

REGULATIONS AND SCHEDULE OF CHARGES APPLYING TO INTRALATA 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

GENERAL SERVICES TARIFF
S.C.C.-Va.-No. 3

Frontier Communications of Virginia, Inc.

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¹ See General Regulations Tariff S.C.C. -Va. -No. 1, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering. (T)

² ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

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¹ Suspension of Service is limited to all existing subscribers at their existing locations as of August 20, 2022.

(N)
(N)

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Section 1
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APPLICATION OF TARIFF

A. GENERAL

This tariff applies to general telecommunications services furnished by the Frontier Communications of Virginia, Inc. The regulations and rates contained herein are in addition to the applicable regulations and rates specified in other tariffs of the Telephone Company.

B. REGULATIONS

1. Use of Service

a. Resale of Service

A customer of the services, facilities and/or equipment in this tariff may offer such services, facilities and/or equipment to others (patrons), for profit.

b. Sharing of Service

A customer of services, facilities and/or equipment in this tariff may share such services, facilities and/or equipment in long term agreement with others (users). The customer may, but does not have to, use the service which is to be shared.

Sharing arrangements must be nonprofit. The total charges to all participants in a sharing arrangement may not exceed the sum of the Telephone Company's charges for the service shared, plus the charges for any ancillary equipment that may be connected to such shared service. The allocation of charges to each participant shall be on a nonprofit pro rata basis.

Where the customer for a sharing arrangement is organized as a nonprofit entity, a not-for-profit fee, charged solely for the management of the sharing arrangement, may be allocated by the customer among the participants.

CONSTRUCTION CHARGES

A. GENERAL

Construction Charges are applicable to customers under certain conditions for the establishment or rearrangement of communications services when suitable plant facilities are not available or when the construction of the necessary facilities involves excessive costs.

B. REGULATIONS

1. Scope

- a. Construction Charges apply when one or more of the following conditions are present, and whenever more than one of such conditions are present, the charge for each condition applies, when the customer's request for service requires:
 - (1) Construction for permanent service on public road to serve one or more customers or on private property to serve customers in general.
 - (2) Construction for permanent service on private property to serve a single customer.
 - (3) Facilities, up to and including the network interface, of a type other than that which the Telephone Company would otherwise utilize in order to provide service for the customer.
 - (4) A greater quantity of facilities than that which the Telephone Company would otherwise construct in order to fulfill the customer's initial requirements for service.
 - (5) Routing of facilities other than that which the Telephone Company would normally utilize in order to provide service for the customer.
 - (6) The Telephone Company to expedite construction of the facilities at greater expense than would otherwise be incurred.
 - (7) Construction for temporary service and there is no immediate prospect of reusing the facilities provided.
 - (8) Distribution construction on continuous property for certain types of channels.
 - (9) The Telephone Company to relocate existing facilities at the request of the customer or other party.

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

1. Scope (Cont'd)

a. (Cont'd)

(10) Construction for permanent service on public road or private property to serve a single customer, and there is no other requirement for the facilities so constructed.

- b. The term "poles" as used in this section includes the anchors, braces, guys, stubs and other fixtures required to support the poles.
- c. Construction charges apply in addition to the rate for the class of service furnished and any Service Charge, installation charge, nonrecurring charge, mileage charge or other similar charges that may apply.
- d. Where builders or developers require advance construction of facilities for the anticipated use of others, a guaranty or payment bond satisfactory to the Telephone Company to cover the cost of such construction, may be required before construction work is started.
- e. When a charge is applicable for construction on either a public road or on private property, the customer may undertake, where in the opinion of the Telephone Company it is practicable for him to do so, such construction in whole or in part, in lieu of the construction charges which apply. In all cases of construction by the customer, the material furnished and the method of construction are subject to the approval of the Telephone Company, no charge applying for the Telephone Company's supervision.
- f. Any poles, conduit, underground construction or other plant provided at the expense of the customer, on either a public road or on private property, shall not be used by the customer for any purpose other than service furnished by the Telephone Company or the support of cable, wire, or other apparatus of the Telephone Company, except upon approval of the Telephone Company.
- g. When a customer is so located that it is necessary to use a private right-of-way to furnish service, the customer is required to pay the entire costs involved in securing and maintaining such right-of-way.
- h. Construction Charges as stated in 2.a. and 2.b. following are not applicable when in the Telephone Company's judgment it can be demonstrated that the revenue to be received or the immediate prospect of securing sufficient additional revenue, or both, justify the necessary investment.

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Usual Construction for Permanent Service

The regulations contained herein contemplate usual construction, i.e., the type of construction which the Telephone Company would provide for the area and for the quantity and class of service involved if the decision rested solely with the Telephone Company. The Telephone Company will place either aerial or underground construction and will determine, in each case, which is the usual type of construction to be used to furnish service.

a. On Public Roads

Construction Charges apply when the construction is as follows:

- (1) For less than four customers, where the Telephone Company constructs the plant, the Construction Charge is:
 - (a) No charge is made for the first 1000 route feet multiplied by the number of customers requesting such facilities at any one time.
 - (b) Facilities with route distance in excess of (a) preceding, will be constructed at a rate of \$16.00 per 100 feet or fraction thereof, and such charges will be pro-rated equally among each customer within the group.
- (2) For four or more customers, where the Telephone Company constructs the plant, the Construction Charge is:
 - (a) No charge is made for the first 2000 route feet multiplied by the number of customers requesting such facilities at any one time.
 - (b) Facilities with route distance in excess of (a) preceding, will be constructed at a rate of \$16.00 per 100 feet or fraction thereof, and such charges will be pro-rated equally among each customer within the group.
- (3) Where the Telephone Company purchases an interest in the plant of another company the Construction Charge is based on the amount the Telephone Company pays for such interest, the total charge to the customer not to exceed the Construction Charge that would apply if the Telephone Company built the entire plant.
- (4) In all cases of usual construction on public roads to serve one or more customers or on private property to serve customers in general, ownership of the poles, conduit, and other plant must be vested either in the Telephone Company or some other company with which the Telephone Company has a joint use arrangement. All plant is maintained and replaced at the expense of the Telephone Company.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Usual Construction for Permanent Service (Cont'd)

b. On Private Property

Construction solely on private property, or which crosses or terminates on private property, which is to be used for more than one customer is furnished under 2.a. preceding.

Construction of communications services for a single customer solely onto private property, is subject to the following regulations:

- (1) The customer is responsible for the construction of poles, conduit and underground construction on private property. Construction of such facilities may be provided in its entirety by the customer or, at the option of the customer, will be provided in its entirety by the Telephone Company as specified in paragraph (3) following.
- (2) When the construction is provided by the customer, any poles, conduit and underground construction necessary to furnish service shall be maintained and replaced at the expense of the customer and shall remain the property of the customer.

In case the customer prefers to use the poles, conduit and underground construction of another company or individual and such poles, conduit and underground construction are suitable in the opinion of the Telephone Company, he may do so provided any attachment or other charges made for the use of such poles, conduit and underground construction are paid by the customer.

- (3) Where the construction is provided by the Telephone Company, either by constructing such plant or using the plant owned by another company with which the Telephone Company has a joint use arrangement, the construction charge is applied as follows:
 - (a) No charge is made for the first 1000 feet route measurement of usual construction.
 - (b) For the route distance in excess of 1000 feet, the customer is charged \$16.00 per 100 feet or fraction thereof.

The ownership of such poles or conduit will be vested either in the Telephone Company or some other company with which the Telephone Company has a joint use arrangement. All such plant is maintained and replaced at the expense of the Telephone Company.

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Usual Construction for Permanent Service (Cont'd)

c. On Public Roads or on Private Property to Serve a Single Customer and there is no other requirement for the facilities so constructed.

- (1) Where the construction is provided by the Telephone Company, either by constructing such plant or using the plant owned by another company with which the Telephone Company has a joint use arrangement, a termination charge based on an initial contract period of ten years will apply in addition to any applicable charges specified in a. and b. preceding.
- (2) The maximum termination charge shall not exceed the estimated cost installed less the estimated net salvage and any nonrecurring charge applied at the start of service in accordance with a. and b. preceding or 3. following for such construction.
- (3) Where the discontinuance of services and channels results in a reduction in the use of ten percent or more, but not all, of the total facilities initially provided, either of the following charge applications will apply, for the unexpired portion of the contract period:

For each ten percent reduction in the use of such facilities, the customer may elect to reduce the termination liability by paying 1/10th of the unexpired portion of the contract liability or pay a monthly recurring charge equal to 1/10th of the unexpired portion of the contract liability divided by the number of months remaining in the termination liability contract period. When a customer elects a recurring charge and the use of such facilities are restored, the applicable recurring charge will be discontinued.

- (4) To the extent that there is another requirement for such construction the termination charge specified in (1) preceding will not apply.

d. Refunds

When the construction for which the Telephone Company has made a cash construction charge is utilized by the Telephone Company for the purpose of serving additional customers within a period of three years from the date it was placed in service, refunds, without interest, will be made to those customers who have paid such charges, provided they are still served by such construction. The amount of such refunds to a particular customer will be based on the difference between the construction charges actually paid by that customer and the Construction Charge which he would have paid if all customers served through that construction within such three-year period had been connected at the time the construction serving that customer was placed in service.

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

2. Usual Construction for Permanent Service (Cont'd)

d. Refunds (Cont'd)

Where the construction is used within a period of three years for supporting local or long distance facilities connecting central offices, the total amount of cash Construction Charges paid by the customers will be refunded without interest.

3. Special Construction for Permanent Service

a. When it is necessary for the Telephone Company to provide outside plant construction, either on a public road or on private property, which is other than that usually provided for the area and class of service furnished, the customer or other party requiring such special construction is required to pay the difference between the estimated cost of usual construction and the estimated cost of the type of construction provided under the conditions specified herein. Such special construction includes:

- (1) underground construction where aerial construction would usually be provided,
- (2) submarine cable,
- (3) greater quantity or a different type of facilities than that which the Telephone Company would otherwise construct in order to fulfill the customer's initial requirements for service,
- (4) routing facilities different from that which the Telephone Company would normally utilize,
- (5) expedition of the construction of facilities at greater expense that would otherwise be incurred,

b. The Telephone Company will, in all cases, bear the same amount of the cost as in the case of usual construction provided under paragraph 2. preceding.

(1) Outside Plant Construction

(a) On Public Roads or on Private Property

The customer or other party requiring the special construction is required to pay the difference between the total estimated cost of such special construction and the amount to be borne by the Telephone Company. All plant is maintained and replaced at the expense of the Telephone Company, except where poles or conduit are owned by the customer, in which case the customer is required to maintain such poles or conduit.

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

3. Special Construction for Permanent Service (Cont'd)

b. The Telephone Company will, in all cases, bear the same amount of the cost as in the case of usual construction provided under paragraph 2. preceding (Cont'd)

(1) Outside Plant Construction (Cont'd)

(b) Conduit and Trenching

Except as provided as usual construction by the Telephone Company, the provision, maintenance and replacement of conduit and underground construction on private property for one or more customers is the responsibility of the customer. The Telephone Company will install and maintain the associated wire facilities at its expense. The cost of conduit replacement or of opening and closing the trench in connection with the maintenance and replacement of the wire facilities shall be the responsibility of the customer.

(2) Facilities up to the Network Interface

- (a) The standard method of wiring a building or structure for telephone service is by exposed wiring. It is the responsibility of the customer to provide a means of entrance into the building which is satisfactory to the Telephone Company and to provide space for mounting the necessary terminal and station protection equipment and, where riser cable is required, a re-usable means to reach each floor and each suite or office on each floor where the telephone service is desired.
- (b) Any required conduit or similar type construction involved in furnishing concealed wiring or extending wire inside the customer's premises must be installed and maintained at the expense of the customer. Such construction must be installed in a manner which is acceptable to the Telephone Company.
- (c) Where, due to the type of construction of the building or the conditions imposed by the customer, abnormal expense is incurred by the Telephone Company, the customer is required to pay the difference between the estimated expense which would normally have been incurred for the installation.

CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

4. Temporary Construction

When construction is required for temporary service, a period less than three years, and there is no immediate prospect, i.e. within six months of service disconnection, of reusing the plant provided, the customer is required to bear all of the cost of such construction.

The regulations applying to ownership and maintenance of such temporary construction are the same as apply to usual construction for permanent service.

5. Distribution Construction on Continuous Property for certain Types of Channels

When Series 2000-Type 2021, Series 3000, Series 8000 and Series 11000 Channel Services are provided between buildings or points on the same continuous property of a customer, the construction required such as poles and conduit, including trenching, shall be the customer's responsibility. Such construction by the customer shall be furnished in a manner acceptable to the Telephone Company and shall be maintained and replaced by the customer. The cost of pole or conduit replacement or of opening and closing the trench in connection with maintenance and replacement of the wire facilities shall be the responsibility of the customer.

6. Rearrangement or Relocation of Existing Construction

When the Company is requested to move or change existing plant for which no specific charge is quoted in this Tariff, the person at whose request such move or change is made may be required to bear the costs incurred.

a. Application of Charges

1. When it has been determined by the Company that construction charges are applicable, the charges shall be applied in accordance with the following regulations:

a. "Estimated Costs" used in this Section shall refer to those costs anticipated by the Company using their normal procedure for determining such costs.

b. "Actual Cost" used in this Section shall be those costs recorded by the Company during the Construction.

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CONSTRUCTION CHARGES

B. REGULATIONS (Cont'd)

6. Rearrangement or Relocation of Existing Construction (Cont'd)

a. Application of Charges (Cont'd)

1. (Cont'd)

c. Where a customer is required to pay construction charges prior to commencement of construction, the charges will be the Company's estimated construction costs.

d. After the construction is completed, the Company will render a final billing in accordance with actual costs.

1. If the actual costs under run the estimated costs paid by the customer by more than \$50, a refund without interest for the difference will be made to the customer.
2. If the actual costs exceed the estimated costs paid by the customer and there were no customer changes made subsequent to quoting charges, the customer shall not be required to pay for additional costs.
3. In those cases where the customer desires changes after construction has commenced, the customer will be billed total actual costs for the total project.

2. When a political subdivision of the State, or any agency thereof, requires by ordinance, franchise provision, administrative ruling or otherwise that existing aerial facilities be relocated underground, the entire cost incurred by the Telephone Company properly attributable to such relocation, after deducting there from any reimbursement received, any increase in value of the new facility and any salvage value derived from the old facility, will be charged pro rata to the exchange customers receiving service within the political subdivision.

7. Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)
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(N)

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SERVICE CHARGES

A. GENERAL

Service Charges are those charges associated with work performed by the Telephone Company in connection with the provision of services or equipment for a customer.

B. REGULATIONS

1. Application of Service Charges

a. Order Processing Charge

An Order Processing Charge applies per account for the processing of a customer request for service or equipment when such requests are received on the same day and are to be completed on the same date, excluding a customer request to renew or change an existing Variable Term Payment Plan period.

b. Line Charges

(1) Line Connection Charge

A Line Connection Charge applies for the connection of each local exchange line, Private Branch Exchange (PBX) trunk, WATS access line ¹, Centrex line, Centrex Simulated Exchange Access Trunk (SEAT), and for Channel Services except as otherwise specified in this tariff. Line Connection Charges also apply to the relocation of existing service to a different rate demarcation point, building or property. (C)

(2) Line Change Charge

A Line Change Charge applies for each:

- (a) Change in telephone number for each local exchange line, PBX trunk, WATS access line ¹ or Centrex line, (C)
- (b) Change in class or grade of service for each exchange line or PBX trunk regraded,
- (c) Customer request for provision of rotary hunting to existing exchange line,
- (d) Central Office Local Area Network Service port rearrangement,
- (e) Change associated with Fixed Call Forwarding,
- (f) Change of a Centrex line from loop start to ground start and vice versa.

