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company occurring in the course of furnishing service or other facilities (Service Problems) and not caused by the negligence of the customer, or by the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed 1/1824th of the 811 Nonrecurring Charge (the number of days in the five year service period), multiplied by each day during which the Service Problem giving rise to liability continues (the Pro Rata Amount).. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company. Neither the Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of another company or companies furnishing a portion of such service. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for damages arising out of Service Problems or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by terminal equipment, except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company will not exceed the Pro Rata Amount. The Company is not responsible to the customer, authorized user, joint user, sharer of service or patron of a reseller for injuries or damages to persons or property arising from the existence of customer-provided power supply.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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THREE-DIGIT DIALING SERVICE (811)

C. RATES

	Nonrecurring <u>Charge</u>
Establishment of 811 Dialing Service (contract rate for 32 offices/switches, 5 yr term)	\$7,810.00

Issued by authority of an Order of the Public Service Commission of West Virginia (C)
in Case No. 07-0252-T-T dated 4-10-08. (C)

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MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

Section 6
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NON-EMERGENCY 311 SERVICE

(N)

A. GENERAL

1. 311 for Non-Emergency Municipal Use (311) is a three digit local dialing arrangement available in specified areas for delivery of general information via voice grade facilities. The Federal Communications Commission (FCC) in CC Docket 92-105, assigned the 311 code of access to non-emergency police and other government agencies. The 311 subscriber must comply with any orders and rules pertaining to 311, adopted by the FCC in rulemaking proceeding cc Docket 92-105. Eligible customers that have already received 311 pursuant to the FCC requirements will be considered to be the assignee.
2. To provide access to 311 to end users in another incumbent Local Exchange Carrier's (ILEC) territory or to a Competitive Local Exchange Carriers (CLEC) end users per central office switch, the 311 subscriber must make appropriate arrangements with the ILEC or CLEC serving the territory. The 311 subscriber should work separately with CLECs to ascertain that its end user customers will be able to reach non-emergency police and other government agencies by dialing 311.
3. 311 will be assigned to the subscriber on a central office-by-central office basis, as facilities permit. If central offices are merged, and a 311 "point to" number exists in both central offices, the 311 subscriber who established 311 first in time will be entitled to retain the 311 "point to" number in the merged central office.
4. 311 for Non-Emergency Municipal Use can be accessed via regular exchange access line (by individual business lines, PBX trunks, etc) unless such lines invoke N11 dialing restrictions or other customized dialing restrictions.
5. Access to 311 is not available to the following classes of service.
 - a. Payphone Service Provider telephones (PSPs)
 - b. Hotel/Motel/Hospital service
 - c. 1+
 - d. 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - e. Inmate Service
 - f. 101XXXX
 - g. Cellular-Type 2A
(Type 2A interconnection service is a trunk side interconnection between a Mobile Switching Center (MSC) and the Telephone Company Access Tandem. This allows the MSC to connect into the Public Switched Telephone Network (PSTN) and function like an end office. Subscribers can place calls to and receive calls from all valid prefixes within the service area. They can also use the presubscribed long distance company of their choice for calls from one service area to another.)

In addition, operator assisted calls to the 311 subscriber will not be completed.

6. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity without prior approval from the Company.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 10-1780-T-T dated November 29, 2010.

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MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

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NON-EMERGENCY 311 SERVICE

(N)

A. GENERAL (Cont'd)

7. An affiliate of a 311 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 311 subscriber. If a 311 subscriber becomes an affiliate of or is acquired by another 311 subscriber through merger, acquisition, annexation or otherwise, then the affiliated subscribers must surrender all but one 311 numbers within 6 months of the merger or acquisition.
8. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Calling Number Identification service.
9. Calls to a disconnected 311 number will be routed to intercept announcement facilities for a maximum of 60 days, when the 311 subscriber is a Company subscriber. The announcement provided may refer the caller to another telephone number.

B. REGULATIONS

1. All requests for 311 must be submitted in writing to the West Virginia Public Service Commission. The PSC will allocate the 311 code in the specified central office based upon requirements and/or standards established by the FCC.
2. Within 30 days of the number assignment by the PSC, the 311 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 number will be recalled and the number will be considered available for reassignment.
3. The 311 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 311 number and as agreement to return the code upon receipt of 6 month written notice of such a recall from the Company and abide by all terms and conditions identified by the FCC in CC Docket 92-105 regarding the use and return of such 311 codes. If a recall is affected, the Company will work with all 311 subscribers affected by such a recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 311 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 311 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangements.
4. Only one 7 or 10-digit number or one 10 digit toll free number may be used as the lead number per central office. Appropriate tariff rates will apply.
5. The 311 is provided where facilities permit.

(N)

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Issued: November 16, 2010

Effective: December 16, 2010

NON-EMERGENCY 311 SERVICE

(N)

B. REGULATIONS (Cont'd)

6. The 311 subscriber should work separately with the cellular companies to ascertain whether Type 1 cellular customers will be able to reach non-emergency services provided by dialing 311. (Type 1 interconnection service is a finished service for paging, personal communication service (PCS), cellular and mobile services. It provides a switched connection to the Public Switched Telephone Network (PSTN). Type 1 is an interconnection between the Point of Interface (POI) and the switch, which is usually the POI's serving wire center. As the physical demarcation between the network and the PSTN defines where one party's network responsibility ends and the other party's begins.)
7. The 311 subscriber should work separately with CLECs to ascertain that its end users customer will be able to reach non-emergency services provided by dialing 311.
8. 311 will be provided under the following conditions.
 - a. For network sizing and protection, the 311 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 311.
 - b. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 311 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 311 Dialing Service.
 - c. The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other right from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - d. The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account therefore, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - e. The 311 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 311 number. If requested by the Company, the 311 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.

(N)

NON-EMERGENCY 311 SERVICE

(N)

B. REGULATIONS (Cont'd)

8. 311 will be provided under the following conditions. (Cont'd)
 - f. A written notice will be sent to any 311 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment to the Company, or if the subscriber is unwilling to accept the modifications, the Company reserves the right, at any time, without further notice, to institute protective measures, up to including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
9. If a pre-recorded announcement is provided by the 311 subscriber, the following conditions apply.
 - a. 311 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 311 subscriber from sponsoring the same or similar announcement or recorded program service.
 - b. The provision of access of the 311 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 - c. The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - d. The 311 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
10. The Company may take all legal and practical steps to disassociate itself from 311 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
11. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.
12. The municipality ordering the service must establish procedures to deal with calls from those within the central office but outside of their jurisdiction.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 10-1780-T-T dated November 29, 2010.

