

REGULATIONS AND SCHEDULE OF CHARGES APPLYING TO LOCAL EXCHANGE
TELEPHONE SERVICES WITHIN THE COMMONWEALTH OF VIRGINIA

This tariff is on file with the Virginia State Corporation Commission and can be viewed at their Division of Communications located in the Tyler Building - 9th Floor, 1300 East Main Street, Richmond, Virginia 23219. In addition, this tariff is available for review at the Company's principal place of business, Monday-Friday, 9:00AM - 5:00 PM, local time located at 1500 MacCorkle Avenue, SE, Charleston, WV 25314.

Toll Free # (800) 921-8101

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Contents
Original Page 1

TABLE OF CONTENTS

	<u>Section</u>
APPLICATION OF TARIFF.....	1
CHANNELS REQUIRING SPECIAL CONDITIONING.....	2
PAY-PER-VIEW ORDERING SERVICE.....	3
OUTPULSING FACILITIES.....	4
CENTREX CUSTOM SERVICES.....	5
DIGITAL DATA CUSTOM SERVICES.....	6
TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM.....	7
SPECIAL IDENTIFICATION ARRANGEMENTS.....	8
EMERGENCY 911 SERVICE.....	9

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 1
Original Page 1

APPLICATION OF TARIFF

A. GENERAL

1. This tariff applies to Miscellaneous Service Arrangements furnished within the State of 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.

CHANNELS REQUIRING SPECIAL CONDITIONING

A. GENERAL

Channels requiring special conditioning are intraexchange Channel Services furnished to Departments or Agencies of the United States Government for secure communications.

B. REGULATIONS

1. Channels are furnished at the rates in C. following over facilities between two points within an exchange. Due to the unusual transmission requirements of this service, the Telephone Company's obligation to furnish these channels is subject to the availability of suitable facilities.
2. Voice frequency signaling or supervisory tones can be transmitted. Separate signal channels, where required by customer-provided equipment or switching operation, are furnished at rates specified in this Company's applicable tariff.
3. Channels with a bandwidth of approximately 10 to 50,000 Hertz will be provided for duplex operation.
4. The channels will be furnished between customer stations, customer station and a switching point or between two switching points.

5. Types and Description of Channels

a. G-1 Type Channel

The absolute loss with respect to frequency and the net loss variation shall be as specified in 6. following without additional conditioning.

b. G-2 Type Channel

Additional conditioning is required at one terminal.

The absolute loss with respect to frequency and the net loss variation in one direction of transmission shall be as specified in 6. following without additional conditioning; and in the other direction of transmission shall be as specified in 6. following with additional conditioning.

c. G-3 Type Channel

Additional conditioning is required at each terminal.

The absolute loss with respect to frequency and the net loss variation shall be the same in both directions of transmission as specified in 6. following with additional conditioning.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 2
Original Page 2

CHANNELS REQUIRING SPECIAL CONDITIONING

B. REGULATIONS (Cont'd)

6. Channel Conditioning Criteria

- a. The absolute loss (referenced to 1 milliwatt) with respect to frequency shall not exceed:

15 db at 10 Hz
13 db at 100 Hz
12 db at 1,000 Hz
20 db at 10,000 Hz
30 db at 50,000 Hz

- b. Additional conditioning, available in one or two directions, to provide the following characteristics:

The absolute loss (referenced to 1 milliwatt) with respect to frequency shall not exceed:

0 db at 1,000 Hz
+ 1 db between 1,000 Hz and 40,000 Hz
+ 2 db between 10 Hz and 50,000 Hz
(+ means more loss)

- c. The net loss of the conditioned channel, with or without additional conditioning, shall not vary by more than 4 db at 1,000 Hz from the levels specified above.

C. RATES

G-Conditioned Intraexchange Channels

	<u>Per Month</u>	<u>Termination Charge</u>
1. G-1 Conditioned Channels		
Between buildings on different properties		
Per 1/4 airline mile or fraction thereof .	\$18.57	-
(Additional conditioning not required)		
2. G-2 Conditioned Channels		
Between buildings on different properties		
Per 1/4 airline mile or fraction thereof .	18.57	-
Additional conditioning - one terminal.....	49.51	\$654.32

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 2
Original Page 3

CHANNELS REQUIRING SPECIAL CONDITIONING

C. RATES (Cont'd)

G-Conditioned Intraexchange Channels (Cont'd)

	<u>Per Month</u>	<u>Termination Charge</u>
3. G-3 Conditioned Channels		
Between buildings on different properties		
Per 1/4 airline mile or fraction thereof	\$18.57	-
Additional conditioning - two terminals, each terminal.....	43.62	\$654.32

PAY-PER-VIEW ORDERING SERVICE - LA-2

A. GENERAL

Pay-Per-View Ordering Service is offered to cable television companies whereby patrons of these companies may order individual events on a usage sensitive basis. The service delivers to the cable television company the Automatic Number Identification (ANI) of the Local Exchange Service line from which a cable customer patron calls when ordering a specific program, along with the number called. The called number designates the program ordered and the calling number designates the ordering patron. ANI information is routed to the cable company through equipment located in a Telephone Company central office over dedicated Channel Services between the central office and the cable company location. The adjunct equipment may also provide an optional database feature which can be used to identify valid cable patrons. This equipment returns a cable company announcement to the calling patron. The cable company is responsible for the actual delivery of the Pay-Per-View Ordering Service event through their own network.

B. REGULATIONS

1. Explanation of Terms

Database

The database is a file of the customer's patrons used to identify these calls which can be passed on to the customer. This file is maintained and updated solely by the customer.

Patron

The patron is the customer of the cable television company.

2. Pay-Per-View Ordering Service requires special equipment and will be provided only where Pay-Per-View Ordering facilities are available in the central office.
3. The customer will not identify the Telephone Company in any advertising of this service to their patrons unless specifically authorized by the Telephone Company.
4. The Telephone Company will assign telephone numbers to the customer for use in ordering Pay-Per-View Ordering Service events. These numbers will be receive-only lines. The customer may not use or advertise any numbers for this service other than those assigned for this use.
5. Appropriate channel facilities are required between the designated Telephone Company central office and the customer's rate demarcation point.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 3
Original Page 2

PAY-PER-VIEW ORDERING SERVICE - LA-2

B. REGULATIONS (Cont'd)

6. A minimum contract period of one year applies to this service. Termination of service by the customer prior to expiration of the minimum contract period will result in a Termination Charge as specified in C. following.
7. Local calls to Pay-Per-View Ordering Service from message or measured rated services do not incur message unit or local usage charges, where otherwise applicable, nor are such calls chargeable against any message unit or local usage allowance. Also, such calls are not included in any local flat rated Local Exchange Service monthly rate.

C. RATES

1. Initial Pay-Per-View Ordering Service*	<u>Installation Charge</u>	<u>Per Month</u>	<u>Termination Charge</u>
Includes initial 2000 calls...	\$75.00#	\$500.00	\$6000.00
2. Usage Charge, each call			
Database System			
2001 - 5000 calls			\$.25
Excess of 5000 calls ...			\$.20
Other than a Database System			
2001 - 5000 calls			\$.21
Excess of 5000 calls ..			\$.17

* In addition, rates and charges apply as specified for the appropriate channel facilities.