¹ WATS service offering is grandfathered as of November 14, 2022 and limited to existing subscribers at their existing locations. (N)
(N)

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SERVICE CHARGES

B. REGULATIONS (Cont'd)

1. Application of Service Charges (Cont'd)

b. Line Charges (Cont'd)

(3) Line Restoral Charge

A Line Restoral Charge applies for the restoral of service to each local exchange line, PBX trunk or WATS access line ¹ suspended at the request of the customer. (C)

c. Premium Installation Appointment Charge

(1) A premium installation appointment is an offering which allows customers to schedule outside of the Telephone Company's regular working hours, the installation of residence Local Exchange Service or WATS ¹ at their residences, providing such installation requires a visit to the customer's premises. (C)

(2) The provision of a premium installation appointment is based upon the current availability of the desired appointment, and the actual date and time of the appointment will be at the discretion of the Telephone Company.

(3) There will be no Premium Installation Appointment Charge applied for a customer-missed premium installation appointment.

(4) The customer will be notified of any premium installation appointment cancellation by the Telephone Company, and the customer will be offered another premium installation appointment without charge.

2. Service Charges are in addition to all other rates and charges that may be applicable for service provided by the Telephone Company.

3. Service Charges do not apply to work required for:

- a. Visits to a customer's premises solely for the purpose of repair, maintenance or disconnection of Telephone Company provided service and equipment and no other chargeable activity is required.
- b. The establishment of the Local Calling or the Local Calling Plus, a change from one Local Calling option to the other Local Calling option, or a change from the Local Calling to another class of service.
- c. Customer orders when one customer accepts service and equipment from another customer without lapse in the rendition of service and no other work is required.

¹ WATS service offering is grandfathered as of November 14, 2022 and limited to existing subscribers at their existing locations. (N)
(N)

SERVICE CHARGES

B. REGULATIONS (Cont'd)

3. Service Charges do not apply to work required for: (Cont'd)

- d. A change from listed telephone service to Nonlisted or Nonpublished Telephone Service necessitated by communications which are received that are of an annoying, foul or profane nature.
- e. Joint user service when no visit is required to the customer's premises.
- f. Nonlisted or Nonpublished Telephone Service furnished to a customer for data service where there is no voice use contemplated.
- g. Nonlisted or Nonpublished Telephone Service furnished to a customer for short periods of time, usually one day, in connection with local and long distance message broadcasts of sporting events, conventions or other special events.
- h. Nonlisted or Nonpublished Telephone Service furnished to a customer with other listed, non-listed or nonpublished service in the same directory area.
- i. A change of telephone number when initiated by the Telephone Company.
- j. The processing of a customer request when the customer notifies the Telephone Company of the customer's intent to connect registered terminal equipment to the telecommunications network and no other activity is required.
- k. Activities for which a Maintenance Visit Charge applies.
- l. Changes involving Measured Rate Service as follows:
 - (1) For changes to a Measured Rate Service* if requested during the 24-month period commencing on the date Measured Rate Service became available.
 - (2) For changes from a Measured Rate Service* if requested during the 24-month period commencing on the date Measured Rate Service became available.

* Excluding a change from residence to business or vice versa.

SERVICE CHARGES

B. REGULATIONS (Cont'd)

3. Service Charges do not apply to work required for: (Cont'd)

1. Changes involving Measured Rate Service as follows: (Cont'd)

(3) For changes between residence Measured Rate Services* if requested during the 24-month period commencing on the date Measured Rate Service became available.

m. Changing residential service to or from the Virginia Universal Service Plan.

n. The establishment of a Split Referral Intercept Service.

o. Restricting a line from access to the usage capability of Custom Calling Services features that provide a per-use option.

p. Changes between Neighbor Plan Service options.

q. Separation or combination of billing accounts.

4. Certain Service Charges do not apply as follows:

a. For Series 5000 or 8000 Channels, Line Connection Charges are not applicable.

b. For changes between Residence Classes of Service, no Line Change Charges apply.

c. For activity associated with Centrex System Control which is implemented by the customer, Order Processing and Line Change Charges are not applicable.

* Excluding a change from residence to business or vice versa.

SERVICE CHARGES

B. REGULATIONS (Cont'd)

4. Certain Service Charges do not apply as follows: (Cont'd)

- d. For the installation of Telecommunications Service Priority (TSP) System on an existing service, or priority level change on an existing TSP service, or for the change from Restoration Priority service to TSP service, the Order Processing Charge is not applicable.
- e. No Order Processing Charge shall apply to the following service, when such service is ordered by the customer within 35 days of the installation date of the customer's new or relocated Local Exchange Service: additional residence lines for the same customer on the same property, when such lines are billed on the customer's main account.
- f. An Order Processing Charge is not applicable when a personal identification number associated with the Main Telephone Number Redirect feature is changed due to loss, theft or exposure to unauthorized use.
- g. For the initial establishment of the 700/900 Blocking Option on a line, the Order Processing Charge is not applicable.
- h. No Line Connection charges apply for Centrex Simulated Exchange Access Trunks (SEATs) associated with an initial conversion of an existing Plan I Centrex System to a Plan II Centrex System without any change to service location.
- i. For the initial blocking of Service Request Service, the Order Processing Charge is not applicable. Subsequent blocking of Service Request Service will incur Order Processing Charges.
- j. No Order Processing Charge shall apply when Toll Free Standard Service is ordered by the customer within 35 days of the installation date of the customer's new or relocated Local Exchange Service; or as a result of a change from either Toll Free Basic Service or Toll Free Key Connections Service.
- k. No Order Processing Charges apply when installing Call Waiting ID Deluxe on a residence or business line.
- l. For the connection of additional residence local exchange lines for the same customer on the same property, when such lines are billed on the main account, an Order Processing Charge is not applicable during Telephone Company initial statewide sales campaigns.
- m. No Order Processing Charge applies for the addition of the following optional services to residence and business accounts: Anonymous Call Rejection, Call Block, Call Forwarding, Call Waiting, Caller ID - Number Only, Caller ID, Distinctive Ring, Fixed Call Forwarding, Home Intercom, Home Phone Transfers to an Intercom, Priority Call, Busy Redial, Select Call Forwarding, *69, Speed Dialing, Three-way Calling, Main Telephone Number Redirect.

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SERVICE CHARGES

B. REGULATIONS (Cont'd)

4. Certain Service Charges do not apply as follows: (Cont'd)

- n. No Order Processing Charge applies for customer-requested changes in class or grade of service for Residential service.
- o. No Order Processing Charge for record order change applies to customer-initiated requests involving Residence Directory listing record changes issued for correction purposes.
- p. For six months from the implementation date for Neighbor Plan the Order Processing Charge does not apply for customers who wish to change from one usage option to another.
- q. No Order Processing Charge applies for Big Deal transactions, including initial subscription and the addition or deletion of features.
- r. Order Processing, Line Connection and Record Order Charges will not apply to the initial installation of business lines or trunks with a term commitment, or the conversion from month-to-month to a term plan for business lines or trunks.

(D)

(D)

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SERVICE CHARGES

C. RATES

1. Order Processing Charge

- a. For the establishment of an account and the relocation of existing service to a different building

| | | |
|--|---------|-----|
| Residence..... | \$21.00 | (D) |
| Business..... | \$38.00 | |
| Pay Telephone Lines | | |
| Network Controlled Inmate Line (NCIL) | \$72.75 | |
| Network Controlled Coin Line (NCCL) | \$72.75 | |
| Network Controlled Non-Coin Line (NCNL) | \$72.75 | |
| Customer-provided Coin and Credit Card Operated Telephones (COCOTS) | \$37.20 | |

- b. For moves, changes or additions to an existing account

| | | |
|--|---------|--|
| Residence..... | \$11.00 | |
| Business..... | \$18.95 | |
| Pay Telephone Lines | | |
| Network Controlled Inmate Line (NCIL) | \$18.20 | |
| Network Controlled Coin Line (NCCL) | \$18.20 | |
| Network Controlled Non-Coin Line (NCNL) | \$18.20 | |
| Customer-provided Coin and Credit Card Operated Telephones (COCOTS) | \$18.50 | |

- c. Record order change for customer initiated requests involving changes of customer records

| | | |
|---|---------|--|
| Residence..... | \$9.00 | |
| Business..... | \$17.40 | |
| Pay Telephone Lines | | |
| Network Controlled Inmate Line (NCIL) | \$17.00 | |
| Network Controlled Coin Line (NCCL) | \$17.00 | |
| Network Controlled Non-Coin Line (NCNL) | \$17.00 | |
| Customer-Provided Coin and Credit Card Operated Telephones (COCOTS)..... | \$17.00 | |

(D)
(D)

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SERVICE CHARGES

C. RATES (Cont'd)

2. Line Charges

a. Line Connection Charges

(1) Exchange Lines, each

| | |
|-----------------|---------|
| Residence | \$21.22 |
| Business | \$28.15 |

(2) PBX Trunks, each

| | |
|-----------------|---------|
| Residence | \$21.22 |
| Business | \$28.15 |

(3) WATS Access Lines ¹, each..... \$28.15 (C)

(4) Centrex Plan I Lines and SEATs, each \$27.50

(5) Channel Services

| | |
|--|------|
| (a) Series 2000, types 2006A, 2006B and 2006C, Channels | None |
|--|------|

| | |
|---|---------|
| (b) Series 2000, types 2011, 2041, 2045, Channels and Served Direct Service, per channel | |
| Residence | \$21.22 |
| Business | \$27.50 |

| | |
|---|---------|
| (c) Series 2000, types 2014, 2125, 2126, Channels and Served Direct Service, Channels, per connection | |
| Residence | \$21.22 |
| Business | \$27.50 |

| | |
|--|---------|
| (d) Series 2000, types 2020, 2021, 2022, 2122, 2123, and 2124, Channels, per connection | \$27.50 |
|--|---------|

| | |
|--|---------|
| (e) Series 3000 Channels, per local channel or station terminal | \$27.50 |
|--|---------|

| | |
|--------------------------------------|---------|
| (f) Digital Access Lines, each | \$27.50 |
|--------------------------------------|---------|

| | |
|--|---------|
| (g) All Other Channels, per connection | \$27.50 |
|--|---------|

¹ WATS service offering is grandfathered as of November 14, 2022 and limited to existing subscribers at their existing locations. (N)
(N)

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SERVICE CHARGES

C. RATES

2. Line Charges (Cont'd)

b. Line Change Charge

| | |
|----------------|---------|
| Residence..... | \$16.00 |
| Business..... | \$18.20 |

c. Line Restoral Charge

| | |
|----------------|--------|
| Residence..... | \$5.00 |
| Business..... | \$6.15 |

3. Premium Installation Appointment Charge, per order..... \$39.50

a. Line Connection Charges (Cont'd)

(7) Pay Telephone Lines

| | |
|--|---------|
| Network Controlled Inmate Line (NCIL) | \$75.25 |
| Network Controlled Coin Line (NCCL) | \$75.25 |
| Network Controlled Non-Coin Line (NCNL) | \$75.25 |
| Customer-provided Coin and Credit Card Operated Telephones (COCOTS) | \$26.80 |

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SPECIAL CHARGES

A. GENERAL

Special Charges apply to various services, as indicated.

B. REGULATIONS

1. Dishonored Check Charge

A Dishonored Check Charge applies when any negotiable instrument presented for payment for service or deposit becomes dishonored, and is returned to the Telephone Company from the bank.

2. Denied Service Restoral Charge

A Denied Service Restoral Charge applies for the restoral of service to an individual line service, private branch exchange or Centrex system after denial of service for nonpayment.

3. Late Payment Charge

A Late Payment Charge applies to any unpaid balance carried forward from a monthly bill to the next month's bill.

The Late Payment Charge will be assessed beginning with the February 1991 customer billing, applicable to unpaid charges carried forward from January 1991.

4. Duplicate Bill Charge

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. The current bill, or any, or all of the previous five (5) bills, will be provided at no charge. For providing a printed copy of a prior bill, a Duplicate Bill Charge will apply.

C. RATES

1. Dishonored Check Charge, per instrument, per return..... \$30.00
2. Denied Service Restoral Charge
 - Residence..... \$14.05 (R)
 - Business..... \$14.05 (R)
3. Late Payment Charge..... 1.5% of the total unpaid balance from the previous bill.
4. Duplicated Bill Charge, residential, per bill provided\$5.00

DIRECTORY LISTINGS

A. GENERAL

Primary and additional Directory Listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein.

B. REGULATIONS

1. Directory Listings are provided in connection with each customer service as specified herein. Pay Telephone Lines provisioned as One-way, Outgoing Only and service associated with customer-provided audible indicating equipment are not listed in the directory.
2. The alphabetical section of the telephone directory consists of a list of names of customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service as an aid to the use of telephone service, and special position or arrangement of names is not contemplated.
3. Listings must conform to the Telephone Company's specifications with respect to its directories.
 - a. The Telephone Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby. Where more than one line is required to properly list the customer, no additional charge is made.
 - b. The Telephone Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the opinion of the Telephone Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is contrived name used for advertising purposes or to secure a preferential position in the a directory or is more elaborate than is reasonably necessary to identify the listed party. The Telephone Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
4. Primary Listings
 - a. One listing, termed the primary listing, is provided without additional charge in connection with each customer service as follows.
 - (1) Dial tone lines excluding Interexchange Carrier Coinless Telephone Service. Two or more lines consecutively numbered and arranged for group hunting constitute one customer service.
 - (2) Branch exchange or Centrex system.

DIRECTORY LISTINGS

B. REGULATIONS (Cont'd)

4. Primary Listings (Cont'd)

- a. One listing, termed the primary listing, is provided without additional charge in connection with each customer service as follows: (Cont'd)
 - (3) Special Reversed Charge Long Distance Service, per area selected.
 - (4) Remote Call Forwarding covering the exchange in which the call forwarding central office is located.
 - (5) Private Toll Stations.
 - (6) Each dependent telephone number associated with a Distinctive Ring Custom Calling Service.
- b. When the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.
- c. The primary listing for business service is ordinarily the name of the customer or the name under which a business is regularly conducted.
- d. A residence dual name primary listing is comprised of a surname, two first names, address and telephone number. A residence dual name primary listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

5. Regular Additional Listings

- a. In connection with business and residence service, regular additional listings are available only in the names of authorized users of the customer's service, as specified in the Telephone Company's applicable tariffs.
- b. Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on premises of the customer, but at an address different from that of the attendant position or main service.
- c. Business additional listings are not permitted in connection with residence service.

DIRECTORY LISTINGS

B. REGULATIONS (Cont'd)

5. Regular Additional Listings (Cont'd)

- d. Business additional listings may be provided in connection with Inward Service of Wide Area Telephone Service (WATS) ¹. (C)
- e. Business additional listings may be provided in connection with Joint User Service with one additional listing offered at no charge for each joint user on a customer's service.
- f. Residence additional listings are also permitted in connection with business service which is located in a residence and for permanent or season guests residing in a hotel or club.
- g. A residence dual name additional listing is comprised of a surname, two first names, address and telephone number. A residence dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

6. Special Types of Additional Listings

a. Alternate Number Listings

Alternate number listings refer calling parties to another telephone number at night and on Sundays and holidays, or in case no answer is received on the call to the primary number. If the alternate number is that of another customer's service, the written consent of the other customer must be obtained before the alternate listing is provided.