NON-EMERGENCY 311 SERVICE

(N)

C. OBLIGATIONS OF THE COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)

1. In instances where a CLEC provides the 311 to its end user per central office switch, terms and conditions for 311 are as defined in the appropriate Interconnection Agreement.
 - a. For purposes of providing a CLEC end user access to the 311 subscriber per central office switch, appropriate arrangements must be made by the CLEC with the 311 subscriber.
 - b. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

D. RATES

1. Application of Rates
 - a. Service Establishment charge shall apply per central office.
 - b. 311 subscribers will pay the normal tariffed charges for the local exchange access arrangements used for transporting and terminating messages at the 311 subscriber's designated premises.
 - c. Applicable Service Order Charges will apply in addition to the following rates.
 - d. A charge will apply to changes to the point-to number at the subscriber's request, per 311 Dialing Service, per central office switch.
 - e. Charges applicable to the 311 For NON-Emergency Municipal Use Subscriber.

	Nonrecurring <u>Charge</u>
Service Establishment Charge, Per Central Office	\$100.00
Central Office Activation, Per Central Office	\$112.00
Change of Point-to Number By Subscriber, Per Central Office	\$19.00

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 10-1780-T-T dated November 29, 2010.

TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

A. GENERAL

The Telecommunication Service Priority (TSP) System is a service which provides for priority installation and restoration of National Security Emergency Preparedness (NSEP) telecommunications services specified by the Federal Government.

B. REGULATIONS

1. Explanation of Terms

Confirmation

Submission of reports by Prime Service Vendors confirming completion of TSP service orders directly to the TSP Program Office to confirm that the same priority assigned was implemented.

Emergency TSP

Newly ordered TSP service of a critical nature that must be provisioned at the earliest possible time.

Essential TSP

Requests for all nonemergency TSP services which are assigned provisioning or restoration priorities within the TSP system.

Invocation

Notification from an authorized official to a service vendor that a TSP service is so vital that it must be expeditiously provisioned.

National Communications System

A confederation of Federal departments, agencies and entities.

National Coordinating Center

The joint telecommunications industry - Federal government operation established by the National Communications System to assist in the initiation, coordination, restoration and reconstitution of NSEP telecommunication service facilities.

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TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

NSEP Telecommunications Services

Telecommunication services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. Only NSEP telecommunications services are eligible for TSP assignments.

Preemption

The Telephone Company may preempt existing services when needed to provide TSP services, when all other administrative options have been explored. The Telephone Company will attempt to notify the user of the preempted service, and insure that arrangements are made to rebate the customer until their service is restored. When the Telephone Company must preempt switched services, the Telephone Company must ensure that a sufficient number of switched services are available for public use in the telecommunications network.

Prime Action

The assignment, revision, revocation, or revalidation by the Manager of the National Communications System of a priority level associated with an NSEP telecommunications service.

Priority Level

The level that may be assigned to an NSEP telecommunications service specifying the order in which provisioning or restoration of the service is to occur relative to other NSEP and/or non-NSEP telecommunication services. Authorized priority levels are designated (highest to lowest) e,1,2,3,4, and 5 for provisioning and 1,2,3,4, and 5 for restoration.

Prime Service Vendor

A service vendor who contracts directly with a service user to provide a TSP service. A prime service vendor may subcontract a portion of the service to other service vendors.

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TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Priority Level Assignment

The priority level(s) designated for the provisioning and/or restoration of a particular NSEP telecommunications service.

Reconciliation

The periodic comparison of TSP service information and the resolution of discrepancies.

Restoration

The repair or returning to service of one or more telecommunications facilities.

Revocation

The elimination of a priority level assignment when it is no longer valid. All priority level assignments for a TSP service are revoked upon service termination.

Subcontractor

A service vendor who contracts directly with a prime contractor, for a portion of a TSP service.

System Development

Use of their best judgment by a Service Vendor to allocate resources and facilities within the particular circumstance to ensure the best effort to provide TSP services assigned provisioning priorities.

TSP Assignment/Priority Level Assignment

The priority level(s) designated for the provisioning and/or restoration of a particular NSEP service. The terms "TSP assignment" and "priority level assignment" are used interchangeably.

Issued by authority of an Order of the Public Service Commission of West Virginia
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TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

TSP Program Office

Established by the Manager of the National Communications System to administer the TSP System on a day-to-day basis.

Verification

Service Vendors may request verification of a provisioning or restoration assignment with the TSP Program office.

2. Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (F.C.C.'s) Rules and Regulations.
3. TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority System for the National Security Emergency Preparedness Service Vendor Handbook", Number 3-1-2, dated December 1, 1989.
4. The customer for TSP System service must be the same customer for the telephone service with which it is associated.
5. The customer, in obtaining TSP System service, acknowledges and consents to the provision of certain customer service record information by the Telephone Company to the Federal Government in order for the Government to maintain and administer its overall TSP system. This customer service record information will include only TSP authorization code and Telephone Company circuit/service identification.
6. Under certain conditions it may be necessary to preempt one or more customer services with a lower or no restoration priority in order to install or restore TSP telecommunications service(s) of higher priority. If such preemption is necessary, and if circumstances permit, the Telephone Company will make reasonable effort to notify the preempted service customer of the action to be taken. Credit allowance for such service preemption shall be made in accordance with the provisions specified in the Temporary Surrender of a Service or Channel regulation in the General Regulations Tariff.
7. When priority restoration maintenance and administration is discontinued (Revocation of Assigned Restoration Priority), and the associated telephone service is continued in service, no charge applies for such a discontinuance.