Applies per central office modified for Pay-Per-View Ordering Service.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 4
Original Page 1

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

Each Block of 100 Telephone Numbers.....	\$11.50
Central Office Trunk Circuit Equipment, each.....	7.60

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 5
Original Page 1

CENTREX CUSTOM SERVICES

Centrex Custom Services are Centrex Services, furnished by central office dial switching equipment, which are capable of providing voice/data transmission at variable speeds up to 56 kilobits per second and various system and line features to meet individual customer requirements.

Centrex Custom Services are hereby detariffed excluding the exchange access provisions which are contained in this section.

Effective May 1, 1990, new and reestablished Centrex Custom Services will have access to the telecommunications network by means of a Centrex custom simulated exchange access trunk (SEAT). The number of simultaneous calls to and from the telecommunications network will be limited to the number of Centrex custom SEATs furnished with the Centrex Custom Service.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 5
Original Page 2

CENTREX CUSTOM SERVICES

Grumman Corporation

A. Regulations

1. Telephone Company Serving Wire Center

Lake Fairfax

2. Dial Switching Equipment

5ESS* Type and Optical Remote Module

3. Centrex Custom Line Capacities

The Centrex custom line rates, specified in B. following, are based on a minimum of 855 and a maximum of 3,000 voice lines. Growth may occur beyond the maximum line capacity subject to appropriate rate adjustments.

4. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 96 months from that date.

B. Rates

1. Centrex Custom Lines, voice only, each

Per
Month

Exchange Access †

2. Usage Charges

No local calling usage allowance is included in the rates for Centrex Custom Service. Usage charges apply as specified in the Local Exchange Services Tariff for Message Rate Charges for Dial Tone Lines Without a Monthly Usage Option.

† Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified for Local Exchange Service in the Local Exchange Services Tariff.

* Registered Trademark of A.T.&T. Technologies, Inc.

Frontier Communications of Virginia, Inc.

Section 5
Original Page 3

CENTREX CUSTOM SERVICES

Pentagon City Telecommunications

A. Regulations

1. Telephone Company Serving Wire Center

Crystal City

2. Dial Switching Equipment

5ESS* Type

3. Centrex Custom Line Capacities

The Centrex custom line rates, specified in B. following, are based on a Centrex custom system with 200 voice lines at cutover growing to a maximum of 3,500 voice lines. Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

4. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 120 months from that date.

B. Rates

1. Centrex Custom Lines, voice, each

Per
Month

Exchange Access..... †

2. Usage Charges

Usage charges apply as specified for Centrex Service in the Local Exchange Services Tariff.

† Monthly rate is an amount equal to 1/10 of the rate for a Business Dial Tone Line PBX Trunk specified for Local Exchange Service in the Local Exchange Services Tariff.

* Registered Trademark of A.T.&T. Technologies, Inc.

CENTREX CUSTOM SERVICES

Loudoun County Public Schools

A. Regulations

1. Telephone Company Serving Wire Centers

Ashburn, Hillsboro, Leesburg, Lovettsville, Middleburg, Purcellville,
Sterling Park, Waterford

2. Dial Switching Equipment

5ESS* Type and Remote Switching Modules

3. Centrex Custom Line Capacities

The Centrex Custom Service rates, specified in B. following, are based on a Centrex custom system with approximately 250 voice lines at cutover growing to a maximum of 600 voice lines.

Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

4. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 120 months from that date.

B. Rates

1. Application of Rates

Interoffice Connections per Centrex custom line include the capability for Centrex Custom Service between wire centers of host central offices and associated remote switching module central offices of the same Centrex custom system. Centrex Custom Service furnished between all other wire centers must be provided at appropriate Channel Services tariff rates.

* Registered Trademark of A.T.&T. Technologies, Inc.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 5
Original Page 5

CENTREX CUSTOM SERVICES

Loudoun County Public Schools (Cont'd)

B. Rates (Cont'd)

2. Centrex Custom Lines, each	<u>Per Month</u>
a. Exchange Access	
(1) Flat Rate, Leesburg exchange	†
(2) Message Rate, Herndon exchange	#
b. Interoffice Connections, per Centrex custom line.....	.55

† Monthly rate is an amount equal to 1/4 of the combined total of the monthly rates for a Business Dial Tone Line PBX Trunk and an associated Flat Rate Monthly Usage Option for a PBX Trunk specified for Local Exchange Service in the Local Exchange Services Tariff.

Monthly rate is an amount equal to 1/4 of the rate for a Business Dial Tone Line PBX Trunk specified for Local Exchange Service in the Local Exchange Services Tariff.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 5
Original Page 6

CENTREX CUSTOM SERVICES

Centra Health, Inc.

A. Regulations

1. Telephone Company Serving Wire Center

Church Street

2. Dial Switching Equipment

5ESS* Type

3. Centrex Custom Line Capacities

The Centrex Custom Service rates, specified in B. following, are based on a Centrex custom system comprising a minimum of 1325 Centrex voice lines upon implementation of the entire system and a maximum of 1700 voice lines. Growth may occur beyond the maximum limits subject to appropriate rate adjustments.

4. Contract Period

The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 84 months from that date.

B. Rate

1. Centrex Custom Lines, voice, each

Per
Month

a. Exchange Access

Patients #

Administration †

Monthly rate is an amount equal to 1/12 of the rate for a Business Dial Tone Line PBX Trunk specified for Local Exchange Service in the Local Exchange Services Tariff.

† Monthly rate is an amount equal to 1/12 of the combined total of monthly rates for a Business Dial Tone Line PBX Trunk and an Unlimited Flat Rate Monthly Usage Option specified for Local Exchange Service in the Local Exchange Services Tariff.

* Registered Trademark of A.T.&T. Technologies, Inc.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 5
Original Page 7

CENTREX CUSTOM SERVICES

Centra Health, Inc. (Cont'd)

B. Rates (Cont'd)

2. Usage Charges

No local calling usage allowance is included in the rates for Centrex Custom Service. Usage charges, where applicable, apply as specified in the Local Exchange Services Tariff for Message Rate Charges for Dial Tone Lines Without a Monthly Usage Option.

CENTREX CUSTOM SERVICES

Augusta County Government

A. Regulations

1. Telephone Company Serving Wire Centers

Staunton and Verona

2. Dial Switching Equipment

5ESS* Type and a Remote Switching Module

3. Centrex Custom Line Capacities

a. The Centrex custom line rates, specified in B. following, are based on a Centrex custom system with approximately 140 Centrex voice lines at implementation growing to a maximum of 400 voice lines.

b. Growth may occur beyond the maximum line capacities, within the physical limitations of the serving wire centers, subject to appropriate rate adjustments.

4. Contract Period

a. The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 120 months from that date.

b. Service may continue beyond the 120-month contract period subject to the establishment of a new contract period and appropriate rate adjustments.

5. Interoffice Connections

Interoffice Connections include the capability for Centrex Custom Service between wire centers of host central offices and associated remote switching module central offices of the same Centrex custom system. Centrex Custom Service furnished between all other wire centers must be provided at appropriate Channel Services Tariff rates.