Where two or more alternate number listings are furnished under one directive note or caption heading, the rate shall apply to each listing under the note or caption, but no charge applies for the note or caption itself.

b. Duplicate Listings

In metropolitan area directories, which contain separate alphabetical lists for more than one section of the area, listings in an alphabetical list other than for the area in which the listed service is furnished, shall be considered duplicate listings.

Where identical listings of the same name involve telephone numbers for different areas of the metropolitan area, such duplicate listings may appear in each alphabetical list in which any one of the listings would normally be listed, at no additional charge.

¹ WATS service offering is grandfathered as of November 14, 2022 and limited to existing subscribers at their existing locations.

(N)
(N)

DIRECTORY LISTINGS

B. REGULATIONS (Cont'd)

6. Special Types of Additional Listings (Cont'd)

c. Foreign Listings

Foreign listings are listings in an alphabetical directory of an area other than that from which the listed service is furnished.

7. The initial contract period for additional listings, where the listing appears in the directory, is the directory period. Each directory period, with the appearance of the listing in the directory, will constitute a separate initial contract period. Listings are automatically included in each directory issue unless notice to the contrary is received from the customer.

Termination charges for additional listings, where the listing appears in the directory, are the charges due to the end of the directory period, except that in the following cases, the termination charges will be only the charges due for the period service has been rendered:

- a. The contract for the main service or Joint User Service is terminated.
 - b. The listed party contracts for service in their own name.
 - c. The customer or listed party moves to a new location as a result of which the service of the customer is not available to the listed party.
 - d. The listed party dies.
8. The Telephone Company may publish of its own volition in its directories such notices, instructions, listings and other information pertaining to local or other governmental agencies as are necessary in its judgment to meet the convenience of the public.

9. Centrex Service

The Telephone Company may furnish, without additional charge, informative wording associated with the primary listing to indicate that lines of the Centrex system may be dialed directly. Listings for Centrex dormitory lines will be provided at rates applicable for residence additional listings.

10. Foreign Zone Service

The primary listing is provided in the directory for the foreign zone and in the directory for the normal zone.

DIRECTORY LISTINGS

B. REGULATIONS (Cont'd)

11. Foreign Exchange Service

The primary listing is provided in the directory for the foreign exchange. In addition, such listing will also be furnished without additional charge in the directory for the normal exchange, with a notation, if necessary, that a long distance message charge is applicable.

12. Special Reversed Charge Long Distance Service

The telephone number designation, with such explanatory notes, as in the judgment of the Telephone Company are necessary, will be listed in the directory of the selected area.

13. Nonlisted Telephone Service

A Nonlisted Telephone Service will be furnished, at the customer's request, providing for the omission or deletion of the customer's telephone listing from the telephone directory. Such listings will be carried in the Telephone Company's directory assistance and other records and will be given to any calling party.

14. Nonpublished Telephone Service

A Nonpublished Telephone Service will be furnished, at the customer's request providing for the omission or deletion of the customer's telephone listing from the telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth following:

- a. The Telephone Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number;
- b. The Telephone Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently; however,
- c. When a call is placed to the Universal Emergency Number 911 Service and the source of the call or the location of the emergency is associated with a nonpublished telephone number, the Telephone Company will release the name and address of the calling party and/or the name and address associated with the emergency location, where such information can be determined, to the appropriate local governmental authority responsible for the Universal Emergency Number 911 Service upon request of such governmental authority.

15. Customers with line side or trunk side access to Telephone Company end office switches with an associated seven-digit telephone number for use in originating and receiving communications, as specified in this Company's applicable tariff, may be provided a Directory Listing at the rate specified herein for Regular and Special Types of Additional Listings, Business, for each listing so provided.

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DIRECTORY LISTINGS

B. REGULATIONS (Cont'd)

16. Extra Line of Information (N)
Descriptive text that does not have a telephone number. (N)

C. RATES

1. Regular and Special Types of Additional Listings

The following rates apply for regular and special types of additional listings, and shall be effective at the time the listing is placed on the directory assistance records.

| | <u>Per</u> <u>Month</u> |
|---|----------------------------|
| Business | \$2.27 |
| Residence | 1.79 |
| One business joint user listing, per joint user | None |

2. Nonlisted and Nonpublished Telephone Service

| | |
|--------------------------------|------|
| Nonlisted Telephone Service | 1.70 |
| Nonpublished Telephone Service | 2.73 |

Nonlisted and nonpublished charges, as specified following, are not applicable to:

- a. Nonlisted or Nonpublished Telephone Service furnished to a customer for data service where there is no voice use contemplated.
- b. Nonlisted or Nonpublished Telephone Service furnished to a customer for short periods of time, usually one day, in connection with local and long distance message broadcasts of sporting events, conventions or other special events.
- c. Nonlisted or Nonpublished Telephone Service furnished to a customer with other listed, non-listed or nonpublished service in the same directory area.
- d. Nonlisted or Nonpublished Telephone Service associated with dependent telephone numbers of a Distinctive Ring Custom Calling Service.

3. Extra Line of Information

| | <u>Per Month</u> | (N) |
|-----------|------------------|-----|
| Business | \$5.50 | |
| Residence | 5.50 | (N) |

DIRECTORY LISTINGS FOR PUBLISHERS

A. GENERAL

The Telephone Company will provide its published customers' names, addresses, and telephone numbers to publishers of directories according to the terms and conditions set forth in a directory license agreement between the companies.

B. REGULATIONS

1. License fees charged by the Telephone Company will be available on an equal basis to all publishers of directories wishing to purchase directory listings.
2. Sale of directory listings will be restricted to publishers of directories for the sole purpose of publication in the publisher's directory.

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DISCOUNTS

A. GENERAL

Employees of this Company and of its associated Telephone Companies are allowed discounts as specified for exchange telephone service.

B. REGULATIONS

1. Discounts apply on the monthly rates for Local Exchange Telephone Service including local messages and associated exchange services such as additional Directory Listings, mileage, Supplemental Equipment, and special equipment and service arrangements.
2. No discount will be allowed on Service Charges, Installation Charges, Construction Charges, telegrams, Long Distance Services, or Directory Assistance Service.
3. Employees are allowed a 50% discount for service specified in 1. preceding at their residences.
 - a. The service must be for the use of the employee or the employee's immediate family only and its use by others will not be permitted.
 - b. The term employee, as used in this section, includes all employees except those classified as temporary or occasional and those who are paid on a commission basis.

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CONCESSION TELEPHONE SERVICE

A. GENERAL

Concession Telephone Service is telephone service furnished to certain active employees, retired employees, retired employees and directors of the Telephone Company at no charge to the employee or director.

B. REGULATIONS

1. Concession Telephone Service will only be furnished at the residence of an employee or director for his use and that of his immediate family, and its use by others is not permitted.
2. Concession Telephone Service consists of Local Exchange Telephone Service and associated service and associated services and equipment deemed necessary by the Telephone Company in the provision of such service.
3. Certain active employees of the Telephone Company include all management employees, non-management employees having thirty or more years of net credited Bell System service, and other non-management employees where exceptional requirements of the business demand the furnishing of Concession Telephone Service.

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SUPPLEMENTAL EQUIPMENT

Direct Inward Dialing (DID) Service

A. General

DID Service provides for inward dialing from the telecommunications network directly to lines associated with switching equipment located on the customer's premises.

B. Regulations

1. DID Service requires special equipment and will be provided only where DID facilities are available in the central office and the switching equipment located on the customer's premises is properly equipped for DID Service.
2. DID Service must be provided on all trunks in a group arranged for inward service. Routing of calls to selected numbers within the DID number group over a separate trunk group is not contemplated, except for the first number of a DID number group which may be routed to a separate trunk outside of this trunk group. This number will be included as part of the total initial number group of 20.
3. Customer-provided switching systems with which DID Service is associated must be arranged by the customer to provide for the intercepting of assigned but unused line numbers.
4. Where DID Service is requested from more than one wire center or from separate trunk groups within the same wire center, such service provided from each wire center or each trunk group within the same wire center shall be considered a separate service.
5. DID Service is furnished upon the condition that the customer obtain adequate facilities to permit the use of DID Service without injurious effect upon it or any other services rendered by the Telephone Company. The Telephone Company may terminate or refuse to furnish service to any customer, without incurring any liability, if the use of the service would interfere with or impair other services provided by the Telephone Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Telephone Company's intention to terminate the service for such cause.

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SUPPLEMENTAL EQUIPMENT

Direct Inward Dialing (DID) Service

C. Rates

DID Service for:

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| First 20 DID Line Numbers | | |
| For Telephone Answering Services..... | \$20.00 | \$ 9.27 |
| For other than Telephone Answering Services..... | 20.00 | 20.25 |
| Each Additional 20 DID Line Numbers..... | | |
| For Telephone Answering Services..... | 22.00 | 9.27 |
| For other than Telephone Answering Services..... | 22.00 | 20.25 |
| DID Central Office Trunk Connection, per trunk*..... | 84.00 | 10.25 |

* In addition, rates and charges apply as specified for PBX Trunks in this Company's Local Exchange Services Tariff.

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SUPPLEMENTAL EQUIPMENT

Identified Outward Dialing (IOD) Service

A. Regulations

1. IOD Service provides for line number identification of outgoing long distance messages originated from lines associated with switching equipment located on the customer's premises. IOD Service requires special equipment and will be provided only where IOD facilities and telephone numbers are available in the central office and the switching equipment located on the customer's premises is properly equipped for IOD Service.
2. IOD Service must be provided on all trunks in a group arranged for outward service.
3. Where IOD is requested on more than one group of trunks, each such group shall be considered a separate service.

B. Rates

IOD Service for:*

| | <u>Installation Charge</u> | <u>Per Month</u> | <u>Termination Charge</u> |
|--|--------------------------------|----------------------|-------------------------------|
| First ten trunks in a group, including data link (minimum charge is for ten trunks)..... | \$141.47 | \$383.16 | \$10,398.30 |
| 11th trunk in a group through the 50th trunk, per trunk..... | 14.15 | 36.54 | 997.39 |
| 51st trunk and each subsequent trunk in a group, per trunk..... | 14.15 | 7.78 | 212.21 |

* In addition, rates and charges apply as specified for PBX Trunks in this Company's Local Exchange Services Tariff.

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SUPPLEMENTAL EQUIPMENT

PBX Night, Sunday and Holiday Service Arrangements

A. Regulations

1. Under this plan, the customer connects a particular PBX station line either to a non-sequence trunk not otherwise listed in the telephone directory, or to a regular trunk with which a special telephone number is associated at the central office. The telephone number of the non-sequence trunk or special telephone number is listed in the directory as an alternate number listing.
2. In order that persons who have not observed the alternate number listings for this service in the telephone directory and who use the regular telephone number assignment in making calls at night and on Sunday and holidays may receive a response from the called person, the PBX customer is expected to connect to the trunk, the telephone number of which is associated with the main listing in the telephone directory, the PBX station line best located so as to be available for general information.
3. Alternate number listings, adequate to enable telephone users to properly place calls to the PBX Service of the customer, shall be arranged for with the Telephone Company by the customer.

B. Rates

1. Alternate Number Listings

Note specifying hours of service, "Night Calls" or "Nights, Sundays and Holidays Call" and for listings inserted under note..... Rates are as for Additional Directory Listings in this tariff.

Per
Month

2. Special Central Office Equipment Arrangement

- | | |
|--|--------|
| (a) Where a non-sequence trunk is used..... | None |
| (b) In all other cases, for each special telephone number..... | \$1.77 |

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SUPPLEMENTAL EQUIPMENT

Break Rotary Hunt Arrangement

A. General

Break Rotary Hunt Arrangements are furnished to enable customers to stop switching equipment from hunting beyond a designated line in an incoming rotary line group, utilizing a control arrangement on the customer's premises and a control channel between the network interface and the associated switching equipment located on the Telephone Company's premises.

B. Regulations

Break Rotary Hunt Arrangements are furnished only in connection with PBX trunks, individual lines, Toll Free Service access lines, and Centrex lines or SEATs which are grouped for incoming service.

C. Rates

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| Break Rotary Hunt Arrangement, each*..... | \$14.15 | \$34.78 |

* In addition, rates apply as specified for a Series 1000, type 1001, Channel in this Company's Channel Services Tariff, Section 2.

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SUPPLEMENTAL EQUIPMENT

700/900 Blocking Options

A. General

700/900 Blocking Options are arrangements which prevent a Local Exchange Service user from accessing 700 and/or 900 service telephone numbers.

B. Regulations

1. 700/900 Blocking Options are provided only on Local Exchange Service individual dial tone lines, PBX trunks, and Centrex lines and SEATS.
2. 700/900 Blocking Options are only offered where the customer's serving central office is equipped with electronic switching equipment capable of providing this service.
3. Customers may elect to block calls to 700 service telephone numbers only, 900 service telephone numbers only, or both 700 and 900 service telephone numbers.

C. Rates

700/900 Blocking Options

| | <u>Per Month</u> |
|---|----------------------|
| 700 Blocking, 900 Blocking, or 700 and 900 Blocking, each..... | None |

SUPPLEMENTAL EQUIPMENT

Make-busy Arrangements

A. General

Make-busy Arrangements are provided to enable a customer, during certain periods, to make busy one or more incoming lines by the operation of a key at the customer's location.

B. Regulations

Make-busy Arrangements are provided only in connection with individual lines, PBX trunks, Toll Free Service access lines, and Centrex lines or SEATs where the Centrex dial switching equipment is located on the Telephone Company's premises.

C. Rates

| | <u>Per</u> <u>Month</u> |
|--|---|
| 1. Make-busy Circuit | |
| Per line to be made busy..... | \$3.18 |
| 2. Control Channel | |
| One channel required for each line or group of lines, each..... | Rates and charges are as for Series 1000, type 1001, Channels in this Company's Channel Services Tariff, Section 2. |

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SUPPLEMENTAL EQUIPMENT

Hunting Service Arrangements

A. General

A Hunting Service Arrangement is equipment located in the Telephone Company's central office arranged to select the next available line of a customer's group of hunting lines, when the line associated with the called number of the customer is busy.

B. Regulations

The rate following is applicable to individual line service, including incoming message-rated PBX trunks.

C. Rates

| | <u>Per Month</u> |
|--|----------------------|
| Hunting Service Arrangement, per line or trunk in a group so arranged..... | \$.88 |

SUPPLEMENTAL EQUIPMENT

Split Supervisory Drop Wire Arrangement

A. General

A Split Supervisory Drop Wire Arrangement provides for duplicate drop wire facilities from general distribution plant to the customer's rate demarcation point. In the event one of the drop wires is cut, the arrangement allows for the activation of a local alarm, if provided by the customer, when used in connection with Exchange Service or Channel Service. Additionally, when used with Channel Service, the condition of one cut drop wire may be immediately transmitted to the distant end of the circuit, if provided for by the customer.

B. Regulations

1. A Split Supervisory Drop Wire Arrangement can be furnished with a Channel Service or Exchange Service.
2. The drop wires will be placed a minimum of ten feet apart at the customer's location.

C. Rates

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--|--------------------------------|----------------------|
| Split Supervisory Drop Wire Arrangement, each | \$88.42 | \$3.18 |

SUPPLEMENTAL EQUIPMENT

Fixed Call Forwarding

A. General

Fixed Call Forwarding are those arrangements whereby incoming calls are transferred to another telephone number. These arrangements are established with the Telephone Company on a fixed basis and may only be rearranged by notifying the Telephone Company of the new telephone number to which the calls are to be transferred.

B. Regulations

1. Explanation of Terms

Call Forwarding - Busy Line

Call Forwarding - Busy Line is a fixed arrangement which automatically routes incoming calls to the designated telephone number when the called line is busy.