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TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

B. REGULATIONS (Cont'd)

8. Credit allowance for service interruption for Priority Restoration Maintenance and Administration shall be the same as for the Local Exchange Service, Channel Service and Access Service with which it is associated.
9. Certain activities associated with the TSP system performed by the Telephone Company in compliance with Part 64.401, Appendix A, of the F.C.C.'s Rules and Regulations are included in the rate elements as follows:
 - a. Priority Installation Invocation includes System Development, Verification, Confirmation and Preemption.
 - b. Priority Restoration Level Implementation includes System Development, Verification and Confirmation.
 - c. Priority Restoration Level Change includes Verification and Confirmation.
 - d. Priority Restoration Maintenance and Administration includes Reconciliation and Preemption.
10. The Telephone Company, due to circumstances beyond its control when performing priority restoration of a service, in compliance with Part 64.401, Appendix A, of the F.C.C.'s Rules and Regulations, may not be in a position to notify the customer regarding certain services where labor charges apply before the required additional labor is undertaken. The customer, in obtaining a Priority Restoration, recognizes that quoting charges and obtaining permission to proceed with the restoration of certain services will cause unnecessary delays and, as a result, would be contrary to the aforementioned rules and regulations.

In subscribing to priority restoration service, the customer recognizes this condition and grants the Telephone Company the right to quote charges after the restoration has been completed.

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TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

C. RATES

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
1. Priority Installation Invocation of a Local Exchange Service, Channel Service, Switched Access or Special Access Service, per line or circuit			
Prime Service Vendor.....	\$107.30	None	P1APX
Subcontractor.....	107.30	None	P1ASX
a. Expedited, emergency or essential ...	Rates and charges for Local Exchange and Channel Services are as specified in the General Regulations Tariff for Overtime and Expediting Charges, and for Switched or Special Access Service in the Access Service Tariff for Access Order Modifications.		
b. Specially Constructed Facilities	Rates and charges for Local Exchange and Channel Services are as specified in the General Services Tariff for Construction Charges, and for Switched or Special Access Service in the Access Service Tariff for Additional Engineering, Additional Labor and Miscellaneous Services.		

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TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

C. RATES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>	<u>USOC</u>
2. Priority Restoration Level Implementation, on a Local Exchange Service, Channel Service, Switched Access or Special Access Service, per line or circuit			
a. When the Priority Restoration level is implemented*			
Prime Service Vendor	\$ 45.93	None	PR5PX
Subcontractor	45.93	None	PR5SX
b. When the Priority Restoration level is changed on a working service			
Prime Service Vendor	126.72	None	PR8PX
Subcontractor	126.72	None	PR8SX
c. Administration and maintenance of Priority Restoration Service			
Prime Service Vendor	-	\$1.29	PR9PX
Subcontractor	-	1.29	PR9SX

* When a Local Exchange Service, Channel Service or Access Service is ordered with both Priority Installation Invocation and Priority Restoration, the associated installation charge for Priority Installation applies.

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ABBREVIATED DIALING - 511 SERVICE

(N)

A. GENERAL

1. 511 service is a three-digit dialing arrangement available in specified areas with Frontier West Virginia Inc. for delivery of general information via voice grade facilities. Pursuant to the FCC order 00-56, the 511 code is assigned to travel information service. In addition, the subscriber must comply with any orders adopted by the FCC.
2. The Local Calling Area (LCA) of 511 Service Subscriber will be the basic Local Service Area as defined in Section 2 of Tariff P.S.C.-W.Va.-No. 202 as facilities permit.
3. Only one 511 number will be assigned to a 511 subscriber or their affiliates, per LCA. If LCAs are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time, will be entitled to retain the 511 number in the merged local calling area.
4. An "affiliate" of a 511 subscriber is an entity that directly or indirectly through one or more intermediaries controls, is controlled by or is under common control with the 511 subscriber. There term "control" (including the terms "controlling", "controlled by" and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through ownership of voting securities, by contract or otherwise.
5. 511 Service is provided in the Telephone Company's territory only. To provide access to a 511 number to end users in any other Telephone Company territory within the LCA, the 511 subscriber must make appropriate arrangements with the Telephone Company serving that territory.
6. This service is furnished subject to the availability of 511 numbers.
7. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, from the date of disconnection. The announcement provided may refer the caller to another telephone number.
8. Directory listings may be provided for 511 Service at the rates and regulations specified in Section 4 of Tariff P.S.C.-W.Va.-No. 203. The phrase "Charges Will Apply", if applicable, will be included in the 511 Service listing at no additional charge.
9. 511 Service is not available from the following classes of service:
 - a. Public Telephones
 - b. Hotel/Motel/Hospital Service
 - c. 1+, 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - e. Inmate Service
 - f. 10XXX or 101XXXX
 - g. Cellular-Type 2A
10. Operator assisted calls to a 511 subscriber will not be completed.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-1350-T-T dated October 9, 2012.

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ABBREVIATED DIALING - 511 SERVICE

(N)

A. GENERAL (Cont'd)

- 11. 511 Service will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification Service, as available.
- 12. The 511 subscriber is prohibited from selling or transferring their 511 number to any entity either directly or indirectly.
- 13. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition or otherwise then the affiliated subscribers must surrender all, but one 511 number within 90 days of the merger or acquisition.
- 14. 511 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Telephone Company sufficient time for provisioning.
- 15. The 511 subscriber must comply with any or all rules pertaining to 511 service, adopted by the FCC in Rule Making Proceeding (CC Docket 92-105).
- 16. 511 Service will be provided only to those customers approved by the West Virginia Public Service Commission.
- 17. The Tariff will remain effective until or unless modified or removed by the Telephone Company or the West Virginia Public Service Commission.
- 18. 511 can be delivered via regular exchange access lines (by individual business lines, PBX, trunks, etc.).
- 19. Limitations and use of this service as stated in this and other Telephone Company tariffs apply.

B. REGULATIONS

- 1. The 511 subscriber has 90 days from the date of number assignment to establish service or decide to discontinue service. The Non-Recurring Charge will not be refunded to the subscriber if the service has already been provisioned.
- 2. Use of 511 Service is subject to possible recall by the NANP (North American Numbering Plan) Administrator for national use. The 511 subscriber must prior to the provisioning of service, sign a written acknowledgment of this condition and an agreement to return the 511 code within six months of receiving a written notice of such a recall from the Telephone Company and abide by any subsequent rules as identified by the FCC in CC Docket 92-105, regarding the use and return of 511 codes.

(N)

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ABBREVIATED DIALING - 511 SERVICE

(N)

B. REGULATIONS (Cont'd)

2. (Cont'd)

If the recall is effected by the NANP administrator, the Telephone Company will work with the 511 subscriber affected to transfer their service arrangements if technically and economically feasible, to another abbreviated dialing arrangement and if not feasible, to a seven-digit dialing arrangement within the six month notice period. The 511 subscriber will be required to migrate to any standard access arrangement available for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate Tariff rates for the newly established service arrangements.