* Registered Trademark of A.T.&T. Technologies, Inc.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 5
Original Page 9

CENTREX CUSTOM SERVICES

Augusta County Government (Cont'd)

B. Rates

- | | |
|--|---------------------|
| 1. Centrex Custom Lines, voice only, each | Per
<u>Month</u> |
| a. Exchange Access..... | † |
| 2. Interoffice Connections, per Centrex custom line..... | 2.00 |
| 3. Service Charges | |

Service Charges for Centrex Custom Service will apply as specified for Centrex Service under Service Charges in the General Services Tariff.

† Monthly rate is an amount equal to 1/10 of the combined total of the monthly rates for a Business Dial Tone Line PBX Trunk and an associated Flat Rate Monthly Usage Option for a PBX Trunk as specified in the Local Exchange Services Tariff for Local Exchange Service.

CENTREX CUSTOM SERVICES

Westminster Canterbury

A. Regulations

- 1. Telephone Company Serving Wire Center

Lynchburg

- 2. Dial Switching Equipment

5ESS* Type

- 3. Centrex Custom Line Capacities

- a. The Centrex Custom Service rates specified in B. following, are based on approximately 400 Centrex custom voice lines at implementation, growing to a maximum of 650 voice lines during the contract period.
- b. Growth may occur beyond the maximum line capacities, within the physical limitations of the serving wire center, subject to appropriate rate adjustments.

- 4. Contract Period

- a. The contract period shall begin with the date of the initial establishment of Centrex Custom Service and end 84 months from that date.
- b. Service may continue beyond the 84-month contract period subject to the establishment of a new contract period and appropriate rate adjustments.

B. Rates

Per
Month

- 1. Centrex Custom SEATs, each..... †

- 2. Usage Charges

No local calling usage allowance is included in the rates for Centrex Custom Service. Usage Charges, where applicable, apply as specified in the Local Exchange Services Tariff for Message Rate Charges for Dial Tone Lines without a Monthly Usage Option.

† Monthly rate is an amount equal to the monthly rate for an appropriate Business Dial Tone PBX Trunk, as specified for Local Exchange Service in the Local Exchange Services Tariff.

• Registered Trademark of A.T.&T. Technologies, Inc.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 6
Original Page 1

DIGITAL DATA CUSTOM SERVICES

A. GENERAL

Digital Data Custom Services are individual Digital Data Services designed for use by a particular customer.

B. REGULATIONS

Except as otherwise specified in this section, the regulations, rates and charges specified in the Channel Services Tariff for Digital Data Service and in the General Services Tariff for Service Charges apply to Digital Data Custom Services.

DIGITAL DATA CUSTOM SERVICES

Crestar Bank

A. REGULATIONS

1. The Digital Access Line Capacities

The rates specified in B. following are based on approximately 303 intraLATA drops at cutover with unlimited growth during the contract period.

2. Contract Period

The contract period shall begin with on February 1, 1991, or the date of commission approval, if later, and remain in effect for five years.

3. Rate Stability

The Telephone Company agrees not to initiate any increases in the customers rates specified in B. following during the contract period.

4. Minimum Monthly Revenue Guarantee

The customer's monthly rates shall be at least 90% of the monthly contracted revenue total calculated as of the start of contract period.

5. Termination Liability

a. The customer may terminate service at any time.

b. The customer will have the option to terminate service with no penalty, if the level of overall network availability should fall below 99.9% for three consecutive months, or for any four of any six months. Notwithstanding the termination liability, the customer will not be required to return any previously discounts under these circumstances.

c. Network availability is defined as the actual circuit hours in service divided by the total circuit hours for a given month, where:

Total Circuit Hours - 24 hours times the number of circuits, times the number of days in the month of measurement.

Actual Circuit Hours In Service - Total hours of availability minus the hours of circuit downtime per Telephone Company maintenance records.

DIGITAL DATA CUSTOM SERVICES

Crestar Bank (Cont'd)

A. REGULATIONS (Cont'd)

5. Termination Liability (Cont'd)

- d. Hours of downtime lost by the following causes will not be counted as unavailable hours for computing network availability for purposes of termination liability.

Acts of nature
Acts of third party negligence
Acts of sabotage against the Telephone Company or the customer
Acts of Crestar Bank
Acts of routine scheduled maintenance by the Telephone Company.

- e. Otherwise, in the event the entire service is disconnected prior to contract period expiration, the following termination liability will apply:

Disconnect during first two years (months 1-24): repayment of 100% of discounts received.

Disconnect during months 25-36: repayment of 60% of discounts received.

Disconnect during months 37-48: repayment of 40% of discounts received.

Discount during months 49-60: repayment of 20% of discounts received.

Discount after 60 months: all discounts are retained by the customer.

B. RATES

The Digital Data Custom Services line monthly rates are 25% less than the monthly rates specified for Digital Data Service in the Channel Services Tariff.

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.

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.

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.

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.

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.

11. There will be a 30-month transition period, beginning September 10, 1990, for the changeover from the existing Restoration Priority System to the TSP system. All requests for service on either system will be honored by vendors during this transition period. The Priority Restoration Level implementation/change rate element will be applied to all changes from the RP system to the TSP system.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 7
Original Page 6

TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

C. RATES

	<u>Installation Charge</u>	<u>Per Month</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
Subcontractor.....	107.30	None
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.	

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 7
Original Page 7

TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

C. RATES

	<u>Installation Charge</u>	<u>Per Month</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
Subcontractor	45.93	None
b. When the Priority Restoration level is changed on a working service Prime Service		
Vendor.....	126.72	None
Subcontractor	126.72	None
c. Administration and maintenance of Priority Restoration Service		
Prime Service Vendor	-	\$1.29
Subcontractor	-	1.29

* 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.

† This installation charge applies when changing an existing Restoration Priority service to a Telecommunications Service Priority system during the 30 month transition period beginning September 10, 1990.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 8
Original Page 1

SPECIAL IDENTIFICATION ARRANGEMENTS

Special Identification Arrangements are provided by the Telephone Company, at no charge, to certified organizations and certified individuals who have special identification requirements associated with local exchange services. Special Identification Arrangements are also provided to those employees of Federal, State and Local law enforcement agencies identified by said agencies as having special identification requirements associated with local exchange services.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 9
Original Page 1

EMERGENCY 911 SERVICES

A. GENERAL

Emergency 911 Service is the three digit telephone number designated throughout the United States as the emergency number used by the public to facilitate the reporting of an emergency requiring response by an authorized public safety agency or emergency service provider.

B. Applicability

This service is applicable to governmental agencies or entities responsible for providing emergency services within the 9-1-1 Service Area. The Company 9-1-1 Service is limited to the transport of a 9-1-1 call from a caller (end user) to a public Safety Answering Point (PSAP).

C. Territory

This service is offered in all areas in Virginia covered by the company 9-1-1 Service per the provisions of the Schedule of Exchange.