Call Forwarding - Don't Answer

Call Forwarding - Don't Answer is a fixed arrangement which automatically routes incoming calls to the designated telephone number when the called line doesn't answer before passage of a predetermined interval.

2. Fixed Call Forwarding may be associated with dial tone individual lines, and Private Branch Exchange (PBX) trunks excluding those with Direct Inward Dialing (DID) Service. Fixed Call Forwarding arrangements are only available to customers served by compatible electronic type switching equipment.

3. Calls forwarded by these arrangements are subject to local and long distance message charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

4. Call Forwarding - Don't Answer

At the time a line is initially equipped for Call Forwarding - Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed prior to the incoming call being forwarded. The customer may change their number of rings, within limits specified by the Company, through a telephone remote access directory number.

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SUPPLEMENTAL EQUIPMENT

Fixed Call Forwarding

C. Rates Per
Month

| Call Forwarding, per line | <u>Residence</u> | <u>Business</u> |
|--------------------------------------|------------------|-----------------|
| Busy Line..... | \$2.50 | \$2.40 |
| Don't Answer..... | 2.50 | 2.40 |
| Both Busy Line and Don't Answer..... | 2.50 | 2.40 |

SUPPLEMENTAL EQUIPMENT

Messaging Services Interface (MSI)/Premier Messaging Services Interface (PMSI)

A. General

Messaging Services Interface (MSI) is an arrangement which enables customer-provided equipment to automatically interact and connect with the customer's Local Exchange Service via a data link, on an intra office basis.

Premier Messaging Services Interface (PMSI) enables customer-provided equipment to automatically interact and connect with the customer's Local Exchange Service via the SS7 Network on an interoffice, as well as intra office, basis.

B. Regulations

1. Within the customer's serving central office, the Messaging Services Interface allows the customer to receive call type information via special multiline hunting group(s) and data link(s). The data link(s) connect in a customer-provided modem at the customer's premises. This modem must conform to the Electrical Industries Association standard RS232C interface requirements operate in a full duplex, asynchronous mode, and use even parity error detection and standard ASCII code. Premier Messaging Services Interface allows the customer to receive call type information on an interoffice basis using the SS7 Network.
2. MSI and PMSI transmits the following information about a call that is directly dialed or forwarded to customer-provided equipment:
 - The called number,
 - The type of call forwarding or a direct call indication,
 - The calling number, and
 - The identification of the customer-provided equipment and multiline hunting group terminal numbers.
3. The Messaging Services Interface and Premier Messaging Services Interface provide a message waiting indicator which can be activated by the customer-provided equipment.
4. The customer has the responsibility for advising the Telephone Company of the quantity of lines in the multiline hunting group(s) based on anticipated traffic and call handling capabilities of the customer-provided premises equipment. The customer must contract for an adequate number of multi-line hunting group lines and related customer-provided premises equipment to permit the use of service without injurious effect on Local Exchange Service.

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SUPPLEMENTAL EQUIPMENT

5. Customers subscribing to PMSI must subscribe to MSI from the central office switching system that serves their voice messaging equipment
6. The integrity of the customer's database information is solely the responsibility of the customer. Frontier is not responsible for any errors, misdirected calls or misdirected message waiting indications that are a direct result of the customer database inaccuracies. Should Frontier be required to correct a condition on a subscriber's line that was caused by the customer's incorrect database information, time and material charges will be charged to the customer
7. Premier Messaging Services Interface is available to Centrex customers who subscribe to Message Link Feature.

C. Rates

| Messaging Service | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| Messaging Services Interface, per data link* | \$3650.00 | \$200.00 |
| Premier Messaging Services Interface, each** | \$1000.00 | \$450.00 |

* In addition, rates and charges apply for at least one Series 3000, type 3002, Channel for each Messaging Services Interface data link to the customer's modem from the Telephone Company's serving central office. The number of Series 3000 channels required is dependent upon the customer's configuration.

** Premier Messaging Services Interface requires MSI Service between the customer's equipment and one central office at a minimum.

NOTE:

Rates and charges apply for Local Exchange Service Lines and Centrex Lines in the multiline hunting group(s) and associated Hunting Service Arrangement(s) accessing the customer-provided equipment.

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SUPPLEMENTAL EQUIPMENT

Transfer Arrangements

A. General

A central office Transfer Arrangement enables a customer to transfer incoming telephone calls to another bell or telephone.

B. Rates

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---------------------------|--------------------------------|----------------------|
| 1. Transfer Arrangement | | |
| Per line transferred..... | - | \$1.47 |

2. Control Channels

Rates and charges apply as specified for Series 1000, type 1001, Channels in this Company's Channel Services Tariff, Section 2, between the customer's premises and the Telephone Company central office.

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SUPPLEMENTAL EQUIPMENT

Central Office Data Sets

A. General

Central office data sets are for use with services that require a data set in the Telephone Company central office.

B. Regulations

Central office data sets will only be provided on a premise of the Telephone Company and may only be provided by the Telephone Company.

C. Rates

1. Data Set Model 100*

| Suitable for conditioning signals at rates up to 300 bits per second in sequence | Installation Charge | Per Month |
|--|------------------------|--------------|
| Combined sending and receiving set (108F and 108G), each†..... | \$ 81.02 | \$26.17 |

2. Data Set Model 200

| | | |
|---|--------|-------|
| a. Suitable for conditioning signals at a rate of 2400 bits per second in sequence Combined sending and receiving set each | 186.96 | 81.02 |
| b. Suitable for conditioning signals at rates up to 1800 bits per second in sequence | | |
| Individually housed data set | | |
| With reverse channel | 81.02 | 53.59 |
| Without reverse channel | 81.02 | 47.36 |
| Multiple mounted data set, requires appropriate common equipment for multiple mounting, each | | |
| With reverse channel | 62.32 | 47.36 |
| Without reverse channel | 62.32 | 41.13 |

* Not available for use with Universal Emergency Number 911 Services.

† When a change in optional arrangements is requested by the customer subsequent to the initial installation, a change charge of \$69.55 will apply.

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SUPPLEMENTAL EQUIPMENT

Central Office Data Sets

C. Rates (Cont'd)

2. Data Set Model 200 (Cont'd)

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--|--------------------------------|----------------------|
| c. Suitable for conditioning signals at a rate of up to 1200 bits per second in sequence on the telecommunications network | | |
| Originate and answer set (202S), equipped with expanded testing and status lamps | | |
| (a) Individually housed data set | | |
| With reverse channel..... | \$81.02 | \$53.59 |
| Without reverse channel..... | 81.02 | 47.36 |
| (b) Individually housed data set, for grouping of two to five sets, requires station arrangement | | |
| With reverse channel..... | 81.02 | 51.11 |
| Without reverse channel..... | 81.02 | 44.87 |
| (c) Multiple mounted data set, requires appropriate common equipment for multiple mounting, each | | |
| With reverse channel..... | 62.32 | 47.36 |
| Without reverse channel..... | 62.32 | 41.13 |

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SUPPLEMENTAL EQUIPMENT

Central Office Data Sets

C. Rates (Cont'd)

2. Data Set Model 200 (Cont'd)

- d. Suitable for conditioning signals at rates of one to 300 bits per second or 1200 bits per second in sequence, for use on telecommunications net-work only.

Originate and answer set, equipped with expanded testing and status lamps

| (1) Payment Plan 1 (LA-2) | Installation Charge | Per Month | |
|---|------------------------|-----------|--------|
| | | A | B |
| Individually housed data set, each | | | |
| 12-Month Option.... | \$81.02 | \$115.80 | \$9.20 |
| 24-Month Option.... | 81.02 | 61.15 | 9.20 |
| 36-Month Option.... | 81.02 | 43.00 | 9.20 |
| Individually housed data set for grouping two to five sets, requires station arrangement, each | | | |
| 12-Month Option.... | 81.02 | 109.60 | 8.55 |
| 24-Month Option.... | 81.02 | 57.90 | 8.55 |
| 36-Month Option.... | 81.02 | 40.75 | 8.55 |
| Multiple mounted data set, requires appropriate common equipment for multiple mounting, each | | | |
| 12-Month Option.... | 62.32 | 93.80 | 7.60 |
| 24-Month Option.... | 62.32 | 49.50 | 7.60 |
| 36-Month Option.... | 62.32 | 34.85 | 7.60 |

SUPPLEMENTAL EQUIPMENT

Central Office Data Sets

C. Rates (Cont'd)

2. Data Set Model 200 (Cont'd)

- d. Suitable for conditioning signals at rates of one to 300 bits per second or 1200 bits per second in sequence, for use on telecommunications net-work only. (Cont'd)

(1) Payment Plan 1 (Cont'd)

Transfer of Contractual Obligations

Each such transfer..... \$249.28

Termination Credit

In the event that the customer disconnects all or part of the service within the first 36 months after installation, termination credit will be granted at the rate of 40% of the amount of the termination charge in the first month following installation, and at a uniformly declining rate in each succeeding month thereafter.

(2) Payment Plan 2

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| Individually housed data set, each | \$81.02 | \$49.85 |
| Individually housed data set for grouping two to five sets, requires station arrangement, each | 81.02 | 46.12 |
| Multiple mounted data set, requires appropriate common equipment for multiple mounting, each | 62.32 | 39.26 |

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SUPPLEMENTAL EQUIPMENT

Central Office Services for use by Telephone Answering Bureaus

A. General

An Exclusion Arrangement is a form of cut-off which denies other telephone users access to a line.

B. Rates

| Exclusion Arrangements, each | <u>Per</u> <u>Month</u> |
|-------------------------------|----------------------------|
| With automatic exclusion..... | \$6.54 |
| With manual exclusion..... | 7.37 |

SUPPLEMENTAL EQUIPMENT

Three-way Call Transfer

A. GENERAL

Three-way Call Transfer is an optional service which permits Enhanced Service Providers (ESPs) utilizing interoffice trunk facilities to offer a variety of voice mail services to their subscribers.

B. REGULATIONS

1. Three-way Call Transfer is a service which provides the capability of transferring an established call to another party and freeing the line to initiate or receive other calls; or adding a third party to a call in progress and dropping off the call without disconnecting the remaining callers.
2. Three-way Call Transfer is available to Enhanced Service Providers utilizing trunk facilities served from digital central offices only. Three-way Call Transfer is not available to residence, pay telephone, Toll Free, WATS or Centrex subscribers. This service is provided, as facilities permit, as determined by Frontier.
3. Any Enhanced Service Provider equipment required as part of this service must be provided by the Enhanced Service Provider at its expense and must be compatible with and meet the interface specifications of Frontier.
4. The Enhanced Service Provider is responsible for subscribing to an adequate number of trunks and related equipment that will permit the use of this service without interfering with general telephone service.
5. It will be the responsibility of the Enhanced Service Provider to inform its subscribers of the use and operation of its services.

C. RATES

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---------------------------------------|--------------------------------|----------------------|
| 1. Three-way Call Transfer, per trunk | \$ 25.00 | \$4.00 |

In addition, the Enhanced Service Provider will be billed the appropriate local and toll usage charges, as specified in this Company's Local Exchange Services Tariff and Long Distance Services Tariff, respectively, associated with the use of this service.

PREFERRED TELEPHONE NUMBER SERVICE

A. GENERAL

Preferred Telephone Number Service provides for the assignment of a telephone number (last four digits) which is selected by the customer, rather than the telephone number normally assigned by the Telephone Company.

B. REGULATIONS

1. Preferred Telephone Number Service is offered in connection with exchange services.
2. Preferred Telephone Number Service may be established only in association with the initial establishment of a service, the relocation of an existing service or a customer-requested change in an existing telephone number.
3. The provision of a preferred telephone number is based upon the current availability of that telephone number.
4. In connection with Centrex Service and branch exchange services, Preferred Telephone Number Service is offered only on the telephone number associated with the primary Directory Listing for such services.
5. In connection with a hunting service arrangement, Preferred Telephone Number Service rates and charges apply only to the first telephone number in the hunting group provided the Telephone Company selects the additional lines in the hunting group.
6. Rates and charges associated with Preferred Telephone Number Service will not apply when a customer disconnects service other than Preferred Telephone Number Service and, on a separate occasion within the life of the current directory which contains the listing, requests to have the disconnected telephone number(s) placed back in service or held on reserve.
7. A telephone number associated with exchange service which meets the criteria for Preferred Telephone Number Service may be reserved either after it has been in service as a preferred telephone number or prior to its anticipated use. During the period of time the telephone number is being reserved, rates and charges as specified in Section 8A of this tariff for Reserved Telephone Number Service will apply.
8. When a telephone number for which a customer has previously paid the Preferred Telephone Number Service Establishment Charge is reserved and then put back in service immediately following the reservation period, a Preferred Telephone Number Service Establishment Charge is not applicable.

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PREFERRED TELEPHONE NUMBER SERVICE

C. RATES

For Preferred Telephone Numbers associated with:

| | <u>Establishment Charge</u> | <u>Per Month</u> |
|---|---------------------------------|----------------------|
| 1. Residence Services, per preferred telephone number..... | \$ 5.00 | - |
| 2. Business Services, per preferred telephone number..... | 10.00 | 3.50* |

* The customer may elect to make a single payment of \$100.00 in lieu of the established monthly rate.

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DIRECTORY ASSISTANCE SERVICE

A. RATES

Directory Assistance Service Calls, per call, with a maximum of two requested telephone numbers per call.

- | | | |
|--|---|-----|
| 1. Where direct dialed by a customer..... | * | (C) |
| Where placed via a Telephone Company operator..... | * | (C) |

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

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SPLIT REFERRAL INTERCEPT SERVICE

A. GENERAL

Split Referral Intercept Service provides for a Telephone Company automated operator's interception of calls to a disconnected telephone number where referral of such calls to more than one individual or entity is requested by the customer. This intercept service exceeds that normally provided by the Telephone Company.

B. REGULATIONS

1. Split Referral Intercept Service is offered for a period of from one through 12 consecutive months, and may include up to ten names and associated telephone numbers.
2. The customer of record to the disconnected telephone number must consent to being the customer to the Split Referral Intercept Service and must also submit a list of designated names and associated referral telephone numbers to the Telephone Company.
3. The Telephone Company is not responsible for the correctness or accuracy of the designated names and associated referral telephone numbers submitted by the customer.
4. Split Referral Intercept Service is only available where both facilities and personnel permit.
5. Arrangements for payment of all the charges for the provision of Split Referral Intercept Service must be made by the customer prior to the disconnection of the customer's service.
6. The Telephone Company reserves the right to waive the charges for Split Referral Intercept Service when, in the judgment of the Telephone Company, such a waiver constitutes the correct and proper course of action to remedy errors or omissions not caused by the customer.
7. Additions, deletions or changes to designated names or referral telephone numbers subsequent to the establishment of Split Referral Intercept Service are not permitted. However, if the disconnected telephone number is reestablished by the customer, the Telephone Company will refund the appropriate prepaid monthly charges (excluding those pertaining to the initial contract period) to the customer.

C. RATES

| | Per Month |
|---|-----------|
| 1. Per business telephone number disconnected | |
| First two names..... | \$30.00 |
| Each additional name..... | 7.00 |
| 2. Per residence telephone number disconnected..... | 15.00 |

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SERVICE REQUEST

A. REGULATIONS

1. Service Request will be offered on only the last of the two (2) numbers available for each request to Directory Assistance.

B. RATES

Service Request, per call completed..... * (C)

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>. (N)
(N)

CALL REFERRAL SERVICE

A. GENERAL

Call Referral Service provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed business, Centrex, or Direct Inward Dial (DID) line number. Centrex and DID referrals are provided on lines, other than the main listed number, in Centrex and DID systems which are not ordinarily provided a referral.