3. The 511 Service is provided where facilities permit. Only one seven (7) or ten (10) digit toll free numbers may be used as the lead number per basic local calling area. All central offices within a basic local calling area must point to the same 7 or 10 digit local number or one 10 digit toll free number.
4. The 511 subscriber should work with cellular companies to ascertain whether the Type 1 cellular customers will be able to reach 511.
5. The 511 subscriber should work separately with CLECs to ascertain that its end users will be able to reach travel information services provided by 511.
6. 511 Service will be provided under the following conditions:
 - a. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to a 511 number.
 - b. The 511 subscriber is responsible for obtaining all necessary permits and licenses and all other rights from all persons whose work, statements or performance are used in connection with the service.
 - c. The 511 subscriber is liable for and shall indemnify and protect the Telephone Company against all suits, actions, claims, demands and judgments and of all costs, expenses and counsel fees incurred on account thereof resulting directly or indirectly from the service in connection therewith.
 - d. The Telephone Company has full authorization to discontinue 511 service to a subscriber if they fail to comply with regulation and conditions set forth herein, upon five days notice to the subscriber.
 - e. The 511 subscriber shall subscribe to adequate exchange facilities to transport the calls to the 511 subscriber's premises.
 - f. The 511 subscriber shall respond promptly to any and all complaints made to the Telephone Company or by a Regulatory Authority concerning the subscriber's 511 Service or type of service.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 12-1350-T-T dated October 9, 2012.

ABBREVIATED DIALING - 511 SERVICE

(N)

B. REGULATIONS (Cont'd)

6. 511 Service will be provided under the following conditions. (Cont'd)
 - g. A written notice will be sent to any 511 subscriber when their service interferes (unreasonably) with or impairs other services rendered to the Public by the Telephone Company or by other subscribers of 511 Service. If after notification, the subscriber makes no modification in the method of operation or service arrangements that are deemed service protective by the Telephone Company or if the subscriber is unwilling to accept the modifications or if the subscriber continues to cause service impairment, the Telephone Company reserves the right at any time, without further notice to institute protective measures up to and including termination of service. In an emergency, as defined by the Telephone Company, the Telephone Company reserves the right at any time without notice, to institute protective measures up to and including termination of service.
7. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
 - a. The 511 subscriber will provide announcements and the Telephone Company will deliver the call.
 - b. 511 subscriber sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
 - c. The provision of access to the 511 Network by the Telephone Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the Local Exchange Network.
 - d. The 511 subscriber assumes full financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to the recording, advertising and promotional expenses and the facilities required to connect the announcement equipment located on the subscriber's premises.
8. The Telephone Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
9. In no event shall the Telephone Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Telephone Company, or its employees, or agents in connection with this Tariff. The Telephone Company shall neither be responsible for calls that cannot be completed as a result of repair or maintenance, nor on equipment owned or leased by the subscriber.

(N)

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ABBREVIATED DIALING - 511 SERVICE

(N)

C. RATES

1. Application of Rates

- a. Service Order Establishment shall apply for each 511 number per local calling area.
- b. 511 subscribers will pay normal tariffed charges for the local access arrangements used for transporting and termination of messages at the 511 subscriber's designated premises.
- c. Applicable Service Order Charges as specified in Section 3 of Tariff P.S.C.-W.Va.-No. 203 apply, in addition to the following rates.
- d. A Central Office activation charge will apply per Central Office switch translation to the lead number.
- e. A change charge will apply to change the point-to-number translation at the subscriber's request.

2. Charges applicable to the 511 Subscriber

	Nonrecurring <u>Charge</u>
Establishment of 511 Service, Per 511 Service Number, Per Local Calling Area (LCA)	\$100.00
Central Office Activation	\$112.00
Translation Change of Point-to-Number	\$19.00

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

A. GENERAL

Universal Emergency Number 911 Services provide the general public with the means of simple and direct telephone access to public safety answering points engaged in assisting local governments in protecting the safety and property of the general public.

Contingent upon the execution of any and all appropriate agreements with other carriers in the state, the Company may act as a statewide provider of Enhanced 911 services. The following rates and charges are conditioned upon the Company acting as a statewide provider of Enhanced 911 services. If the Company no longer acts as a statewide provider of Enhanced 911 services, it reserves the right to adjust its rates and charges accordingly.

B. REGULATIONS

1. Provision of Service

- a. Universal Emergency Number 911 Services are classified as business service.
- b. The Telephone Company will arrange to route telephone calls from telephones with specified area codes and central office codes to a public safety answering point specified by the responsible local governmental authority.
- c. The responsible local governmental authority must agree to provide personnel for 24-hour coverage, receive all 911 calls routed to the public safety answering point and subscribe to a sufficient number of 911 lines to adequately handle incoming calls.
- d. Application for 911 services must be executed by one or more appropriate local governmental authorities or their duly appointed agent. If execution is by an agent, satisfactory evidence of the appointment must be provided to the Telephone Company.
- e. The applicant for Universal Emergency Number 911 Services must accept responsibility for serving the entire geographic area served by the central offices through which 911 calls are routed to the public safety answering point, even though such central office serving areas and community boundaries may not coincide. Subsequent to the establishment of Universal Emergency Number 911 Service within a central office serving area, all affected participating public safety answering points must concur to modifications or changes to the existing 911 routing arrangement (s) of the central office serving area.
- f. All 911 calls for Basic 911 Service from a specific central office code must be routed to a single public safety answering point.
- g. Applicants for 911 services must accept responsibility for dispatching, or having others dispatch, police, fire, ambulance or other emergency services as reasonably available and required.
- h. Rates and charges as specified in C. following for Enhanced 911 Service features include the provision of service lines to all primary public safety answering point PSAP locations and to secondary public safety points that are equipped to display automatic number identification. In addition, two measured business lines will be included to each primary PSAP for the use of the PSAP in the event of an emergency. The customer will be billed measured usage charges for these lines in accordance with the rates in the Local Exchange Services Tariff. The number of service lines to a public safety answering point will be determined by the Telephone Company.

UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

1. Provision of Service (Cont'd)

h. (Cont'd)

based upon anticipated call volumes. Secondary public safety answering points not equipped to display automatic number identification information will receive calls over the telecommunications network or the customer may subscribe to additional service lines.