D. Acronyms and Definitions

D.1 Acronyms

ALI - Automatic Location Identification
ANI - Automatic Number Identification
CLEC - Competitive Local Exchange Company
CO - Central Office
CPE - Customer Premises Equipment
DMS - Data Management System
EMF - Enhanced Multi-Frequency
EMS - Emergency Medical Service
ESN/ESZ - Emergency Service Number/Emergency Service Zone
ICB - Individual Case Basis
LEC - Local Exchange Carrier
MSAG - Master Street Address Guide
NCM - Network Control Modem
PBX - Private Branch Exchange
PSAP - Public Safety Answering Point
PSTN - Public Switched Telephone Network
SRDB - Selective Routing Database

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions

9-1-1

A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.

9-1-1 SERVICE AREA

The geographic area in which the 9-1-1 Customer will respond to all 9-1-1 calls and dispatch appropriate emergency assistance.

9-1-1 TRUNK

A dedicated facility from the Company Selective Router to the PSAP for delivery of 9-1-1 calls.

9-1-1 TANDEM

The Central Office that provides the tandem switching of 9-1-1 calls. It controls delivery of the voice call with ANI to the Public Safety Answering Point (PSAP) and provides Selective Routing, Speed Calling, Selective Transfer, Fixed Transfer, and certain maintenance functions for each PSAP. Also known as 9-1-1 Selective Routing Tandem or Selective Router.

ACCESS LINES

The connection between a subscriber's premises network interface and the Local Exchange Carrier that provides access to the Public Switched Telephone Network.

AUTOMATIC LOCATION IDENTIFICATION (ALI)

The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

AUTOMATIC LOCATION IDENTIFICATION (ALI) DATABASE ADMINISTRATION

The functionality provided by the Company for the creation and updated maintenance of ALI records in the ALI database. ALI Database Administration Service does not include ALI storage or processing for use during an E9-1-1 call.

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

AUTOMATIC LOCATION IDENTIFICATION RECORDS

The telephone number, the address/location of the telephone, Emergency Service Number (ESN), and supplementary emergency service information for display at a PSAP.

AUTOMATIC NUMBER IDENTIFICATION (ANI)

Telephone number associated with the access line from which a call originates.

BACK-UP PSAP

A PSAP designated to receive calls when the primary PSAP is unable to do so.

CENTRALIZED AUTOMATIC LOCATION IDENTIFICATION (CALI)

A remote centralized ALI database platform consisting of two host machines, one being the primary system responding to the PSAP, and the other being the secondary system.

CALI STORAGE/PROCESSING

The data storage for the ALI records with the redundant CALI system, both the primary and the secondary. The ALI records are updated on the CALI System multiple times a day with Change/Add/Delete activity.

CALI will process ALI in two ways:

- The ANI of the 9-1-1 caller is received by the host provider's Selective Router, which then routes the call to the appropriate PSAP. Upon receipt of the ANI at the PSAP an ALI query is made, using the ANI as the key, to look up the location information on the CALI platform. The CALI database will respond with the matching ALI, if it resides on the CALI platform and will process it back to the requesting PSAP.
- The CALI can also be directed by the ANI to steer to another database to receive the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

CALI SYSTEM PORT

The CALI System Port provides the interface for PSAPs to acquire local ALI dips with the CALI. The port rate includes the rate for the two ports that are required for redundancy, one port into the primary CALI system and one port into the secondary CALI system. The port rate includes the capability to establish a secure connection with the CALI system, including security firewall.

CALLER

An individual who places a 9-1-1 call in an effort to request assistance of a public safety nature. May also be referred to as an end user.

CENTRAL OFFICE (CO)

The Local Exchange Carrier facility where access lines are connected to switching equipment for connection to the Public Switched Telephone Network. Also referred to as the End Office.

COMPETITIVE LOCAL EXCHANGE CARRIER (CLEC)

A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provides local exchange telecommunications services other than the Incumbent Local Exchange Carriers (ILEC). Also known as Alternate Local Exchange Carriers (ALECs), Competitive Local Providers (CLPs), Competitive Access Providers (CAPs), Certified Local Exchange Carriers (CLECs), and Local Service Providers (LSPs).

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

CUSTOMER

Governmental unit or other entity authorized to provide the E9-1-1 Service provisioned by the Company.

CUSTOMER PREMISES EQUIPMENT (CPE)

Communications or terminal equipment located in the Customer's facilities.

DATABASE

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such data bases include MSAG, telephone number/ESN, and telephone customer records.

DATA MANAGEMENT SYSTEM (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide Selective Routing (SR) and/or Automatic Location Identification for E9-1-1 systems.

DEDICATED CIRCUIT

A telephone circuit used for a single purpose, such as transmission of 9-1-1 calls.

DEFAULT ROUTING

The capability to route a 9-1-1 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure or other causes. This is a standard feature of E9-1-1 Service. No ANI/ALI data may be available when a call is sent via Default Routing.

DIVERSE ROUTING

The practice of routing calls through different circuit paths in an effort to prevent total loss of the E9-1-1 system in the event an individual circuit is disabled.

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

DUAL SELECTIVE ROUTING

Dual Selective Routing is provided using two Selective Routers (S/Rs) that mirror the E9-1-1 call delivery effort in order to provide redundancy, and a higher level of network reliability in the event of a major failure at one of the Selective Routers. For example, if the local Central Office has 4 trunks, they would be split with two trunks terminated to one S/R, and the other two trunks terminated to the other S/R. This diverse routing provides additional reliability in cases of cable cuts or failures.

EMERGENCY MEDICAL SERVICE (EMS)

Fire, hospital, poison control, etc. response centers.

EMERGENCY SERVICE NUMBER (ESN) / EMERGENCY SERVICE ZONE (ESZ)

An ESN is a three to five digit number representing a unique combination of emergency service agencies (Law Enforcement, Fire and Emergency Medical Service) designated to serve a specific range of addresses within a particular geographical area, or Emergency Service Zone (ESZ). The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

END OFFICE

The Central Office(s) from which 9-1-1 calls are originated. Also see Central Office.

END USER

An individual placing a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a Caller.

ENHANCED 9-1-1(E9-1-1)

An emergency telephone system which includes network switching, database and CPE elements capable of providing Selective Routing, Selective Transfer, Fixed Transfer, caller routing and location information, ANI and ALI.

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

ENHANCED MULTI-FREQUENCY (EMF)

The ability to pass 20-digits from the E9-1-1 Selective Router to the PSAP.

EXCHANGE

A defined area, served by one or more telephone central offices, within which a Local Exchange Carrier furnishes service.

FIXED TRANSFER

The capability of a PSAP attendant to transfer a 9-1-1 call to a pre-determined location by activating a single button on Customer Premise Equipment that has been pre-programmed to utilize a speed dialing code associated with the Company's 9-1-1 network service.

LOCAL EXCHANGE CARRIER (LEC)

A Telecommunications Carrier (TC) under the state/local Public Utilities Act that provides local exchange telecommunications services. Also known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), Certified Local Exchange Carriers (CLECs), and Local Service Providers (LSPs).

MASTER STREET ADDRESS GUIDE (MSAG)

A database of street names and house number ranges within their associated communities defining Emergency Service Zones (ESZs) and their associated Emergency Service Numbers (ESNs) to enable proper routing of 9-1-1 calls.