B. REGULATIONS

1. Call Referral Service is subject to the availability of facilities.
2. This service provides:
 - Basic Referral Service for a period of 30 days for both residence and business customers at no charge and,
 - Extended Basic Referral period for a charge, to business customers for up to 3 months beyond the basic referral period.
3. The minimum period for this service for Centrex and DID customers is one month, and the maximum period in one year. Business customers are restricted to a minimum of one month and a maximum of three months of service.
4. Centrex and DID referrals are provided to additional lines associated with Centrex and DID systems.
5. This service can be provisioned to refer disconnected lines to the same number or each disconnected line can be referred to a different number.
6. A request for Extended Basic Referral Service must be place at the time of disconnection, suspension or telephone number change. The Extended Call Referral Service is not available to customers whose service has been terminated for non-payment.

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CALL REFERRAL SERVICE

C. RATES

1. The charge for this service is billed in advance as a one-time charge on the final bill for that number, and is based on the length of time service is requested.
2. Customer requests for termination of this service prior to the agreed upon termination date will be honored, and credit/reimbursement arrangements are available for the unused portion of service. However, customers are responsible for one-month minimum charge, and the monthly charge for each full or partial subsequent month that service was provided. Billing is based on an entire month of service, partial month adjustments are not available.

Per
Month

3. Call Referral Service

per line referred \$6.25

CALL DIRECT AND MESSAGE SERVICE

A. GENERAL

Call Direct and Message Service provides intercept arrangements that offer recorded announcements and/or transfer of calls for a time period specified by customers when they permanently disconnect, temporarily suspend, or change their line numbers.

B. REGULATIONS

1. Explanation of Terms

Call Direct

Call Direct provides to the caller of a disconnected, temporarily suspended, or changed line number an automatic call transfer to the referral number, without an announcement of the referral number.

Call Direct Plus

Call Direct Plus uses a recorded announcement to give the caller of a disconnected, temporarily suspended, or changed line number, the number's status and the referral number before transferring the call to the referral number.

Call Messenger

Call Messenger uses a recorded announcement to give the caller of a disconnected, temporarily suspended, or changed line number, the number's status, the customer's name, the customer's new address, and the referral number.

Call Messenger Plus

Call Messenger Plus uses a recorded announcement to give the caller of a disconnected, temporarily suspended, or changed line number, a Call Messenger announcement before transferring the call to the referral number.

2. The services in this Tariff are provided to customers where facilities are available. Frontier may offer Call Direct in lieu of basic referral service to customers who use TTY/TDD machines.
3. Call Direct and Message Service options are available in combination with basic referral service and are provided in consecutive months of service. Customers are restricted to a combination of Call Direct and Message Service and basic referral service not to exceed 12 months' maximum service of which Call Direct and Message Service may be a minimum of one month.
4. Both the intercepted and referral telephone numbers must be within the same Local Access Transport Area (LATA) and calls transported exclusively on the Telephone Company's facilities for all Call Direct and Message Service options, except Internet Call Messenger Service.

CALL DIRECT AND MESSAGE SERVICE

B. REGULATIONS (Cont'd)

5. Customers may designate only one telephone number for use as the referral number.
6. The services described in this Tariff are not available to 700 and 900 customers. Toll Free number customers may only purchase the Call Messenger service option.
7. Customers who permanently disconnect their line number(s) and terminate their account must acquire third-party (customer who will receive the referred calls) consent and acceptance of usage charges prior to purchasing Call Direct and Message Service.
8. Call Direct and Message Service will not be provided or continued when either the service of the customer who requests Call Direct and Message Service or the third party's service is suspended or disconnected. The same restriction applies to those customers whose service is toll-denied, except for residence customers when the distance between the intercepted and referral number locations is classified as a local call.
9. For Centrex and DID customers, the number of messages available per system may be determined as facilities permit.

C. RATES

1. Application of Rates

- a. The charge for this service is based on the duration of service requested per line number and will appear on the customer's final bill for that number. Usage charges, either local or toll, resulting from the transfer of calls will appear on the monthly bill relating to the referral number and will be payable by the consenting third party. Local usage charges are based on the third party account's type of service. Originating calls to the intercepted number will be billed the appropriate message usage charge. Toll charges, if applicable, will apply.
- b. Customer requests for termination of this service prior to the agreed upon termination date will be honored, and credit/reimbursement arrangements are available for the unused portion of service. However, customers are responsible for a one-month minimum charge and the monthly charge for each full or partial subsequent month that service was provided. Billing is based on an entire month of service; partial month adjustments are not available.

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CALL DIRECT AND MESSAGE SERVICE

| C. RATES (Cont'd) | Charge Per Month* |
|--------------------------------------|----------------------|
| 2. Rates and Charges | |
| Call Direct# | |
| Residence, per Line Number | \$ 9.00 |
| Business, per Line Number | 15.00 |
| Call Direct Plus | |
| Residence, per Line Number | 11.80 |
| Business, per Line Number | 16.00 |
| Internet Call Messenger Service | |
| Residence, per Line Number | 15.00 |
| Business, per Line Number | 18.00 |
| Internet Call Messenger Service Plus | |
| Residence, per Line Number | 21.00 |
| Business, per Line Number | 25.00 |

The charge is applied to each line for the length of service requested (number of months) and paid in advance. For example, if a customer requests a Call Direct and Message Service for three months, the charge would be multiplied by three.

No monthly charge applies to certified TTY/TDD customers when selecting this option in lieu of basic referral service.

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SUSPENSION OF SERVICE - Grandfathered ¹

(C)

A. GENERAL

Exchange telephone service may be temporarily suspended, at the customer's request, without termination of contract, subject to conditions specified herein.

B. REGULATIONS

1. Exchange telephone service may be suspended as follows.

a. Entire Service

A customer for any class of business or residence exchange telephone service, excluding the following, may suspend the entire service.

Any service offerings on a Two-tier Payment Plan
Any service offerings on a Variable Term Payment Plan

b. Portion of Service

A customer for business or residence individual line, branch exchange or Centrex Service, excluding the following, may suspend a portion of the service.

Any service offerings on a Two-tier Payment Plan
Any service offerings on a Variable Term Payment Plan

In connection with individual line service, each line with all of its connections and supplemental services may be suspended. In connection with Centrex Services, Centrex lines or SEATs and supplemental services may be suspended without suspension of the entire service.

2. The following minimum and maximum suspension periods for exchange service are the time periods during which the rates specified in C. following apply.

a. The minimum period of suspension shall not be less than one month.

b. Temporary suspension is available to a customer for a maximum period of nine (9) months. The customer's number must be working for at least 90 days in a calendar year.

3. When the initial contract period applicable to the service being suspended is in excess of one month, suspension of service prior to the expiration of the contract period does not extend the contract period.

¹ Suspension of Service is limited to all existing subscribers at their existing locations as of August 20, 2022.

(N)
(N)

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SUSPENSION OF SERVICE - Grandfathered ¹

(C)

B. REGULATIONS (Cont'd)

4. No inward or outward service is contemplated during the period of suspension at the rates specified in C. following.
5. When message rate service is suspended under the conditions specified for suspension of entire service for a period involving a fractional part of a billing period, the message unit allowance for the fractional part of the billing period during which service is not suspended shall be the allowance for the full billing period.
6. Regulations and rates for restoration of customer's suspension of service are as specified in section 3, B.1.b.(3) and section 3, C.2.c. of this tariff.

C. RATES

The following rates apply during the period of suspension.

| Exchange Telephone Service | <u>Per Month</u> |
|--|--|
| 1. Suspension of Entire Service..... | 50% of the fixed monthly charge. |
| 2. Suspension of a Portion of Service..... | 50% of the fixed monthly charge for the service suspended. |

¹ Suspension of Service is limited to all existing subscribers at their existing locations as of August 20, 2022.

(N)
(N)

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VACATION GET AWAY SERVICE

(N)

A. GENERAL

Vacation Get Away Service provides for temporary discontinuance of service at the customer's request without termination of the service.

B. REGULATIONS

1. Vacation Get Away Service applies to customers of Residential Exchange Access Service as well as vertical features, bundles and other basic services. Vacation Get Away Service is not available for Lifeline customers.
2. No outward or inward service is provided during the period of Vacation Get Away Service, except for 911 calls.
3. Vacation Get Away Service will not be made available for periods of less than two (2) months.
4. Vacation Get Away Service is available to a customer for a maximum period of nine (9) consecutive months. The customer's number must be working for at least 90 days in a calendar year.
5. During the period of Vacation Get Away Service, no installations, moves, changes or maintenance will be provided. Changes to billing address would be allowed.
6. The customer may request a restoration date in advance of the maximum allowable vacation period otherwise, complete service and billing will be restored on the last day of the maximum allowable vacation period of 9 months. A letter with the missed notifications will be sent to the customer at the time of reconnect.
7. Monthly bills for services not covered by the Vacation Get Away Service during the vacation service period are to be paid in accordance with regular collection practices.
8. Vacation Get Away Service will be available where technically feasible.
9. Charges for Vacation Get Away Service will be a non-recurring charged to be billed in advance of the vacation service.

C. RATES

Nonrecurring Charge

- | | |
|------------------------------|---------|
| 1. Vacation Get Away Service | \$39.99 |
|------------------------------|---------|

(N)

SWITCHED 56-KILOBIT SERVICE

A. GENERAL

Switched 56-kilobit Service provides a customer with the ability to send and receive data at a speed of 56,000 bits per second over the telecommunications network.

B. REGULATIONS

1. Explanation of Terms

Local Line

A local line provides a communications path between a customer's rate demarcation point and the serving Switched 56-kilobit Service wire center for customers who are located within the normal serving area of an equipped Switched 56-kilobit Service wire center.

Remote Line

A remote line provides a communications path between a customer's rate demarcation point, through the customer's normal serving wire center, and the serving Switched 56-kilobit Service wire center for customers who are not located within the normal serving area of an equipped Switched 56-kilobit Service wire center.

2. Switched 56-kilobit Service is business service, and is provided only from specially equipped Telephone Company central offices located in designated wire centers in conjunction with network facilities designed to accommodate only 56 kilobits per second, full duplex, synchronous transmission.
3. Switched 56-kilobit Service is provided, subject to the availability of appropriate network facilities, from the closest designated Switched 56-kilobit Service wire center.

C. RATES

1. Application of Rates

- a. All originating calls from a Switched 56-kilobit Service will be charged for on a minutes-of-use basis. Such charges are in addition to all other applicable local or long distance charges, as appropriate.
- b. A remote line is subject to a monthly per-mile rate from the Switched 56-kilobit Service wire center to the customer's normal serving wire center. Mileage is measured airline distance between the two wire centers.

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SWITCHED 56-KILOBIT SERVICE

C. RATES (Cont'd)

1. Application of Rates (Cont'd)

c. A message unit charge, as specified in the Local Exchange Services Tariff for a Business Dial Tone Individual Line, will also apply to each originating local Switched 56-kilobit Service call. A local call for Switched 56-kilobit Service lines is the same as specified for Local Exchange Service lines in the Local Exchange Services Tariff.

2. Switched 56-kilobit Service

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|------------------------------|
| a. Local and Remote Lines, each..... | \$725.00 | \$241.58 |
| b. Mileage, each remote line, per mile..... | | 1.60 |
| | | <u>Per Minute of Use</u> |
| c. Originating Calls, each..... | \$.14 | |

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

A. GENERAL

Switched Redirect Service is a service that, when activated by the customer, will redirect all or part of the customer's incoming switched voice and data calls to another location(s) of the customer's choice.

B. REGULATIONS

1. Explanation of Terms

Group Main Number

Group Main Number is the subscriber's called telephone number that has Switched Redirect Service.

Group

A Group is a group of telephone numbers that will be redirected in the same way. Every group must have the same optional features in each of the option columns.

Option Column

An Option Column is a set of instructions for redirecting calls for a Group. Switched Redirect has three Option Columns of which only one may be in effect at any one time.

Service Categories

- Type 1 - Includes exchange access lines, Centrex lines, and DID numbers other than the DID main number, that are either single line or associated with one other line in a hunting arrangement.
- Type 2 - Includes PBX trunks for non DID systems, DID main number and associated terminals, and the exchange access lines and Centrex lines terminating in a hunting arrangement of three or more lines.

Redirecting Telephone Number

A Redirecting Telephone Number will have no office equipment associated with it and will be used solely for the purpose of redirecting call traffic from the telephone number dialed to the Switched Redirect Service customer's intended destination.

**See General Regulations Tariff S.C.C.- Va-No.01, Section 3 Page 1

SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Optional Features

Auto-attendant Redirecting

This feature allows the customer to redirect incoming calls to a prerecorded message. The customer may select up to three redirect choices for each Group Main Number and may use Auto-attendant Redirection in all three option columns.

Number Identification Redirecting

This feature allows the customer to redirect an incoming call based upon the originating telephone number, NXX, LATA or NPA. If an incoming caller's number is on a pre-designated list, the call will be redirected to one of two preselected telephone numbers. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

The customer may have as many numbers as desired on the list. This feature may be used, if needed, in all three columns.

Percentage Redirecting

This feature allows the customer to redirect incoming calls on a percentage basis. The Percentage Redirecting feature may be used in all three option columns.

Time-of-Day/Day-of-Week Redirecting

This feature allows the customer to redirect incoming calls at pre-designated times. Time-of-Day/Day-of-Week Redirecting may be used in all three option columns.

2. Conditions

This service is subject to the following conditions:

- (1) Switched Redirect Service will not be provided in connection with Public Telephone Service.
- (2) Type 1 Switched Redirect Service must be purchased for a minimum of 11 lines or DID numbers.

** See General Regulations Tariff S.C.C.-Va-No.01, Section 3 Page 1

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

B. REGULATIONS (Cont'd)

2. Conditions (Cont'd)

(3) Each group may have a maximum of three redirect options. Normally, the first option will be the called number. If the customer chooses to use all three options for redirecting, calls will never be directed to the actual number called.

3. Service Activation

In order to activate the service or change options, the customer must call into the Telephone Company equipment using a touch-tone telephone. Upon reaching the equipment the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a Telephone Company attendant, who, after verifying security information, will establish/change the redirection of the calls.

4. Termination Liability

A minimum six month termination liability will apply. If Switched Redirect Service is canceled prior to the six-month period, the full monthly rate for each remaining month, or part thereof, will be charged.

5. Number Identification Redirection may not be used to pass the calling party's number to the customer.

6. The Telephone Company assumes no liability for the redirecting of calls to numbers that are inaccurately provided to the Telephone Company by the customer.

7. It is the responsibility of the Switched Redirect Service customer redirecting calls to a third party to obtain, when appropriate, that third party's permission prior to the calls being redirected.

8. Charges for calls between the Switched Redirect Service equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the Switched Redirect customer. Usage charges, as specified in C. following, apply to each redirected call, including those in connection with person-to-person and collect calls even though they may not be accepted at the answering location.

9. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. In the event that there is interference with exchange or toll service, the Telephone Company reserves the right to disconnect the service immediately in accordance with the regulations contained in the General Regulations Tariff.

**See General Regulations Tariff S.C.C.-Va-No.01, Section 3 Page 1

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

B. REGULATIONS (Cont'd)

10. Calls to telephone numbers associated with Switched Redirect Service must be redirected to a customer-assigned telephone number terminating in either a customer location, an Interexchange Carrier's point of presence, a Voice Mail system, an Auto Attendant system, or an Announcement frame within the LATA of call termination. A Redirecting Telephone Number cannot be used to trigger a call to be redirected to another Redirecting Telephone Number.
11. Switched Redirect Service is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.