- i. It shall be the responsibility of the customer to inspect and monitor the Enhanced 911 facilities to discover errors, defects or malfunctions in the service. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The Telephone Company shall be promptly notified in the event the system is not functioning properly.

- j. Customer-provided Data Base for 911 Caller's Address Location System Arrangement

The customer and the Telephone Company recognize that the addresses provided with the 911 Caller's Address Location System Arrangement are the same addresses that the Telephone Company maintains for its customers' records, and that neither the customer nor the Telephone Company can guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses should be requested from the calling party. When the customer becomes aware of any inaccuracies in the data associated with the 911 Caller's Address Location System Arrangement, the customer shall promptly notify the Telephone Company and correct the data within a reasonable time under the circumstances.

- k. In some cases, the party responsible for the operation of the Public Safety Answering Point (PSAP) may desire facility diversity in order to have emergency calls answered at some other telephone or PSAP location when Telephone Company or PSAP facilities and equipment experience failure at the primary answering point.

Each PSAP may designate a primary and secondary backup location to which calls may be routed by a predetermined arrangement. The telephone company reserves the right to require minimum facilities at the backup PSAP locations.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

2. Features

a. Basic 911 Service

(1) Standard Features

The standard features available with the Basic 911 Service include the following.

Called Party Hold
Forced Disconnect
Idle Tone Application

(2) Optional Features

In addition to the standard features listed preceding for the Basic 911 Service, the following features are available on an optional basis where associated with a 911 Service system at additional rates and charges. When associated with other services, rates and charges are as specified for Special Equipment and Service Arrangements in this Company's General Regulations Tariff.

Emergency Ringback
Switchhook Status

b. Enhanced 911 Service

(1) Standard Features

Selective Routing
Alternate Routing
Default Routing
Selective Transfer (C)
Fixed Transfer (C)
Manual Transfer
Database Administration Service (C)
Centralized Automatic Location Identification Service |
Automation Location Identification on Administrative Lines (C)

(2) Optional Features

Additional Enhanced 911 Service Line
Network Control Modem (C)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions

a. Basic 911 Service

(1) Standard Features

Called Party Hold

Called party hold allows the attendant to retain the connection on a 911 call by remaining off-hook or placing the call on hold. The connection may be retained regardless of the switchhook status of the calling party. Called party hold is available only where the 911 lines are provided via dedicated arrangements from the originating central office.

Forced Disconnect

Forced disconnect allows the attendant, by operating the release key, to release a connection on a 911 call, even if the calling party remains off-hook.

Idle Tone Application

Idle tone application permits the public safety answering point attendant to distinguish between calls that have been abandoned before the attendant can answer and calls where, for some reason, the caller is unable to speak.

(2) Optional Features

Emergency Ringback

Emergency ringback permits the attendant, by operating the flash key, to ring a 911 party who goes on-hook after the 911 call has been answered. This feature is available only for systems where 911 lines are provided via dedicated arrangements from the originating central offices.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

a. Basic 911 Service (Cont'd)

(2) Optional Features (Cont'd)

Switchhook Status

Switchhook status permits the attendant to receive audible and visual indications that a held on-hook 911 call has gone to an off-hook status. This feature is available only on 911 lines which are provided via dedicated arrangements from the originating central offices via metallic facilities.

b. Enhanced 911 Service

(1) Standard Features

a. Routing Services

Selective Routing

This service provides for the routing of 9-1-1 calls to the designated PSAP based upon predetermined routing information associated with the 9-1-1 caller's number identification. The service provides two Selective Routers interconnected to each PSAP(s). Both Selective Routers are also interconnected to permit call routing to interflow between Selective Routers. This service arrangement enables calls to switch to either Selective Router if there are no circuits available to the target PSAP at the Primary Selective Router. This service includes all dedicated circuits needed to interconnect Selective Routers and to connect both Selective Routers to Primary PSAPs¹ up to P.01 grade of service². In addition, two measured service "Back-Up" Dial Tone Lines are included at each Primary PSAP in Frontier territory.

(C)

¹A Primary PSAP is defined as a location equipped and staffed to receive 911 calls and identified as the "first" or "primary" answering point in the Company Selective Router.

²The probability (P), expressed as a decimal fraction, of a call being blocked. P.01 is the grade of service reflecting the probability that one call out of one hundred during the average busy hour may be blocked.

(C)

* Material previously on this page now appears on Original Page 5.1.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

b. Enhanced 911 Service (Cont'd)

(1) Standard Features (Cont'd)

a. Routing Services (Cont'd)

(M)(C)

Selective Routing service routes both Wireline and Wireless calls as follows:

Wireline Selective Routing

All participating Local Exchange Carrier Central Offices within an E9-1-1 network are connected to both Selective Routers via dedicated circuits. The Telephone Number along with the voice connection is sent by the Servicing Central Office of the 9-1-1 caller to the Company Selective Router. The Selective Router uses the Telephone Number to determine routing and sends both the telephone number and voice call to the appropriate PSAP. This service includes all dedicated circuits needed to connect all participating Local Exchange Carrier's Central Offices to both Selective Routers and to connect both Selective Routers to Primary PSAPs with a minimum P.01 grade of service.

Wireless Selective Routing

Wireless Service Providers interconnect facilities to the Company Selective Router(s). An Emergency Service Routing Digit (ESRD), along with the voice connection, is sent by the Wireless Service Provider to the Company Selective Router. The Selective Router uses the ESRD to determine routing and sends both the ESRD and voice call to the appropriate PSAP. This service does not include dedicated circuits needed to connect Wireless Service Providers to Company Selective Routers.

(M)(C)

(M) Material now appearing on this page previously appeared on Original Page 5.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

b. Enhanced 911 Service (Cont'd)

(1) Standard Features (Cont'd)

a. Routing Services (Cont'd)

(C)

Alternate Routing

The PSAP may designate a secondary or backup location to which calls may be routed. This feature automatically routes 911 calls to a predestinated alternate location if all PSAP facilities are busy or not available.

Default Routing

This feature automatically routes 9-1-1 calls to a predestinated PSAP when the Selective Router processes a 9-1-1 call that has an incomplete or missing telephone number or ESRD. Each incoming facility group is assigned to a designated default PSAP.

b. Transfer Services

Manual Transfer

This feature enables a PSAP to transfer an incoming 9-1-1 call to any emergency agency (e.g. police, fire, ambulance) by dialing the telephone number of the agency or a pre established two-digit speed calling code.