NETWORK CONTROL MODEM (NCM)

The NCM allows the Customer to reroute 9-1-1 calls from a PSAP to an alternate location quickly in the event of an emergency or for any other reason. With the dial-up NCM, the Customer will dial into the NCM, pass multiple security checks and then activate the transfer of 9-1-1 incoming calls. The dial-up NCM eliminates the need to have a dedicated facility (e.g., Make Busy switch).

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

P.01 GRADE OF SERVICE

The probability (P), expressed as a decimal fraction, of a telephone 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 will be blocked. P.01 is the minimum recommended Grade of Service for E9-1-1 trunk groups.

PRE-BASIC 911 SERVICE

Pre-basic 911 Service enables the routing of 911 calls to a designated telephone number provided by the County or State over the Public Switched Telephone Network (PSTN). This service is applicable in those Counties that do not have Enhanced 911.

PSAP ATTENDANT

A person authorized by the Customer who is responsible for answering incoming 9-1-1 calls at a PSAP, determining the action to be taken, and executing the PSAP's procedures in the disposition of such calls.

PUBLIC SAFETY ANSWERING POINT (PSAP)

A facility equipped and staffed to receive 9-1-1 calls. A Primary PSAP is one to which 9-1-1 calls are routed directly from the E9-1-1 Tandem. A Secondary PSAP is one to which 9-1-1 calls are transferred from a Primary PSAP.

PUBLIC SWITCHED TELEPHONE NETWORK (PSTN)

The network of equipment, lines, and controls assembled to establish communication paths between calling and called parties in North America.

RECORD

The subscriber information associated with a telephone number. For billing, the number of records will be equal to the total of the Company's subscriber access lines, and the actual number of record counts for non-Company records (e.g., other ILECs, CLPs, Shared Tenant Services, Private Switch providers, etc.), in the E9-1-1 database. Record counts for billing will be updated annually.

SELECTIVE ROUTER (SR)

See 9-1-1 Tandem.

EMERGENCY 911 SERVICES

D. Acronyms and Definitions (Continued)

D.2 Definitions (Continued)

SELECTIVE ROUTING (SR)

The routing of a 911 call to the proper PSAP based upon the location of the ANI.

SELECTIVE ROUTING DATA BASE (SRDB)

The routing table that contains telephone number to ESN relationships which determines the routing of 9-1-1 calls.

SELECTIVE TRANSFER

The capability to transfer a 9-1-1 call to a response agency by operation of one of several buttons on Customer Premise Equipment that has been pre-programmed to utilize a speed dialing code associated with the Company's 9-1-1 network service. These buttons are typically designed as Law Enforcement, Fire and EMS; based on the ESN of the caller.

SUBSCRIBER

A person or business that orders access line service from a telephone company.

EMERGENCY 911 SERVICES

E. Rules and Regulations

E.1 General

9-1-1 Service is provided by the Company where facility and operating conditions permit.

9-1-1 Service is limited to the use of the central office number 911 as the emergency number and only one 911 Service will be provided within any Customer's 9-1-1 Service area.

E9-1-1 Service is classified as a Business Exchange Service, and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis (no originating calls).

The Customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities, counties, or other state or local governmental units to whom authority has been lawfully delegated. The Customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency, law enforcement, fire, EMS or other emergency services within the 9-1-1 Service Area.

The Company does not answer and/or forward 9-1-1 calls, but furnishes the use of its facilities to enable the Customer's personnel to receive such calls.

No local usage charges apply to the calling party for calls to 911 lines.

The calling party forfeits any privacy rights afforded by a nonpublished or nonlisted service when calling 9-1-1 as referenced in Tariff S.C.C. -Va. - No. 203, Section 4.

Provision of Enhanced Emergency Number Service - E9-1-1 as specified in this Tariff, includes the network and other regulated E9-1-1 Services. Additional (deregulated) E9-1-1 Services (for example Wireless E9-1-1 call handling) are also available from the Company outside of this tariff.

Provision of Enhanced Emergency Number Service - E9-1-1 as specified in this Tariff, includes the network and other facilities where the E9-1-1 Service Area coincides with the Company serving boundaries. However, where the Company boundaries and the E9-1-1 Service Area do not coincide, then the Customer will be required to bear additional charges based on costs for all supplemental network and/or other facilities required in the provision of this service. These charges will be determined on a per occasion basis.

EMERGENCY 911 SERVICES

E. Rules and Regulations (Continued)

E.1 General (Continued)

Services offered under this tariff are not subject to temporary suspension for non-payment. Service will continue to be provided and billed at applicable rates, and the Company and Customer agree to work cooperatively together to establish reasonable payment arrangements.

The 9-1-1 emergency number is not intended to replace the telephone service of the various Public Safety Agencies which may participate in the use of this number. The Customer must subscribe to additional local exchange service at the PSAP for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators or other telecommunication service provider operators. In order for phone calls of a non-emergency nature to reach the PSAP, the main directory listing for the PSAP must be a ten-digit local exchange administrative telephone number.

Prior to dispatch, the 9-1-1 PSAP attendant will attempt to obtain the location of the emergency from the caller. The address information maintained by the Company may not be the actual location of the emergency.

The Customer shall make operational tests as, in the judgment of the Customer, are required to determine whether the E9-1-1 system furnished by the Company, is functioning properly for its intended use.

The Company or the Customer, whoever first detects a problem, shall promptly notify the Company in the event the system is not functioning properly.

EMERGENCY 911 SERVICES

E. Rules and Regulations (Continued)

E.1 General (Continued)

When an order for E9-1-1 Service and facilities or requests for additions, rearrangements, relocations or modifications or Service and equipment are canceled in whole or in part prior to completion of the work involved, the Customer is required to reimburse the Company for all expenses incurred in handling the request before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the request had been completed.

When an E9-1-1 Service is ordered out of this tariff by the Customer, the Company will bill the Customer upon the in-service date of the System. Where an additional component or service, or a change to the service is ordered, the additional service or change will be billed upon its in-service date.

Provisioning of 9-1-1 Service will conform to applicable local, state and federal rules and regulations.

Customer may order other services from the Company, outside the scope of this E9-1-1 Service tariff, as may be available in Company's other tariffs, at the rates, terms and conditions set forth in the applicable tariff.

General Regulations located in S.C.C. -Va. -No.1, General Regulations Tariff will also apply to this Service offering.

EMERGENCY 911 SERVICES

E. Rules and Regulations (Continued)

E.2 Network

Company serving boundaries and political subdivision boundaries may not coincide. If a central office serves telephones located both within and outside the public safety jurisdiction, it is the obligation of the Customer to make arrangements to handle all E9-1-1 calls that originate from telephones served by these central offices.

All 911 calls for Pre-basic 911 Service from a specific central office code must be routed to a single Public Safety Answering Point.

The Customer must subscribe to a sufficient number of service lines to all Primary PSAPs and to Secondary PSAPs that are equipped to display Automatic Number Identification to maintain the PSAP's desired grade of service. The PSAP may order additional trunks at an additional charge to increase the grade of service beyond P.01.

Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 911 call, the quality of the call or any service elements that may otherwise be provided with 911 Service.

With respect to subscribers of non-regulated telephone services (e.g. shared tenant service or PBX service), callers placing E9-1-1 calls originating on telephone lines that carry foreign dial tone or calls originating outside the Customer's E9-1-1 Service area, Company is not responsible for the accuracy of subscriber location information (ALI or ANI).