C. RATES

1. Application of Rates

a. Redirecting Telephone Numbers

A monthly charge and a one-time installation charge for each telephone number assigned will apply. The number of redirecting telephone numbers shall equal the number of simultaneous calls the customer wants to redirect.

b. Service Establishment Charge

Charges will apply for the original order for Switched Redirect Service per account. If Type 1 and Type 2 services are ordered at the same time, only the Type 2 charge will apply.

c. Service Categories

Type 1 & 2 - The monthly rate per line is based on the number of telephone numbers equipped. As the customer moves from one size category to the next, the rate for that size category will apply for all telephone numbers equipped.

d. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. Each change to a main number, the addition of a telephone number to an existing group, or a telephone number moved from one group to another group incurs a rearrangement charge.

** See General Regulations Tariff S.C.C.-Va-No.01, Section 3 Page 1

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

C. RATES (continued)

1. Application of Rates (continued)

e. Password Initialization

This charge applies per customer request each time the Telephone Company initializes the Switched Redirect Service security password.

f. Group Charges

The Group Charge does not apply for the initial group. A per month charge and a nonrecurring charge applies for each additional Group.

g. Usage Charges

Between the Calling Party and the Number Equipped with Switched Redirect Service

The calling party is responsible for payment of regularly applicable charges for sent-paid messages. For collect calls, the party subscribing to Switched Redirect Service is responsible for the payment of charges if a party at the number to which the calls are redirected accepts the call.

Between the Main Telephone Number and the Number to Which the Call is Redirected

Local Calling Area

No charge applies for the redirection of calls to a telephone number which is provisioned by the same central office switching unit as the Main Number. For calls redirected outside of the serving central office, a (1) per call redirecting charge or (2) a flat-rated monthly redirecting charge will apply. Local message unit charges, as specified in the Local Exchange Services tariff, do not apply.

Toll Calls

Applicable toll charges apply for each call redirected to an IntraLATA long distance number or to an InterLATA carrier.

**See General Regulations Tariff S.C.C.-Va.-No.01, Section 3 Page 1

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

C. RATES

1. Application of Rates (Cont'd)

h. Optional Feature Charges

Time of Day/Day of Week and Percentage Redirecting

A per month and nonrecurring charge applies for each column equipped. In addition, a per month rate per telephone number equipped with this feature applies. Subsequent changes to the routing schedule made by the customer via a touch tone equipped telephone may be made at no additional charge. Changes made by the Telephone Company will incur a rearrangement charge.

Auto Attendant Redirecting

A per month and nonrecurring charge applies per recording, in addition to a per month charge per redirected telephone number so equipped.

Number Identification Redirecting

A per month charge and a nonrecurring charge applies to any combination of 100 telephone numbers, NXX's, NPA's, or LATA's, or fraction thereof, listed for Number Identification Redirecting.

** See General Regulations Tariff S.C.C.- Va-No.01, Section 3 Page 1

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

C. RATES

2. Rates and Charges

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| a. Service Establishment Charge | | |
| Type 1 service | \$160.00 | - |
| Type 2 service | 200.00 | - |
| b. Per telephone number equipped | | |
| Type 1 service | | |
| 11 - 40 | \$ 2.00 | \$ 2.00 |
| 41 - 100 | 2.00 | 1.65 |
| 101 - 500 | 2.00 | 1.30 |
| 501 - 1000 | 2.00 | 1.00 |
| 1000+ | 2.00 | .75 |
| Type 2 service | | |
| 1 - 10 | 6.00 | 7.00 |
| 11 - 50 | 6.00 | 6.25 |
| 51 - 100 | 6.00 | 5.50 |
| 101 - 250 | 6.00 | 4.75 |
| 251 - 500 | 6.00 | 4.00 |
| 500+ | 6.00 | 3.50 |
| d. Rearrangement | | |
| Type 1 service | | |
| Per occasion | \$40.00 | - |
| Per number changed/moved/added | 2.00 | - |
| Type 2 service | | |
| Per occasion | \$75.00 | - |
| Per number changed/moved/added | 6.00 | - |

** See General Regulations Tariff S.C.C.- Va-No.01, Section 3 Page 1

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SWITCHED REDIRECT SERVICE (Effective 10/18/04 - LA-2**)

C. RATES (Cont'd)

2. Rates and Charges

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| e. Usage charges | | |
| Per Call Redirection | | |
| Type 1 service | \$.10 | - |
| Type 2 service | .10 | - |
| Flat Rated Redirection | | |
| Type 1 service | - | \$ 2.00 |
| Type 2 service | - | 18.00 |
| f. Redirecting Telephone Number, each..... | \$ 4.00 | .40 |
| g. Group Charge, additional..... | 25.00 | 18.00 |
| h. Optional features | | |
| (1) Auto-attendant Redirection | | |
| per recording | 275.00 | 40.00 |
| per telephone number | - | .25 |
| (2) Number Identification Redirecting | | |
| Initial 100 numbers | 100.00 | 30.00 |
| Each additional 100 numbers or fraction of | 30.00 | 10.00 |
| (3) Percentage Redirecting | | |
| per arrangement | 25.00 | 15.00 |
| per telephone number redirected .. | - | .20 |
| (4) Time of Day/Day of Week routing | | |
| per arrangement | 25.00 | 15.00 |
| per telephone number redirected .. | - | .20 |
| i. Password Initialization, per occasion..... | 15.00 | - |

**See General Regulations Tariff S.C.C.- Va-No.01, Section 3 Page 1

CENTREX CUSTOM CALLING SERVICES

A. GENERAL

Centrex Custom Calling Services consist of service features for use with Centrex Service furnished by compatible electronic type switching equipment.

B. REGULATIONS

1. Explanation of Terms

Anonymous Call Rejection

Anonymous Call Rejection (ACR) is an arrangement that allows a called party to reject calls from callers who have prevented the display of their telephone numbers to Caller ID subscribers, or who have prevented the display of their telephone number and main listed name to Caller ID with Name subscribers, by activating the per call blocking feature. Rejected calls are routed to a network announcement that states that the called party does not accept such calls. ACR can be used as a companion service to Caller ID and Caller ID with Name or as a stand alone service.

This feature is controlled by the customer dialing an activation / deactivation code.

Call Block

Call Block is an arrangement which prevents future calls from up to six pre-specified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after the unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multiline hunting group, the call will be blocked only when the main telephone number is included as one of the six prespecified telephone numbers.

Caller ID

Caller ID is an arrangement which permits a customer to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID customer from seeing the calling telephone number display by dialing a special code prior to placing each call. This is known as Per Call Blocking. When the calling party uses this blocking capability, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number has

CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Caller ID (Cont'd)

been suppressed. There is no charge for using Per Call Blocking. Caller ID customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement.

Caller ID with Name

Caller ID with Name is an arrangement which permits a customer to receive the calling telephone name and number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating for a line within a multiline hunting group, only the name associated with the main telephone number and the main telephone number will be delivered. If the calling name and telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded.

Call Waiting ID with Name

Call Waiting ID with Name allows a Caller ID with Name customer who is using the telephone and receives a second call via Call Waiting - Terminating, which is a service offered by this Company on a detariffed basis, to see the telephone number/name of the second incoming call. Additional equipment may be required at the customer's premises.

Call Trace

Call Trace is an arrangement which permits the customer to trace the last call received. The result of the call trace is automatically sent to the Telephone Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. The Telephone Company is not liable for damages if, for any reason, the call trace attempt is not successful.

CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Priority Call

Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to six prespecified telephone numbers. If the customer also subscribes to Call Waiting, and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those prespecified.

Repeat Dialing

Repeat Dialing is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

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CENTREX CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Select Forward

Select Forward is an arrangement which permits a customer to prespecify, up to a maximum of six, telephone numbers from which calls are to be forwarded. During the period that select forward is activated, only calls from one of the prespecified numbers will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been prespecified.

*69

Allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

Per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additionally charges associated with calls returned using *69 will apply.

2. Customers subscribing to Call Block, Call Trace, Caller ID, Caller ID with Name, Repeat Dialing, Priority Call, Select Forward, and *69 features may use these features when the other party involved in the call is served from the same central office or from different central offices which are linked by facilities that can transport the calling number, even if the other party does not subscribe to the features.
3. The customer may subscribe to the features specified in 2. preceding individually or as a feature package on a per line basis.
4. Where facilities permit, a Centrex customer who subscribes to both Caller ID with Name and Call Waiting - Terminating, which is a service offered by this Company on a detariffed basis, may order Call Waiting ID with Name at no additional charge.

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CENTREX CUSTOM CALLING SERVICES

C. RATES (Cont'd)

| | <u>Per Month</u> |
|---|----------------------|
| 4. Caller ID, per line | |
| Centrex Service | |
| 1-10 Lines..... | \$6.50 |
| 11-50 Lines..... | 5.00 |
| 51- + Lines..... | 2.00 |
| Centrex Communication System Service | |
| a. When purchased without the Feature Package..... | 6.00 |
| b. When purchased with the Feature Package..... | 5.00 |
| 5. Caller ID with Name, per line | |
| Centrex Service | |
| 1-10 Lines..... | 7.50 |
| 11-50 Lines..... | 5.75 |
| Over 50 Lines..... | 2.50 |
| Centrex Communication System Service | |
| a. When purchased without the Feature Package..... | 7.00 |
| b. When purchased with the Feature Package..... | 5.75 |
| 6. Centrex Feature Package (Priority Call, Repeat Dialing, Select Forward and *(69), per line | |
| Centrex Service | |
| 1-10 Lines..... | 4.50 |
| 11-50 Lines..... | 4.00 |
| 51- + Lines..... | 3.60 |
| 7. Centrex Communication System Feature Package Feature Package includes all features except Anonymous Call Rejection, Caller ID, Caller ID with Name, and Call Trace..... | 4.00 |
| 8. Priority Call, per line..... | 1.50 |
| 9. Repeat Dialing, per line..... | 1.50 |
| 10. Select Forward, per line..... | 1.50 |
| 11. *69, per line..... | 1.50 |

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CENTREX CUSTOM CALLING SERVICES

C. RATES

| | <u>Per Month</u> |
|-------------------------------------|---|
| 1. Anonymous Call Rejection | |
| a. To Caller ID lines..... | - |
| b. To non-Caller ID lines..... | \$3.00 |
| 2. Call Block, per line..... | 1.50 |
| 3. Call Trace, each activation..... | Rates and Charges are as specified in this tariff for Custom Calling Services. |

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CENTREX EXTEND SERVICE (LA-2)

A. GENERAL

Centrex Extend Service is a service which uses the public switched network to provide capabilities and features typically offered by a private network. Inter-location transport through public network or private dedicated facilities will be provided to end users connected to the network via a Centrex, Private Branch Exchange (PBX), button telephone set, or a residence Individual Dial Tone Line. End user access via a corporate abbreviated dialing plan will operate across the network, as if the customer was being served by a single switch.

Customers who do not subscribe to Centrex Extend Service as of April 8, 1998, either under term or month-to-month pricing plans, are not eligible to purchase Centrex Extend Service. Rates for customers under term pricing plans as of April 8, 1998 shall remain in effect for the duration of these plans, but the plans may not be extended or renewed after April 8, 1998. Upon expiration of the term plan, such a Centrex Extend customer may continue to purchase Centrex Extend Service on a month-to-month pricing plan. Each type of customer may add locations after April 8, 1998 and receive the same pricing that applies to their existing locations, subject to the foregoing limitations. Centrex Extend customers who migrate to a substitute Frontier service after April 8, 1998 will not incur Centrex Extend Service termination charges, provided that the term of the new commitment equals or exceeds the prior commitment, and that the quantity or capacity of the new service contract is equal to or greater than that of the existing Centrex Extend Service contract.

CENTREX EXTEND SERVICE (LA-2)

B. REGULATIONS

1. Explanation of Terms

Access Authorization

Access Authorization provides security for access to specific facilities, to override station restrictions, or to access Centrex Extend Service features based on the calling number, a Personal Identification Number, or a combination of both.

Access to Private Facilities

Access to Private Facilities allows Centrex Extend Service-equipped lines to reach private facilities (tie-lines, WATS lines, etc.) by dialing an abbreviated code of one or more digits. Access is provided to facilities terminated in the same central office as the originator of the Centrex Extend Service call or to facilities terminated in remote central offices of the originator of the call.

Centralized Routing Control

Centralized Routing Control directs off-network calls based on the call destination to alternative private or public facilities terminated at a centralized location to provide efficiencies in traffic handling. Access by re-mote locations is accomplished by dialing an access code. Up to three alternative routes (Primary Route, Alternate Route and Second Alternate Route) may be specified by the customer.

CENTREX EXTEND SERVICE (LA-2)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Dialing Plans

Location Code Dialing Plan

The Location Code Dialing Plan option has extension numbers consisting of a leading dialed digit(s) and from one to seven digits of the customer's North American Numbering Plan telephone number. This dialing plan permits duplication of the extensions among locations serviced by different switches. The customer is not limited to 10,000 stations.

Portable Extension Dialing Plan

The Portable Extension Dialing Plan option allows an extension number of between 1 to 7 digits that is independent of the North American Numbering Plan number. When a user moves from one location to another the North American Numbering Plan will change but the assigned extension number can stay the same. This allows internal callers to reach the user by dialing the same extension number.

Centrex Extend Service Dialing Plans can be used with public switch network calling or private line networks.

Dialing Plan Numbers

Dialing Plan Numbers are Centrex lines, business dial tone lines (not connected to a PBX or other CPE equipment), or PBX stations that have access to a Location Code or Portable Extension Dialing Plan.

Facility Group

A Facility Group is a specific group of FX, WATS or compatible Special Services circuits of the same type used to complete calls between the same points.

Interlocation Intercom

Interlocation Intercom uses the public switched network to complete calls between Centrex Extend Service users of the same customer that are served by different Centrex or PBX systems.

Interlocation Intercom calls can be completed over a customer's private line network, with overflow calls completing over the public switched network.

CENTREX EXTEND SERVICE (LA-2)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Personal Identification Number

Personal Identification Numbers can vary in length from 2 to 15 digits.

Time-of-Day Routing

Time-of-Day Routing permits the preprogrammed selection of Primary Route, Alternate Route and Second Alternate Route to vary based on the time-of-day or day-of-week.

Work-at-Home

Work-at-Home allows a residential telephone of the customer's employee to be converted to a Centrex Extend Service station on a call-by-call basis. The user dials a telephone number which enables the residential line to operate with Centrex Extend Service features including Dialing Plan and Access Authorization. All business calls will be billed to the employee's Centrex Extend Service line.

2. At least one customer location must subscribe to Centrex Service to purchase Centrex Extend Service.
3. All Centrex Extend Service-equipped lines must terminate at an authorized location of the customer of record. Authorized locations include branches, factories, plants, etc of the customer of record or a subsidiary of the customer of record.
4. The contract lengths for Centrex Extend Service must be the same in all locations.
5. Location Codes can be 1 to 3 digits in length. The first digit of the location code must be numbered 1 through 8.

Portable Extension numbers can be 1 through 7 digits in length. The first digit of the Portable Extension number must be numbered 1 through 8.

Portable Extension numbers do not need to be the same as the North American Numbering Plan number.

Location Code and Portable Extension dialing plans may not be mixed in the same dialing plan.

All Centrex Extend Service lines must subscribe to a Location Code or Portable Extension dialing plan.

CENTREX EXTEND SERVICE (LA2)

B. REGULATIONS (Cont'd)

6. Centrex Extend Service features are available only to customers subscribing to a Location Code Dialing Plan, Portable Extension Dialing Plan or Centrex service.
7. Interlocation Intercom calls will only be connected to Centrex Extend Service equipped lines at authorized locations of the same customer of record. Interlocation Intercom is available only to customers subscribing to Location Code and Portable Extension Dialing Plans.