Fixed Transfer

This feature enables a PSAP to transfer incoming 9-1-1 calls to a standard combination of emergency agencies (e.g. police, fire, ambulance). Only one combination, per PSAP, is available with this feature.

Selective Transfer

This feature enables a PSAP to transfer incoming 9-1-1 calls based on a unique combination of emergency agencies (e.g. police, fire, ambulance) responsible for providing emergency service to the specific location of the 9-1-1 caller. Each 9-1-1 Service area is defined by an "Emergency Service Number" (ESN). ESNs will be provided by the Company.

(C)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

b. Enhanced 911 Service (Cont'd)

(1) Standard Features (Cont'd)

c. Database Administration Service

A service that provides the following: validates subscriber address to match the Master Street Address Guide (MSAG); assigns Emergency Service Number (ESNs) to telephone numbers and ESRDs; provides addition, deletion, and change updates of subscriber names, telephone numbers, addresses to the Centralized ALI Storage/Processing System; provides addition, deletion and change updates of ESNs associated with telephone numbers and ESRDs in the Selective Router(s).

(C)

d. Centralized Automatic Location Identification (C-ALI) Storage/Processing

The C-ALI system stores subscriber information associated with the E911 service area. It is used by the PSAPs to retrieve location data of a 9-1-1 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. This Service includes the connections between the C-ALI Storage/Processing components to all Primary PSAP(s). This Service provides location information for both wireline and wireless callers as follows:

Wireline

Upon receipt of an ALI query, the system will respond with the subscriber's name, street address and community associated with the telephone number.

Wireless

Upon receipt of an ALI query, the system will respond with geographic information such as cell site/sector associated with the ESRD, or upon receipt of an ALI query, the system will be directed to query a third party system to retrieve geographic information such as longitude/latitude coordinates of the wireless caller. The information, when received from the third party system, is processed back to the requesting PSAP. This service does not include facilities required to interconnect C-ALI Storage/Processing Systems to a third party database provider.

(C)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

3. Feature Definitions (Cont'd)

b. Enhanced 911 Service (Cont'd)

(1) Standard Features (Cont'd)

e. ALI on Administrative Lines Used for Emergency Services Purposes (C)
Customers may be eligible to receive the functionality of allowing the display of automatic location information for wireline calls received on administrative lines used for emergency service purposes. In order to be eligible, a customer must meet the following criteria:

- (a) The customer must be receiving ten-digit automatic number identification;
- (b) The customer must have had this functionality in place on January 1, 2003.

(2) Optional Features

a. Additional Enhanced 911 Service Line - This feature provides additional connectivity options for the E9-1-1 network.

Central Office to Selective Router Circuit: An individual trunk circuit that provides connectivity from Local Exchange Carriers Central Office or Private Switch Provider(s) to the Selective Router.

PSAP to Selective Router Circuit: An individual trunk circuit that provides connectivity from the Selective Router to the PSAP.

PSAP to Centralized ALI Storage/Retrieval System: An individual trunk circuit that provides connectivity from the C-ALI system to Secondary or "Back Up" PSAP(s).

b. Network Control Modem

This service arrangement enables a person(s), having an authorized identification code and password, to reroute calls to a predestinated alternate answering point. The alternate location may receive rerouted calls via the public switched telephone network or over dedicated facilities, if the alternate location is served by the same Selective Router(s). (C)

4. Limitations of Service

Universal Emergency Number 911 Services are furnished subject to the availability of facilities and are not intended to replace the Local Exchange Telephone Service of the public safety answering point or any of the participating public safety agencies.

5. Liability of the Telephone Company

a. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

5. Liability of the Telephone Company (Cont'd)

- b. Neither is the Telephone Company responsible 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 Enhanced 911 Service features and the equipment associated therewith, or by any services furnished by the Telephone Company 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 Enhanced 911 Service.
- c. The liability of the Telephone Company is further expressly subject to the provisions of the Telephone Company's General Regulations Tariff regarding willful misconduct, willful neglect or gross negligence.

6. Basic 911 Service Lines

- a. Basic 911 Service lines are arranged for one-way incoming service to the public safety answering point from specified area codes and central office codes.
- b. At the option of the Telephone Company, Basic 911 Service lines will be provided via one, or a combination of, the following arrangements.

(1) Dedicated Arrangements

- (a) Where Basic 911 Service lines are furnished on a dedicated basis from the central office serving the public safety answering point.
- (b) Where Basic 911 Service lines are routed on a dedicated basis from the originating central office through the central office serving the public safety answering point to the public safety answering point.

(2) Nondedicated Arrangement

Where Basic 911 Service lines are routed from the originating central office through a tandem central office or series of tandem central offices to the central office serving the public safety answering point or to the public safety answering point.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. _____ dated _____.

UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

6. Basic 911 Service Lines (Cont'd)

- c. Where the originating central office of a specified central office code is in an exchange or zone which is not in the local service area of the exchange or zone in which the public safety answering point is located, dedicated arrangements will be required. Mileage charges, as specified in C. following, apply for Basic 911 Service lines routed from the originating exchange or zone.

7. Enhanced 911 Service Lines

- a. Enhanced 911 Service lines are arranged for incoming service to public safety answering points. Outgoing calls can only be made on a transfer basis.
- b. Any customer premises equipment used in conjunction with 911 service, whether provided by the Telephone Company or by the customer, shall be configured so that it is unable to extract any information from the Enhanced 911 Service data management system other than information relating to a number identified through the automatic number identification feature as the source of an in-progress call.

8. Responsibility of the Customer

- a. The customer will subscribe to exchange service, other than Enhanced 911 Service, at the public safety answering point location for administrative purposes for placing outgoing calls and receiving calls.
- b. The customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming Enhanced 911 Service lines recommended by the Telephone Company.
- c. With selective routing, the customer is responsible for identifying primary and secondary public safety answering point locations as well as unique combinations of police, fire and ambulance or any other appropriate agencies responsible for providing emergency service in the Enhanced 911 Service serving area. An emergency service number will be provided for each unique combination by the Telephone Company. The customer will associate these emergency service numbers with street address ranges or other mutually agreed upon routing criteria in the Enhanced 911 Service serving area. These emergency service numbers will be carried in the data management system - selective routing to permit routing of Enhanced 911 calls to the primary and secondary public safety

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

9. Automatic Location Information on Administrative Lines Used for Emergency Services Purposes. (Cont'd)

- c. The customer must be willing to certify in writing that this functionality will be used only for emergency call receipt and dispatch, and only for purposes that are lawful. Such written certification is not a prerequisite to the receipt of this functionality, but the Telephone Company may withdraw this functionality if the customer refuses to provide this written certification upon request of the Telephone Company or the Public Service Commission of West Virginia.