9-1-1 calls transferred from a Public Safety Answering Point to another location via exchange facilities are billed Measured Service rates, as specified in Tariff S.C.C. -Va. -No. 2, LOCAL EXCHANGE SERVICES TARIFF, where applicable or long distance message charges, as appropriate as though the call originated at the transfer location. 911 calls that can be transferred to another location via private lines require the installation of the appropriate private lines at rates and charges.

The Company will provide diverse routing where available. In the event where the Customer requests additional diversity, it will be provided subject to availability in the manner set out in another tariff. The actual level of diversity will be a joint decision between the Company and the Customer. Additional charges may apply.

EMERGENCY 911 SERVICES

E. Rules and Regulations (Continued)

E.3. Data

Information provided by the Company as part of the provision of E9-1-1 is to be used only for the purpose of answering and dispatching emergency calls.

The Customer and the Company recognize that the addresses provided with Automatic Location Identification (ALI) are the same addresses that the Company maintains for its normal business records and that neither the Customer nor the 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 provided by the Automatic Location Identification feature, it shall promptly notify the Company. The Company will make the correction within a reasonable time under the circumstances.

E9-1-1 information consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in the Directory Assistance records is confidential. Thus, information will be provided on a call-by-call basis only for the purpose of responding to emergency calls received at the PSAPs, or to qualified providers of emergency services per 47 USC 222 (g), who purchase Emergency Service Listings (not included in this tariff). The E9-1-1 calling party forfeits the privacy afforded by non-listed service and non-published service to the extent that the telephone number, address, and name associated with the originating station location is furnished to PSAPs or provider of emergency services.

The Company is obligated, by the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect its subscribers' rights to privacy and to protect its proprietary ALI databases - except as mandated by Federal Law 47 USC 222 (g). When the Company or other local exchange carrier provides the ALI controller service to the Customer's PSAP, these requirements are met by the direct control that the Company or other local exchange carrier retains over the ALI software.

The Company will build and maintain the MSAG file in concert with the Customer utilizing standard service addresses (i.e., house numbers, street names, and postal communities).

EMERGENCY 911 SERVICES

E. Rules and Regulations (Continued)

E.3 Data (Continued)

Customer initiated changes and rearrangements to the MSAG that affect service address and ALI database records (e.g., street name and number changes, emergency services zone or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates require a comparative listing of changes providing direct and individual reference to existing designations. Substantial MSAG changes (e.g., annexations of additional areas, reduction of existing areas) may require additional charges.

The Company will provide to the Customer, on request only, and limited to once per year, via electronic means only, one copy of the MSAG at no charge, to be used solely for the verification of emergency services routing designations for E9-1-1 Services. Customers of ALI Database Administration Service will always have unlimited electronic access to view ranges of their MSAG data at no additional charge. Customers requesting additional copies may do so by contacting the Company. Additional copies will be provided outside the scope of this tariff at an additional charge.

Company is not responsible when a 9-1-1 caller originates a call from a system or line which makes the provision of specific location information impossible to provide due to technical reasons or limitations, including but not limited to limitations on the ability to provide subscriber information in conjunction with multi-party lines, private telecommunications services (e.g., PBXs or shared tenant services) or 9-1-1 calls originating over Centrex service lines.

Company is not responsible for obtaining subscriber record information from private telecommunications systems (e.g., PBXs, or shared tenant service arrangements), and accepts no responsibility for such information unless provided to the Company by the Customer.

The rates and charges for E9-1-1 Service elements are based upon utilizing standard service addresses (i.e. house numbers, street names, and postal communities) in populating the DMS (Data Management System). Where such addressing is not available, the Company may deny the request for E9-1-1 service.

EMERGENCY 911 SERVICES

E. Rules and Regulations (Continued)

E.4 Customer Premises Equipment (CPE)

Terminal equipment may be provided by the Company or the Customer for E9-1-1 Service.

CPE must be compatible with the service and interface standards of the Company. Upon request the Company will make available standards for interface with CPE.

Any terminal equipment used in connection with E9-1-1 Service, whether such equipment is provided by the Company or the Customer, shall not be used to extract any information from the ALI Platform, whether obtained from the Company or not, other than information relating to an in progress 9-1-1 emergency call.

Customer may attach features, devices, or equipment of other vendors to Company-provided facilities, equipment and services provided such other features, devices, or equipment meet all applicable state and federal registration and certification standards. Company reserves the right to refuse such attachment if Company determines that such attachments will degrade the E911 Services or other Company facilities, services and telecommunications operations.

EMERGENCY 911 SERVICES

F. Customer Obligation

Application for E9-1-1 Service must be executed in writing by the Customer or Customer's authorized employee or representative. If execution is by an agent, satisfactory evidence documenting the agency relationship must be provided in writing to the Company. At least one local law enforcement agency must be included among the participating agencies in any E9-1-1 Service offering.

By subscribing to E9-1-1 service under this tariff, the Customer agrees to the provisions in this tariff concerning E9-1-1 Services and,

- The responsible local governmental authority must agree to provide personnel for 24-hour coverage, receive all 911 calls routed to the public answering point and subscribe to a sufficient number of lines to adequately handle incoming calls.
- The Customer accepts responsibility for dispatching, or having others dispatch law enforcement, fire, EMS or other emergency services as required to the extent such services are reasonably available.
- The Customer should develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties.

EMERGENCY 911 SERVICES

F. Customer Obligation (Continued)

To the extent the Customer is subject to state or local governmental spending appropriations or limitations with respect to purchases of Service from this Tariff, the Customer will use all reasonable and lawful means to secure, on an initial and on-going basis, the appropriation of funds sufficient to pay for charges billed for Services provided. In the event appropriated funding for Services provided pursuant to this Tariff is withdrawn, reduced or limited, Customer will promptly notify Company, in writing, of Customer's intent to modify or terminate Services.

When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary Public Safety Answering Point (PSAP) locations as well as unique combinations of law enforcement, fire and EMS or any other appropriate agencies responsible for providing emergency service in the Enhanced 911 serving area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E9-1-1 serving area. These ESNs will permit routing of E9-1-1 calls to the primary and secondary PSAPs responsible for handling of calls from each telephone in the E9-1-1 serving area. The following terms define the Customer's responsibility in providing this information.

- Initial and subsequent ESN assignments by street name, address range, and areas or other mutually agreed upon routing criteria shall be furnished by the Customer to the Company in a timely manner.
- After establishment of service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the 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 law enforcement, fire, EMS 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 911 Service calls to the proper PSAP.
- Changes, deletions and additions wanted by the Customer in the MSAG should be submitted as the changes occur.
- The Company will provide the changes to the Customer for verification showing each change, deletion and addition to the MSAG.