All Centrex Extend Service lines must subscribe to Interlocation Intercom.

8. Access to Private Facilities can be provided to both one-way and two-way facilities. Access codes may vary in length from 1 to 8 digits.
9. Centralized Routing Control is available on outgoing calls only. The traffic routing choices are provided by and the responsibility of the customer.
Up to three alternative routes can be specified for a call - Primary Route, Alternate Route and Second Alternate Route.

Time-of-day and day-of-week variances in the Routing Control are provided by and the responsibility of the customer.

Remote access calls to the Centralized Routing Control receive Interlocation Intercom charges. Calls made from the Centrex System of the main Centralized Routing Control location do not receive Interlocation Intercom charges.

10. Work-at-Home may only be equipped on telephone lines of authorized employees of the Centrex Extend Service customer of record. The Centrex Extend Service Work-at-Home option may only be ordered from the Telephone Company by the Centrex customer of record. Work-at-Home is available only in locations where facilities permit.
11. Personal Identification Numbers, which can vary in length from 2 to 15 digits, are administered and assigned by the customer. The customer must supply these numbers to the Telephone Company prior to installation of Centrex Extend Service.

12. Interlocation Intercom

Interlocation Intercom calls will only be connected to Centrex Extend Service-equipped lines at authorized locations of the same customer of record.

Interlocation Intercom is available only to customers subscribing to Location Code and Portable Extension Dialing Plans.

All Centrex Extend Service lines must subscribe to Interlocation Intercom.

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CENTREX EXTEND SERVICE (LA2)

B. REGULATIONS (Cont'd)

12. Interlocation Intercom (Cont'd)

Interlocation Intercom Service is available on a flat rate or message rate basis. The customer of record may change his initial rating selection one time within 60 days of installation with no additional charges.

Interlocation Intercom is applicable only to voice communications.

13. Termination Liability

Location Code Dialing Plan, Portable Extension Dialing Plan, Interlocation Intercom, Access to Private Facilities, Centralized Routing Control, and Access Authorization are available on a month-to-month basis or for contract periods ranging from 12 to 120 months. In the event that a contract period is elected, the customer is liable for the termination charges for each and/or any of these features disconnected prior to the end of the subscribed contract period. The termination liability will be calculated in the following manner: Fifty percent (50%) x the current effective tariffed rate of the unit disconnected x the number of units disconnected x the remaining months of the contract period.

The termination charges specified above will be waived for customers who disconnect Centrex Extend Service in order to migrate to another Frontier service offering, provided that the length of commitment to the new service is at least equal to that remaining on the Centrex Extend Service contract, and the quantity/capacity of the new service is at least equal to that which existed under the Centrex Extend Service contract.

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CENTREX EXTEND SERVICE (LA-2)

C. RATES

1. Dialing Plan

a. Location code

| Per Dialing Plan | Installation Charge | Per <u>Month</u> |
|----------------------|------------------------|---------------------|
| Month-to-month | \$500.00 | \$125.00 |
| 12-36 months | 500.00 | 115.00 |
| 37-60 months | 500.00 | 105.00 |
| 61-96 months | 500.00 | 95.00 |
| 97-120 months | 500.00 | 85.00 |

b. Portable Intercom Numbers

| Per Dialing Plan | Installation Charge | Per <u>Month</u> |
|----------------------|------------------------|---------------------|
| Month-to-month | 500.00 | 175.00 |
| 12-36 months | 500.00 | 162.00 |
| 37-60 months | 500.00 | 150.00 |
| 61-96 months | 500.00 | 137.00 |
| 97-120 months | 500.00 | 125.00 |

c. Additions or changes of Location Codes

| | | |
|--------------------|-------|---|
| Per location | 50.00 | - |
|--------------------|-------|---|

d. Additions of, or changes to Dialing
Plan numbers, each number

First 9

| | | |
|--------------------------|-------|---|
| Portable Extension | 50.00 | - |
| Location Code | 50.00 | - |

10+

| | | |
|--------------------------|------|---|
| Portable Extension | 1.00 | - |
| Location Code | 1.00 | - |

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CENTREX EXTEND SERVICE (LA-2)

C. RATES

2. Interlocation Intercom

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--------------------------|--------------------------------|----------------------|
| a. Flat Rate Service* | | |
| Per Dialing Plan Number | | |
| Month-to-month | - | \$4.50 |
| 12-36 months | - | 4.25 |
| 37-60 months | - | 4.00 |
| 61-96 months | - | 3.75 |
| 97-120 months | - | 3.50 |
| b. Message Rate Service* | | |
| Per message | | |
| Month-to-month | - | .11 |
| 12-36 months | - | .11 |
| 37-60 months | - | .10 |
| 61-96 months | - | .10 |
| 97-120 months | - | .09 |
| c. Limited Usage Service | | |
| First 40 Messages | | |
| Per Dialing Plan Number | | |
| Month-to-month | - | 6.50 |
| 12-36 months | - | 6.25 |
| 37-60 months | - | 6.00 |
| 61-96 months | - | 5.75 |
| 97-120 months | - | 5.50 |
| Each message over 40, | | |
| Per message | | |
| Month-to-month | - | .11 |
| 12-36 months | - | .11 |
| 37-60 months | - | .10 |
| 61-96 months | - | .10 |
| 97-120 months | - | .09 |

* Limited to existing customers for the duration of their contract commitment.

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CENTREX EXTEND SERVICE (LA-2)

C. RATES

2. Interlocation Intercom

| d. Message Rate Service, Per Message | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| Month-to-month | - | \$.16 |
| 12-36 months | - | .16 |
| 37-60 months | - | .15 |
| 61-96 months | - | .15 |
| 97-120 months | - | .14 |

3. Access to Private Facilities

Per access code

| | | |
|----------------------|----------|-------|
| Month-to-month | \$200.00 | 70.00 |
| 12-36 months | 200.00 | 65.00 |
| 37-60 months | 200.00 | 60.00 |
| 61-96 months | 200.00 | 55.00 |
| 97-120 months | 200.00 | 50.00 |

Subsequent Additions or Changes of Access
Codes, per Access Code

50.00 -

4. Centralized Routing Control

| | | |
|---------------------|--------|--------|
| Month-to-month..... | 500.00 | 400.00 |
| 12-36 months..... | 500.00 | 375.00 |
| 37-60 months..... | 500.00 | 350.00 |
| 61-96 months..... | 500.00 | 325.00 |
| 97-120 months..... | 500.00 | 325.00 |

5. Time-of-Day Routing..... 30.00 -

6. Additions, changes and deletions to
Centralized Routing Control..... 30.00 -

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CENTREX EXTEND SERVICE (LA-2)

C. RATES

| 7. Work-at-Home | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| Per employee telephone line equipped..... | \$25.00 | \$ 5.00 |
| 8. Access Authorization | | |
| Personal Identification Numbers | | |
| Per Personal Identification Number ... | 15.00 | - |
| Per destination restricted | | |
| By calling number | | |
| Month-to-month | 30.00 | 24.00 |
| 12-36 months | 30.00 | 23.00 |
| 37-60 months | 30.00 | 22.00 |
| 61-96 months | 30.00 | 21.00 |
| 97-120 months | 30.00 | 20.00 |
| By Personal Identification Number | | |
| Month-to-month | 30.00 | 24.00 |
| 12-36 months | 30.00 | 23.00 |
| 37-60 months | 30.00 | 22.00 |
| 61-96 months | 30.00 | 21.00 |
| 97-120 months | 30.00 | 20.00 |
| By calling number and Personal Identification Number | | |
| Month-to-month | 30.00 | 24.00 |
| 12-36 months | 30.00 | 23.00 |
| 37-60 months | 30.00 | 22.00 |
| 61-96 months | 30.00 | 21.00 |
| 97-120 months | 30.00 | 20.00 |

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

A. GENERAL

Individual Line Business Dedicated BRI Service is an optional service arrangement for use with Individual Line Business Service. Dedicated BRI Service uses the Basic Rate Interface (BRI) arrangement of the Integrated Services Digital Network (ISDN).

B. REGULATIONS

1. Explanation of Terms

Basic Rate Interface (BRI) Arrangement

Dedicated BRI Service Arrangement provides ISDN capabilities from an ISDN-equipped switch in the central office. The BRI Arrangement consists of two "B" channels and one "D" channel (2B+D) which are defined as:

B Channel

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

D Channel

The D channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B channels and also supports customer packet traffic at speeds up to 9.6 kbps.

Circuit Switching

Circuit Switching is a switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

Closed User Groups

Allows the user to establish subnetworks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes:

a. Closed User Group with Outgoing Access

The data terminal makes outgoing calls only.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Closed User Groups (Cont'd)

b. Closed User Group with Incoming Access

The data terminal receives incoming calls only.

c. Incoming Calls Barred within a Closed User Group

The data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.

d. Outgoing Calls Barred within a Closed User Group

The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

e. Unrestricted Access

The data terminal receives and originates both incoming and outgoing calls.

D Packet Dedicated BRI Service Access

D Packet Dedicated BRI Service Access (OB+D) has no applications on the B channels and uses only the D channel of the ISDN architecture for providing packet-switched data.

Electronic Key Feature Package

The Electronic Key Feature Package incorporates all the Electronic Key Features in 5. following into one installation charge and one monthly rate.

Featured Voice Dedicated BRI Service Access

Featured Voice Dedicated BRI Service Access uses only one B channel of the ISDN architecture for providing voice access and includes the Electronic Key Features in 5. following.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

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B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Integrated Services Digital Network (ISDN)

ISDN describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect Basic Rate Interface lines to their serving central office.

Dedicated BRI Service

Dedicated BRI Service is an optional service arrangement which can be used in conjunction with a customer's Individual Line Business service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and image services via channelized transport. In addition, Dedicated BRI Service provides the customer with the service capabilities and features described in 3., 5. and 6. following.

Multiple Access Dedicated BRI Service

Multiple Access Dedicated BRI Service utilizes both B channels of the ISDN architecture for either voice or circuit-switched data and also applies when only one B channel is utilized for circuit-switched data or alternate voice/data.

Network Interfaces

ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

A two-wire interface is the physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

Packet Data Feature Package

The Packet Data Feature Package incorporates all the X.25 Packet Data Features shown in 6. following into one installation charge and one monthly rate.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

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B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Packet Switching

Packet Switching is a switching technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 9.6 kbps on the D-channel.

Secondary Directory Number

An ISDN Secondary Directory Number (SDN) is a software-defined number that is assigned to a station with an actual telephone number and provides the user the capability to originate and receive calls over the SDN. SDN calls utilize the same facilities as the primary directory number and originating calls assume the characteristics of the station to which the SDN is assigned.

X.25

X.25 is the Consultative Committee on International Telephone and Telegraph's (CCITT) recommended and internationally accepted standard for connecting computers to packet-switched networks.

Customers subscribing to Individual Line Business Dedicated BRI Service must comply with ISDN Basic Rate Interface specifications, as specified by the Telephone Company.

3. Service Capabilities

Customers can configure Individual Line Business Dedicated BRI Service using the following service capabilities:

- a. Featured voice on the B channel(s).
- b. Circuit-switched data on the B channel(s) at speeds up to 64 kbps.
- c. Packet-switched data on the D channel at speeds up to 9.6 kbps.
- d. Alternating circuit-switched voice and circuit-switched data on the same B channel.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

4. Conditions

This service is offered subject to the following conditions:

- a. Existing local usage charges apply to circuit-switched voice calls and D channel packet-switched data calls.
- b. Circuit-switched data calls will be billed on a local usage-sensitive basis, as specified in this tariff. Toll charges will apply when circuit-switched data calls are made outside of the Local Service Area, excluding exchanges with Extended Local Service.
- c. Packet data calls and features will be billed the Public Data Network rates specified in the Telephone Company's appropriate tariffs.
- d. ISDN-compatible terminal equipment is a requirement for operation. It is the customer's responsibility to power and obtain such equipment.
- e. ISDN charges are in addition to applicable rates and charges associated with Individual Line Business Service.
- f. This service is available only from offices which have the necessary facilities to provide ISDN on the standard ISDN network platform. In the event that a customer is served by a non-conforming office, the Company may, at its option, provide ISDN service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected where, at the discretion of the Company, service can be provided at a reasonable cost to the Company. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office at such time as ISDN service is available in that office.

If ISDN service is provided from an alternate serving central office, the customer will accept a number change to one associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office as established in Company tariffs.

When ISDN service is available from the customer's normal serving central office, the customer will revert to and accept a number change to one associated with the normal serving central office, and be subject to calling areas associated with the normal serving central office, as specified in Company tariffs. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply, as specified in the Company's tariffs.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

- i. This tariff does not apply to the transmission of packet data on the B channel. Packet data on the B channel may be provided on an individual case basis.
- j. Individual Line Business Dedicated BRI Service does not preclude the Individual Line Business customer from originating or receiving circuit-switched voice calls from inside or outside either his/her serving central office or his/her normal Local Service Area. Where facilities are available, the customer will be able to originate and receive circuit-switched data and packet-switched data calls outside of his/her serving central office.
- k. Calls identified as circuit-switched data will be billed at Circuit-Switched Data Usage rates even if the customer's equipment establishes the call as circuit-switched voice service and then transmits 56 kbps or 64 kbps circuit-switched data.

5. Electronic Key Features

Electronic Key Features provides the customer with the ability to access the following features where available:

a. Automatic Exclusion

Automatically inhibits other stations from picking up a call on hold or bridging onto a call that is active at that station. This feature must be used in conjunction with Shared Call Appearances for a Directory Number.

b. Call Pickup - Originating and Terminating

Allows a station user to answer any call within an associated preset pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system.

c. Drop

Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call. This feature must be used in conjunction with three-way calling.

d. Feature Function Button

Allows the user to assign certain features to a particular button on his/her ISDN set. When depressed the button will activate the assigned feature.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

f. (Cont'd)

No charge will apply to transfer of this service back to the normal serving central office, as set forth above.

In addition, the customer's service location must be within the distance limitations determined during installation of the service in the sole judgment and discretion of the Company. When a customer requests ISDN service and requires the installation of additional facilities due to exceeding the distance limitation determined by the Company and where, in the judgment of the Company, it is practical to provide such facilities, the customer will be charged rates and charges based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in C. following. These charges for any additional facilities required will be computed on an individual case basis.