Eligible customers who elect to receive this functionality shall indemnify, defend and hold harmless the Telephone Company from and against any claims or liability whatsoever from the customer or any third party arising out of, related to or in connection with the provision of this functionality by the Telephone Company to the customer. This indemnification shall not apply to willful misconduct on the part of the Telephone Company.

(N)

(N)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

B. REGULATIONS (Cont'd)

8. Responsibility of the Customer (Cont'd)

c. (Cont'd)

answering points responsible for handling of calls from each telephone in the Enhanced 911 Service serving area. The following terms define the customer's responsibility in providing this information.

Initial and subsequent emergency service number assignments by street name, address range and area or other mutually agreed upon routing criteria shall be furnished by the customer to the Telephone Company prior to the effective date of service.

After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Telephone Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of Enhanced 911 Service calls to the proper public safety answering point. The Telephone Company will provide to the customer a written copy for verification showing each change, deletion and addition to the master address file.

The Telephone Company will provide to the customer, on request, a complete written copy of the master address file to permit the customer to verify accuracy of the police, fire and ambulance public safety answering point routing designations.

9. Automatic Location Information on Administrative Lines Used for Emergency Services Purposes. (N)

Customers may be eligible to receive the functionality of allowing the display of automatic location information for calls received on administrative lines used for emergency service purposes. In order to be eligible, a customer must meet the following criteria:

- a. The customer must be receiving ten-digit automatic number identification;
- b. The customer must have had this functionality in place on January 1, 2003; and

(N)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

C. RATES

1. 911 Lines

a. Basic 911 Service

- (1) 911 lines are furnished at rates and charges applicable for business measured rate individual lines or Private Branch Exchange (PBX) trunks, as appropriate, as specified in this Company's Local Exchange Services Tariff, Section 2. The monthly rate for a 911 line is the rate applicable for the exchange or zone of a multizone exchange in which the central office originating the 911 line is located.
- (2) Where dedicated arrangements are provided from exchanges or zones other than that in which the public safety answering point is located due to the customer's request for features which require the provision of such arrangements, or when dedicated arrangements are provided from exchanges or zones that do not have local calling to the exchange or zone in which the public safety answering point is located, rates and charges for Foreign Exchange or Foreign Zone Service apply as specified in this Company's Channel Services Tariff.

Within the same exchange or zone in which the public safety answering point is located, and where dedicated arrangements are provided from central offices other than the central office designated by the Telephone Company to serve the public safety answering point due to a customer's request for features which require the provision of such arrangements, charges apply as specified for Special Equipment and Service Arrangements in this Company's General Regulations Tariff, Section 1.

- (3) Nondedicated lines required between central offices are provided at no additional rates or charges where the central offices involved are located in exchanges or zones which have local calling to the exchange or zone in which the public safety answering point is located.
- (4) Basic 911 Service Optional Features

The rates and charges for optional features provided by the Telephone Company are as specified in Section 14A of this tariff where optional features are associated with a Basic 911 Service system.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

C. RATES (Cont'd)

1. 911 Lines (Cont'd)

a. Basic 911 Service (Cont'd)

- (5) When associated with other services, rates and charges for optional features are as specified for Special Equipment and Service Arrangements specified in this Company's General Regulations Tariff, Section 1.

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

C. RATES (Cont'd)

b. Enhanced 911 Service

1. No local usage charges apply to the calling party for calls to 911 lines.
2. Enhanced 911 Standard Features

As agreed to in Case No. 06-1935-T-PC and Case No. 04-0102-T-GI, these per 1,000 rates will be phased in over three years, as follows:

	Monthly Rate
<u>Effective December 1, 2007:</u>	
Subscribing to Wireline Only per 1,000 Access Lines/Records ³	\$128.00
Subscribing to both Wireline & Wireless:	
per 1,000 Wireline Access Lines/Records ³	\$107.00
per 1,000 Wireless Records ⁴	\$ 21.00
<u>Effective December 1, 2008:</u>	
Subscribing to Wireline Only per 1,000 Access Lines/Records ³	\$146.00
Subscribing to both Wireline & Wireless:	
per 1,000 Wireline Access Lines/Records ³	\$122.00
per 1,000 Wireless Records ⁴	\$ 24.00

³Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Access line and record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

⁴Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula: Wireless Records = (% of Wireless calls received by the PSAP / % of Wireline call received by the PSAP) multiplied by the Number of Wireline lines/records. The billing of Wireless records will be based on a 50% ratio of wireless calls to the PSAP. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

⁵if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

⁶Required if separate Selective Router to PSAP trunk(s) are required for Wireless or to connect Secondary or "Back-Up" PSAP(s) to Selective Router(s).

⁷Required to connect Secondary or "Back Up" PSAP(s) to C-ALI Storage/Retrieval Systems.

⁸In addition, the PSAP must subscribe to a telephone number native to the Selective Router at each Network Control Modem location.

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(N)

(N)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

C. RATES (Cont'd)

b. Enhance 911 Service

2. Enhanced 911 Standard Features

(N)

As agreed to in Case No. 06-1935-T-PC and Case No. 04-0102-T-GI, these per 1,000 rates will be phased in over three years, as follows:

Effective December 1, 2009:

Subscribing to Wireline Only
per 1,000 Access Lines/Records³\$164.00

Subscribing to both Wireline & Wireless:
per 1,000 Wireline Access Lines/Records³.....\$137.00
per 1,000 Wireless Records⁴.....\$ 27.00

Effective December 1, 2010:

Subscribing to Wireline Only
per 1,000 Access Lines/Records³\$182.00

Subscribing to both Wireline & Wireless:
per 1,000 Wireline Access Lines/Records³\$152.00
per 1,000 Wireless Records⁴\$ 30.00

3. Enhanced 911 Optional Features

Additional Service Lines:
per Central Office to Selective Router⁵\$70.50
per PSAP to Selective Router^{5,6}\$59.00
Per PSAP to C-ALI Storage/Retrieval System⁷\$600.00

Network Control Modems:
per modem, per Selective Router⁸\$54.00

³Wireline billing is based on the number of Frontier Access Line and Non Frontier Access Line Records in service within the geographical boundaries of the Customer's jurisdiction. Access line and record counts will be adjusted annually for purposes of updating Customer billing. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

⁴Wireless record count will be based on an estimated ratio of wireless calls received by the PSAP. For billing purposes the record count will be computed proportional to wireline lines/records using the following formula: Wireless Records = (% of Wireless calls received by the PSAP / % of Wireline call received by the PSAP) multiplied by the Number of Wireline lines/records. The billing of Wireless records will be based on a 50% ratio of wireless calls to the PSAP. A minimum of 1,000 will be billed and standard rounding (below 500 downward, 500+ upward) will be used.