EMERGENCY 911 SERVICES

F. Customer Obligation (Continued)

In order for the E9-1-1 service features and functions to work properly, the customer must procure PSAP equipment with a capacity adequate to handle the number of incoming Enhanced 911 lines to meet network compatibility requirements, receive voice and ANI from 9-1-1 callers, provide the ability to retrieve information on a per call basis from an ALI system, and provide ANI and ALI display and control. It is the Customer's responsibility to procure, install, and maintain its PSAP equipment to be compatible with the Company's E9-1-1 service. Any Company changes are required to achieve compatibility with PSAP equipment may be provided, at the discretion of the Company, at the Customer's expense. Any additional cost associated with bringing incompatible PSAP equipment into compliance with the E9-1-1 system will be the responsibility of the Customer.

The Customer will conduct training to impress upon personnel the following:

- to ALWAYS ask for the Caller's address to confirm the ALI is correct, or in cases of ANI or ALI failures.
- the sensitive nature of the ALI database information and their legal obligation to protect it from unauthorized access.

EMERGENCY 911 SERVICES

G. Liabilities

- G.1 Except for errors and omissions caused by gross negligence, willful or wanton misconduct, fraudulent conduct or violations of law by the Company, and, to the extent not caused by acts, omissions or other occurrences attributable to the Customer or any other person or entity, the Company's entire liability in tort, contract or otherwise for damages arising out of mistakes, interruptions, delays, failures, errors, acts, omissions, defects in transmission or other occurrences related to the Company's provision of this E9-1-1 Service is limited by the terms set forth in this Section and in other tariffs of the Company. This limitation of liability extends to, but is not limited to, claims in connection with designing, developing, installing, implementing, maintaining, or operating the 9-1-1 Service, attachment to, or use of any Customer-provided equipment in conjunction with the 9-1-1 Service, advice, recommendations or analysis provided, or for releasing subscriber information, including nonpublished or nonlisted information, in connection with the provision of the 9-1-1 Service.
- G.2 For E9-1-1 Service provided pursuant to this Tariff, the Company's liability shall not exceed an amount equivalent to the proportionate charge to the Customer for the period of Service during which the mistake, interruption, delay, failure, error, act, omission, other occurrence or defect in transmission occurs after notice by the Customer to the Company. For other services used by the Customer in conjunction with the E9-1-1 Services, the Company's liability is stated in the applicable Company tariff as follows: (1) for local services and private line services provided solely within the same exchange area, the Company's liability will be as set out in Section 1.E.1 of this Company's General Regulations Tariff; for private line services provided between exchange service areas and other intrastate access services, the Company's liability is in Section 1.E.1 of this Company's General Regulations Tariff. Where credit allowances on monthly charges for service or service features are determined to apply, only those services or service features which are affected or diminished by the interruption shall be considered, and further, only those main stations on the interrupted portion of the service shall be considered in determining the number of main stations affected.
- G.3 Company shall not be liable for, and no allowance or credit will be provided for, any interruption, delay, failure, errors, acts, omissions or other occurrences attributable to the Customer or any other person or entity.
- G.4 In no event shall the Company be liable in tort, contract or otherwise for any personal injury, property damage or death arising out of or related to use of the E9-1-1 Service. Under no circumstance shall the Company be responsible or liable for special, indirect, incidental or consequential damages.

EMERGENCY 911 SERVICES

G. Liabilities (Continued)

G.5 To the extent permitted by applicable law, the Customer indemnifies and saves the Company harmless against:

G.5.1 Claims for libel, slander, or infringement or copyright arising from the material transmitted over its facilities;

G.5.2 Claims for infringement of patents arising from combining with or using in connection with facilities of the Company, apparatus, equipment or systems of Customer;

G.5.3 All other claims arising out of any act or omission of the Customer in connection with the service and facilities provided by the Company.

EMERGENCY 911 SERVICES

H. Description of Service Rate Elements

H.1. Pre-Basic 911

Pre-basic 911 service enables the routing of 911 calls to a designated telephone number provided by the County or State over the Public Switched Telephone Network (PSTN). This service is applicable in those Counties that do not have Enhanced 9-1-1. Calls may be routed to the assigned telephone number from the local end office as follows:

- direct routing using the Remote Call Forwarding switch capability
- routing to the serving Company Selective Router, where the call is then switched to the assigned telephone number over Business dial tone lines or,
- to an Operator, who will then forward the call to the designated telephone number or agency.

There are no additional features with this service such as Automatic Number Identification (ANI), or Automatic Location Identification (ALI).

Rates and charges for Pre-basic 911 Service are the rates and charges shown elsewhere in the Company's tariffs for Remote Call Forwarding Service and Business Access Line Service depending on the facilities used to provide Pre-basic 911 service. Local usage and/or toll charges apply in addition to all other applicable rates and charges.

H.2 Enhanced 911 Service

Enhanced 9-1-1 (E9-1-1) Service is designed to enable a caller dialing 9-1-1 to reach a designated answering point, with the additional features of Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Selective Routing (SR). E9-1-1 is the only form of emergency telephone service provided by the Company. Thus, all references to 9-1-1 refer to E9-1-1 Service.

E9-1-1 Service is comprised of the following components:

H.2.1 Automatic Number Identification (ANI)

Provides the telephone number associated with the access line from which a call originates, if available. This is an inherent feature of E9-1-1 Service, and is included in the E9-1-1 trunking rate elements.

H.2.2 Automatic Location Identification (ALI)

Provides the location and other information of the calling number. ALI consists of:

EMERGENCY 911 SERVICES

H. Description of Service Rate Elements (Continued)

H.2 Enhanced 911 Service (Continued)

H.2.2 Automatic Location Identification (ALI) (Continued)

H.2.2.1. ALI Database Administration

ALI Database Administration is the processing of subscriber records against the Master Street Address Guide (MSAG) for the creation of ALI records and/or the creation of Selective Routing records. ALI Database Administration includes the following:

- Provides for daily database processing and updates for ALI storage and the Selective Routing Data Base (SRDB) platforms for all add, delete and change activity associated with subscriber or other service provider records.
- Provides processing of subscriber records against the MSAG.
- Provides for the creation of a file containing the updated records.
- Is used for updates to the SRDB.

H.2.2.2 Centralized Automatic Location Identification (CALI) System

Centralized Automatic Location Identification (CALI) System consists of two host machines, one being the primary system and the other being the secondary system. The Public Safety Answering Point (PSAP) sends a query to both machines to retrieve ALI. The primary system returns the ALI and sends a confirmation to the secondary system that it has delivered the ALI. If the secondary system does not receive this confirmation, it will also send the ALI. ALI rates are inclusive of the network connections between the primary and secondary CALI systems to allow the two machines to communicate to each another. All other network connections needed for steering are the responsibility of the customer or their Provider (Competitive Local Exchange Carrier, Third Party Database Provider, etc.) that requires steering. The PSAP must also purchase two 9.6 Kbps or higher circuits from the PSAP location, one to the primary CALI system and the second one to the secondary CALI system. ALI Database Administration is used to provide input to CALI services.

EMERGENCY 911 SERVICES

H. Description of Service Rate Elements (Continued)

H.2 Enhanced 911 Service (Continued)

H.2.2 Automatic Location Identification (ALI) (Continued)

H.2.2.2 Centralized Automatic Location Identification (CALI) System (Continued)

CALI Storage / Processing

The CALI system stores the ALI database for subscribers in areas where the Company is selected to be the 9-1-1 Database Provider. CALI will process ALI in two ways:

- Upon receipt of an ALI query by the PSAP, using the ANI, to the CALI platform, the CALI database will respond with the matching ALI if it resides on the CALI platform, and will process it back to the requesting PSAP.
- The CALI can also be directed by the ANI to steer to another ALI database to retrieve the appropriate ALI record. The record when received by the CALI platform from the other ALI database is processed back to the requesting PSAP.

If Steering is needed for CALI Storage/Processing, the customer must provide an initial certified record count for the number of records it has in the other database. This record count must be provided to the Company for billing purposes on the customer's letterhead signed by the individual authorized to execute contracts on behalf of the customer. The Company will use this record count only for purposes of billing for CALI Storage / Processing. The customer must update this certified record count for steering to another database on an annual basis, or a 10% annual increase will be assigned.

EMERGENCY 911 SERVICES

H. Description of Service Rate Elements (Continued)

H.2 Enhanced 911 Service (Continued)

H.2.3 Selective Routing

Selective Routing is performed by Selective Routers, also called 9-1-1 Tandems. End offices have circuits connecting them to the Selective Routers and pass the ANI over those circuits. The ANI is looked up in the Selective Routing Database (SRDB) to determine which PSAP to deliver the voice call and ANI via the voice path to the PSAP.

The Company offers Dual Selective Routing for E9-1-1 Selective Routing Service. It includes all the standard features and, in addition, links two Selective Routers. This architecture, using two Selective Routers with mirror imaged databases, provides a higher level of network reliability that will allow the completion of E9-1-1 calls to the target PSAP in the event of a major outage at one of the E9-1-1 Tandems. End offices have circuits connecting them to each of the Selective Routers. In addition, there are circuits provisioned between the E9-1-1 tandems to allow calls to switch to the other E9-1-1 Tandem if there are no circuits available to the target PSAP. This provides an additional network path to complete the call to the target PSAP. Since each end office has a trunk group to each Selective Router, the architecture also allows calls to be completed in the event of a major facilities failure between the end office and one of the Selective Routers. Information passed over the network during call set-up includes the ANI for wireline call. Once the call is received at the E9-1-1 tandems, the ANI is looked up in the Selective Routing database (SRDB) to determine which PSAP to deliver the voice call. ANI is delivered via the voice path to the PSAP. As stated above, Dual Selective Routing includes all standard features, including Alternate and Default Routing (in the event of ANI failure, garbled digits, or other causes) of E9-1-1 calls.

The Customer must subscribe to trunking from each PSAP to each pair of E911 Tandems, and to additional Tandems, as needed.

EMERGENCY 911 SERVICES

H. Description of Service Rate Elements (Continued)

H.3 Disaster Recovery

H.3.1 Network Control Modem (NCM)

The Network Control Modem (NCM) provides disaster recovery capability by allowing persons holding the PSAP authorized IDs and passwords to reroute calls to a predesignated alternate answering point in the event of an emergency or for any other reason. The alternate answering point may receive the rerouted calls via the Public Switched Telephone Network (PSTN) or via 911 trunks, if the alternate location is served by the same pair of Selective Routers. With the dial-up NCM, the authorized PSAP representative may dial into the NCM from any telephone, pass multiple security checks using the PSAP-authorized IDs and passwords to activate the reroute of incoming 911 calls. The same process is used in deactivate the reroute. Toll calls will apply, if applicable, during a reroute.

The NCM :

- Provides the ability to send all 9-1-1 calls for one PSAP to an alternate answering point.
- Can be accessed from any telephone on the Public Switched Telephone Network.
- Provides multiple levels of security, so only persons holding the authorized IDs and passwords can activate or deactivate the reroute.

A NCM is required in each serving selective router and one business rate central office line is required for each NCM. For PSAPs that are served by more than one pair of Selective Routers, an additional NCM and business rate line, will be required for each Selective Router.

The NCM is available on a month-to-month or a three-year term basis. Customers who commit to a three-year term, will revert to the month-to-month at the expiration of the existing three-year term unless another three-year term commitment is made prior to the expiration of the existing three-year term.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 9
Original Page 27

EMERGENCY 911 SERVICES

I. RATES AND CHARGES

Service Features

	<u>Monthly Rate</u>
(a) Pre-basic 911 ¹	
(b) Enhanced 911	
Combined Automatic Number Identification, Automatic Location Identification, and Dual Selective Routing (ANI/ALI/SR) for Company access lines, per 100 records ²	\$13.50
Combined Automatic Number Identification, Automatic Location Identification, and Dual Selective Routing (ANI/ALI/SR) for non-Company maintained 9-1-1 Database records, per 100 records ²	\$11.87
ALI, per 100 records - (in the event the customer subscribes to the Company's Database Services)	\$12.43
Selective Routing and ANI, for Company access lines per 100 records - (in the event the customer wants to subscribe to the Company's Selective Routing Service. Includes the portion of the Company's Database service required to maintain the SRDB)	\$11.16
Selective Routing and ANI, for non-Company maintained 9-1-1 Database records, per 100 records ² (in the event the customer wants to subscribe to the Company's Selective Routing Service. Includes the portion of the Company's Database service required to maintain the SRDB)	\$8.90

Note 1: Rates and charges for Pre-Basic 911 Service are the rates and charges shown elsewhere in the Company tariffs for Remote Call Forwarding Services and Business Access Line Service depending on the facilities used.

Note 2: Rounded to nearest 100 Local Exchange Service lines. This count is based upon the maximum number of the preceding stated lines in service at the time of installation and is determined by the Telephone Company. This count will be adjusted annually to update customer billing.

MISCELLANEOUS SERVICE ARRANGEMENTS TARIFF
S.C.C.-Va.-No. 11

Frontier Communications of Virginia, Inc.

Section 9
Original Page 28

EMERGENCY 911 SERVICES

I. RATES AND CHARGES (Continued)

Service Features (Continued)

Enhanced 911¹ (Continued)

	<u>Monthly Rate</u>	<u>3-Year Rate</u>
Trunking -		
(i) End Office to Selective Router, per trunk - (in the event the customer wants to subscribe to greater than P.01 grade of service)	\$74.43	
End Office to Selective Router, per 100 records ² - (in the event the customer subscribes to another carrier for SR/ALI)	\$1.63	
(ii) Selective Router to PSAP, per trunk - (in the event the customer wants to subscribe to more PSAP trunks and/or in the event the customer has secondary, tertiary or Back-Up PSAPs)	\$58.75	
Selective Router Trunk/Channel Interface Port, per DS0 Port (in the event the customer wants to subscribe to greater than P.01 grade of service) and/or (in the event the customer has secondary, tertiary or Back-Up PSAPs)	\$19.68	
(iii) ALI Data Circuits, per pair (in the event the customer wants to subscribe to more than one pair of ALI ckts, or has a secondary PSAP - includes CALI System port)	\$211.04	
Disaster Recovery Network Control Modem, per Tandem ³	\$97.47	92.60

Note 2: Rounded to nearest 100 Local Exchange Service lines. This count is based upon the maximum number of the preceding stated lines in service at the time of installation and is determined by the Telephone Company. This count will be adjusted annually to update customer billing.

Note 3: A NCM and a business rate line are required for each Selective Router serving the PSAP.