⁵if a customer requires the E 9-1-1 network to exceed P.01 traffic capacity.

⁶Required if separate Selective Router to PSAP trunk(s) are required for Wireless or to connect Secondary or "Back-Up" PSAP(s) to Selective Router(s).

⁷Required to connect Secondary or "Back Up" PSAP(s) to C-ALI Storage/Retrieval Systems.

⁸In addition, the PSAP must subscribe to a telephone number native to the Selective Router at each Network Control Modem location.

(N)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

C. RATES (Cont'd)

b. Enhanced 911 Service

4. PSAP transfers on 911 Lines: (N)
Charges for calls transferred by the PSAP over local exchange facilities are billed in accordance with applicable Exchange Service Tariff based on the following rate application:
 - a. PSAP Servicing Central Office is a Company Central Office:
Local/Toll usage billed from the Servicing Central Office of the PSAP to the Servicing Central Office of the termination of the call.
 - b. PSAP Servicing Central Office is not a Company Central Office:
Local/Toll usage billed from the Servicing Central Office of the Selective Router(s) to the Servicing Central Office of the termination of the call.
5. Features and Usage on PSAP "Back Up" 911 Dial Tone Lines:
Optional Features and Usage will be billed in accordance with applicable tariffs of the Local Exchange Carrier where the PSAP is physically located.
6. Moves, Changes and Rearrangements:
Charges for moves, changes and rearrangements of network and central office equipment which are customer-initiated will be based upon the actual costs for such moves, changes and rearrangements. (N)

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UNIVERSAL EMERGENCY NUMBER 911 SERVICES

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EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

Equipment for Use with Universal Emergency Number 911 Services formerly found in this Division, is hereby cancelled and withdrawn.

Effective August 10, 2004 by authority of an Order of the Public Service Commission of West Virginia in Case No. 04-0292-T-PC dated August 10, 2004.

Issued: September 9, 2004

Effective: September 9, 2004

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EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

Equipment for Use with Universal Emergency Number 911 Services formerly found in this Division is hereby cancelled and withdrawn.

Effective August 10, 2004 by authority of an Order of the Public Service Commission of West Virginia in Case No. 04-0292-T-PC dated August 10, 2004.

Issued: September 9, 2004

Effective: September 9, 2004

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EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

Equipment for Use with Universal Emergency Number 911 Services formerly found in this Division is hereby cancelled and withdrawn.

Effective August 10, 2004 by authority of an Order of the Public Service Commission of West Virginia in Case No. 04-0292-T-PC dated August 10, 2004.

Issued: September 9, 2004

Effective: September 9, 2004

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EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

Equipment for Use with Universal Emergency Number 911 Services formerly found in this Division is hereby cancelled and withdrawn.

Effective August 10, 2004 by authority of an Order of the Public Service Commission of West Virginia in Case No. 04-0292-T-PC dated August 10, 2004.

Issued: September 9, 2004

Effective: September 9, 2004

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EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

Equipment for Use with Universal Emergency Number 911 Services formerly found in this Division is hereby cancelled and withdrawn.

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Effective August 10, 2004 by authority of an Order of the Public Service Commission of West Virginia in Case No. 04-0292-T-PC dated August 10, 2004.

Issued: September 9, 2004

Effective: September 9, 2004

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EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

Equipment for Use with Universal Emergency Number 911 Services formerly found in this Division is hereby cancelled and withdrawn.

Effective August 10, 2004 by authority of an Order of the Public Service Commission of West Virginia in Case No. 04-0292-T-PC dated August 10, 2004.

Issued: September 9, 2004

Effective: September 9, 2004

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
P.S.C.-W.Va.-No. 211

Frontier West Virginia Inc.

Section 14A
Division VII
1st Revised Page 1
Original Pages 1 thru 3
5th Revised Pages 4 and 5
6th Revised Page 6
13th Revised Page 7
7th Revised Page 8
4th Revised Page 9
and 3rd Revised Page 10

EQUIPMENT FOR USE WITH UNIVERSAL EMERGENCY NUMBER 911 SERVICES

ENHANCED 911 SERVICE SYSTEMS

Information previously found in Division VII, Original Pages 1 through 3 and 5th Revised Page 4 have been cancelled and withdrawn.

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A. General

Enhanced 911 Service Systems and optional features are offered as specified following.

B. Regulations

1. Explanation of Terms

Automatic Location Identification

Automatic location identification combined with automatic number identification is a feature by which the name and address associated with the calling party's telephone number is forwarded to the public safety answering point for display and transfer. Additional telephones with the same number as the calling party's, e.g., secondary locations, off premise, etc., will be identified with the address of the telephone number at the main location.

Automatic Number Identification

Automatic number identification provides for the display and transfer of the caller's telephone number at the public safety answering point.

2. The rates and charges specified for automatic location identification contemplate at least 95% of the customer's jurisdiction will have a specific address consisting of, at a minimum, a number and street name. Where such addressing is not available, the Telephone Company may charge special rates on an individual case basis or deny the request for service. Extended installation intervals may also apply.

C. Rates

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The terms and conditions of individual contracts are those set forth in the Telephone Company's tariffs and the individual contracts. Except for rates, the terms and conditions of the Telephone Company's tariffs will prevail in the event of a conflict. The rates will be as set forth in the individual contracts, which will be supplied to the Commission's Staff upon request. Rates, terms and conditions for other services will be as set forth in the Telephone Company's tariffs or price lists, as applicable.

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