- g. Electronic Key Feature and X.25 Packet Data Feature availability is dependent on the facilities providing the service. No credit is given on the package rate for features where facilities and appropriate digital technology are not available.
- h. Electronic Key Features and Packet Data Features may be selected individually or as feature packages on a per service basis. With the exception of Multiple Call Appearance and Shared Call Appearances for a Directory Number, rates and charges for Individual Line Business Dedicated BRI Service provide for single appearances of Electronic Key Features on the same channel. If the customer desires multiple appearances of the same electronic key feature, other than Multiple Call Appearance or Shared Call Appearances for a Directory Number, on the same channel, rates and charges as specified elsewhere in this tariff will apply for all appearances other than the first appearance.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

5. Electronic Key Features (Cont'd)

e. Hold

Allows the user to place a call on hold.

f. Individual Calling Line Identification

Allows the user to have access to the directory number of the calling party.

g. Key System Coverage for Analog Lines

Allows an ISDN set to provide call coverage for an analog set.

h. Multiple Call Appearances of a Directory Number

Allows the user to have more than one appearance of his/her directory number assigned to his/her set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number can be terminated to the telephone if idle call appearances are available to accept the calls.

i. Outgoing Called Line Identification for ISDN Sets

Provides a user originating a call with information about the called party and the facility or destination.

j. Shared Call Appearances for a Directory Number

Allows a directory number from one terminal to appear as a call appearance on the terminals of other users.

k. Short Hunt

Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

6. X.25 Packet Data Features

X.25 Packet Data Features provide the customer with the ability to access the following features where available:

a. Fast Select

Allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

6. X25 Packet Data Features (Cont'd)

b. Fast Select Acceptance

Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.

c. Flow Control Parameter Negotiation

Permits negotiation on a per-call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.

d. Hunt Groups

Allows a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is a logical channel on any of the access lines within the hunt group. The hunt group cannot span switches.

e. Incoming Calls Barred

Prohibits a data terminal from receiving an incoming call.

f. Non-Standard Default Packet Sizes

Allows the user to subscribe to a larger maximum packet size of 256 octets for each direction of communication than the default 128 octets normally provided. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

g. Non-Standard Default Window Sizes

Allows the user to subscribe to values for outgoing and incoming window sizes which are different than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.

h. Outgoing Calls Barred

Prohibits a data terminal from originating outgoing calls.

i. Throughput Class Negotiation

Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

7. Virtual Office ISDN (VOI)

- a. Virtual Office ISDN (VOI) provides the following Dedicated BRI Service and features for a single monthly rate:

Multiple Access Dedicated BRI Service - including the following system features:

- Circuit-Switched Data on the B channel(s)
- Alternate Circuit-Switched Voice and Data on the B channel(s)
- Configuration Group

Electronic Key Feature Package - the user has the option to order the other features within this package. The features below must be a part of this offering.

- Three Call Appearances
- Individual Calling Line Identification
- Hold
- Drop
- Transfer
- Conference
- Call Forwarding Variable

Unlimited Circuit-Switched Data Local Usage - the user is not billed for Local Circuit-Switched Data usage.

- b. Conditions:

Customer may have no more than two packages per premise.

The total monthly rate applies whether or not all of the features in the package are activated.

VOI is only available on classes of service that are measured services.

Customer may purchase the package on a month-to-month basis or on a contract basis for two, three, or five years.

Minimum service requirement is one month for month-to-month. For contract rates, the minimum service requirement is determined by the contract.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

B. REGULATIONS (Cont'd)

7. Virtual Office ISDN (VOI) (Cont'd)

b. Conditions: (Cont'd)

If a customer under a two-year contract terminates service during the first year of the contract, the customer will pay early termination charges. If the customer terminates service after the twelfth month of service, the customer will not pay termination charges. The customer must contact the Company prior to the end of the contract period in order to renew the contract for additional periods of time. The customer may renew for two, three or five years. If the customer does not renew before the end of the contract period, the rate will revert to the month-to-month rate.

The customer under a three or five-year contract must contact the Company prior to the end of the contract to renew the contract. The customer has the option to renew for two, three or five years. If the customer does not renew before the end of the contract the rate will revert to the month-to-month rate. If the customer terminates service during the initial or any renewal period of the contract, early termination charges will apply.

Early termination charges will be calculated by taking the difference between the month-to-month rate and the contract rate and multiplying by the number of months in service.

All regulations and conditions for Dedicated BRI Service apply to this offering.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

C. RATES

1. Application of Rates

a. Dedicated BRI Service Access

(1) Service Capability Charges

(a) Monthly Rate

Monthly rates for Service Capabilities apply per Service Capability provided.

(b) Installation Charge

The Installation Charge applies per termination for the installation or the move of the Dedicated BRI Service Access.

(2) Change Charge

The Change Charge applies per Individual Line Business Dedicated BRI Service configuration for customer-requested changes to or addition of call appearances, adding or changing features in an existing configuration group, and adding or changing Dedicated BRI Service features.

(3) Configuration Group Charge

The Configuration Group Charge applies per configuration group established in excess of one group on the initial establishment of Dedicated BRI Service and any configuration group requested after the initial establishment of service.

2. Rates and Charges

| | Installation Charge | Per Month |
|---|------------------------|--------------|
| a. Change Charge..... | \$ 1.50 | - |
| b. Configuration Group Charge, per group established in excess of one group on the initial Dedicated BRI Service installation..... | 29.75 | - |

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

C. RATES

2. Rates and Charges (Cont'd)

| | Installation Charge | Per Month |
|---|------------------------|--------------|
| c. Closed User Group, | | |
| per group established | \$57.00 | - |
| per user assigned to a Closed User Group | 8.75 | - |
| d. Secondary Directory Number, | | |
| per number established | - | \$ 3.50 |
| e. D Packet Dedicated BRI Service Access, | | |
| per individual line* | 33.50 | 11.55 |
| D Channel Packet-Switched Data, | | |
| per service provided.† | 13.50 | 4.40 |
| f. Featured Voice Dedicated BRI Service Access, | | |
| per individual line* | 47.00 | 14.52 |
| D Channel Packet-Switched Data, | | |
| per service provided.† | 13.50 | 4.40 |
| g. Multiple Access Dedicated BRI Service*. | 33.50 | 12.71 |
| (1) Each Voice service, | | |
| per service provided | 1.25 | 5.45 |
| (2) Circuit-Switched Data service, | | |
| per service provided | 1.25 | 5.45 |
| (3) Alternate Circuit-Switched Voice and Data service, per | | |
| service provided | 1.25 | 5.45 |
| (4) D Channel Packet-Switched Data, | | |
| per service provided† | 13.50 | 4.40 |

* Dedicated BRI Service rates and charges are in addition to other applicable Individual Line Business service arrangement rates and charges, as specified in the appropriate Telephone Company Tariffs.

† Customers subscribing to D Channel Packet-Switched Data will also be billed for Public Data Network (PDN) service, as specified in the F.C.C.1 Tariff.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

C. RATES

2. Rates and Charges (Cont'd)

g. Multiple Access Dedicated BRI Service *

| | Installation Charge | Per Month |
|--|------------------------|--------------|
| (5) Circuit-Switched Data Usage, per minute or fraction thereof, per B Channel | - | \$ 0.02 |

(6) Circuit-Switched Data Usage -
Volume Discount Options

| Option | Monthly Allowance | |
|----------|---|-------|
| Option 1 | 20 Hours per Dedicated BRI Service | 11.62 |
| Option 2 | 140 Hours per Dedicated BRI Service | 40.66 |

Each minute, or fraction thereof, which exceeds
the monthly allowance will be billed as follows:

- Option 1 - \$.008 per minute
- Option 2 - \$.004 per minute

| | | |
|--|---------|------|
| h. Electronic Key Feature Package, per service provided | \$12.25 | 4.25 |
|--|---------|------|

| | | |
|--|------|------|
| i. Packet-Switched Data Feature Package, per service provided | 9.00 | 1.75 |
|--|------|------|

j. Electronic Key Features, each:

| | | |
|--------------------------------------|------|------|
| (1) Automatic Exclusion | 1.50 | .25 |
| (2) Call Pickup | 1.50 | .25 |
| (3) Drop | 1.50 | .25 |
| (4) Feature Function Button | 1.50 | .25 |
| (5) Hold | 1.50 | .25 |
| (6) Individual Calling Line Id | 1.50 | 9.35 |

* Dedicated BRI Service rates and charges are in addition to other applicable Individual Line Business service arrangement rates and charges, as specified in the appropriate Telephone Company Tariffs.

† Customers subscribing to D Channel Packet-Switched Data will be billed for Public Data Network (PDN) service, as specified in the F.C.C.1 Tariff.

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted.

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INDIVIDUAL LINE BUSINESS DEDICATED BRI SERVICE ¹

(C)

C. RATES

2. Rates and Charges (Cont'd)

j. Electronic Key Features, each: (Cont'd)

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--|--------------------------------|----------------------|
| (7) Key System Coverage for Analog Lines | \$ 1.50 | \$.50 |
| (8) Multiple Call Appearances of a Directory Number | 1.75 | .25 |
| (9) Outgoing Called Line Identification for ISDN Sets | 1.50 | .25 |
| (10) Shared Called Appearances for a Directory Number | 2.00 | .50 |
| (11) Short Hunt | 1.50 | .25 |

k. X.25 Packet Data Features

| | | |
|---|------|------|
| (1) Fast Select, each | 1.50 | .25 |
| (2) Fast Select Acceptance, each | 1.50 | .25 |
| (3) Flow Control Parameter Negotiation, each .. | 1.50 | .25 |
| (4) Hunt Groups, per group | 1.50 | 1.75 |
| (5) Incoming Calls Barred, each | 1.50 | .25 |
| (6) Non-Standard Default Packet Sizes, each ... | 1.50 | .25 |
| (7) Non-Standard Default Window Sizes, each ... | 1.50 | .25 |
| (8) Outgoing Calls Barred, each | 1.50 | .25 |
| (9) Throughput Class Negotiation, each .. | 1.50 | .25 |

l. Virtual Office ISDN (VOI)

| | | |
|---------------------------------|--------|-------|
| (1) Month-to-Month | 100.00 | 84.70 |
| (2) Optional Payment Plan (OPP) | | |
| 24 months | 100.00 | 44.00 |
| 36 months | 75.00 | 44.00 |
| 60 months | 75.00 | 40.70 |

¹ ISDN-BRI is grandfathered and limited to existing customers at existing locations as of March 28, 2022. Moves, additions or changes will not be permitted. (N)
(N)

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RESIDENTIAL DEDICATED BRI SERVICE *

A. GENERAL

Residential Dedicated BRI Service is an optional service arrangement. Residential Dedicated BRI Service uses the Basic Rate Interface (BRI) Arrangement of the Integrated Services Digital Network (ISDN).

B. REGULATIONS

1. Explanation of Terms

Residential Dedicated Basic Rate Interface (BRI) Arrangement

Residential Dedicated BRI Arrangement provides ISDN capabilities from an ISDN equipped switch in the central office. The BRI Arrangement consists of two "B" (Bearer) channels and one "D" channel (2B+D) which are defined as:

B Channels

The B channels are 64 kilobit per second (kbps) channels used for information transfer between users. The B channels may be used in conjunction with circuit-switched service.

D Channel

The D channel is a 16 kilobit per second packet-switched channel that carries signaling and control for the B channels.

Circuit Switching

Circuit Switching is a switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

Residential Features Package

The Residential Features Package includes all of the Residential Features listed in 5. following for one monthly rate.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

DEDICATED RESIDENTIAL BRI SERVICE *

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect Basic Rate Interface lines to their serving central office.

Residential Dedicated Basic Rate Interface (BRI)

Residential Dedicated BRI is an optional service arrangement. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, Residential Dedicated BRI provides the customer with the service capabilities and features described in 3. and 5. following.

Multiple Access Residential Dedicated BRI

Multiple Access Dedicated BRI utilizes the B channels of the ISDN architecture for either circuit-switched voice, circuit-switched data or alternate circuit-switched voice and data.

Network Interfaces

ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

A two-wire interface is the physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

Additional Directory Number

An ISDN Additional Directory Number (ADN) is a software defined number that is assigned to a station with an actual telephone number and provides the user the capability to originate and receive calls over the ADN. ADN calls utilize the same facilities as the primary directory number and originating calls assume the characteristics of the station to which the ADN is assigned.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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DEDICATED RESIDENTIAL BRI SERVICE *

B. REGULATIONS (Cont'd)

2. Customers subscribing to Residential Dedicated BRI Service must comply with National ISDN Basic Rate Interface specifications as specified by the Telephone Company.

3. Service Capabilities

Customers can configure Residential Dedicated BRI Service using the following service capabilities:

- a. Circuit-switched voice on the B channel(s).
- b. Circuit-switched data on the B channel(s) at speeds up to 64 kbps per B channel.
- c. Alternating circuit-switched voice and circuit-switched data on the same B channel(s).

4. Conditions

This service is offered subject to the following conditions:

- a. Circuit-switched data and voice calls will be billed on a local usage-sensitive basis as specified in this tariff. Toll charges will apply when circuit-switched data and voice calls are made to points outside of the Local Service Area, or outside of the Extended Area Calling area. Neighbor Plan usage options that are available for Multiple Access Dedicated BRI packages are specified in the Neighbor Plan Service tariff.
- b. ISDN compatible terminal equipment is a requirement for operation. It is the customer's responsibility to obtain and power such equipment. If a power failure occurs at the service location and the terminal equipment used by the customer does not have a battery backup, the equipment will not operate and contact with emergency services such as 9-1-1 will not be possible.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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DEDICATED RESIDENTIAL BRI SERVICE *

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

- c. Residential Dedicated BRI Service is available only from central offices which have the facilities necessary to provide Residential Dedicated BRI Service on the standard ISDN network platform. If a customer is served by a central office which does not have the facilities necessary to provide Residential Dedicated BRI Service on the standard ISDN network platform, the Company may, if deemed to be technically and economically feasible, provide Residential Dedicated BRI Service to the customer from an alternate serving central office determined by the Company, at no additional charge to the customer; providing such service can be provided at a reasonable cost to the Company and the Company's existing rates for Residential Dedicated BRI Service cover any additional cost for service from the alternate serving central office. The customer must accept the alternate serving central office assigned by the Company and must agree to take service from the customer's normal serving central office at such time as Residential Dedicated BRI Service is available from that central office.

If Residential Dedicated BRI Service is provided from an alternate serving central office, the customer must accept a telephone number associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office as established in Company tariffs.

When Residential Dedicated BRI Service is available from the customer's normal serving central office, the customer will no longer take service from the alternate serving central office and will begin taking service from the normal serving central office, will accept a telephone number change to a number associated with the normal serving central office, and will be subject to calling areas associated with the normal serving central office as specified in Company tariffs. If the customer does not take service from the normal serving central office after such service becomes available, but continues to take service from the alternate serving central office, charges for foreign exchange, foreign zone and/or foreign central office service will apply as specified in Company tariffs.

No charge will apply to transfer of this service from the alternate serving central office to the normal serving central office as set forth above, or to the number changes described above.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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DEDICATED RESIDENTIAL BRI SERVICE *

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

c. (Cont'd)

In addition, the customer's service location must be within distance limitations determined by the Telephone Company to be technically feasible. When a customer requests ISDN service and requires the installation of additional facilities due to exceeding the distance limitations determined by the Telephone Company, and where, in the judgment of the Telephone Company, it is practical to provide such facilities, the customer will be charged rates and charges based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in 2. following. These charges for any additional facilities required will be computed on an Individual Case Basis.

- d. Residential Dedicated BRI Service does not preclude the customer from originating circuit-switched voice calls to, or receiving circuit-switched voice calls from, inside or outside of the customer's serving central office or Local Service Area. Where facilities are available, the customer will be able to originate circuit-switched data calls to, and receive circuit-switched data calls from, outside of the customer's serving central office.
- e. Residential Features availability is dependent on the facilities providing the service. No credit is given on the package rate for features which are not available because facilities and appropriate digital technology are not in the serving central office.
- f. Residential Features may not be selected individually. With the exception of Multiple Call Appearance and Shared Call Appearances for a Directory Number, rates and charges for Residential Dedicated BRI Service provide for single appearances of Residential Features on the same channel.
- g. Residential Dedicated BRI Service provides access to two circuit-switched "B" channels. Single B channel service and D channel packet data service are not included in this tariff offering.
- h. Residential Dedicated BRI Service will be installed only at a residence location. Residential Dedicated BRI Service will be provided on no more than three lines at a given residence location.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

DEDICATED RESIDENTIAL BRI SERVICE *

B. REGULATIONS (Cont'd)

4. Conditions (Cont'd)

h. (Cont'd)

Residential Dedicated BRI Service will not be provided at a location if the other service provided by the Company at that location is solely Business Service. Use of Residential Dedicated BRI Service is not restricted to use of only a residence nature. Customers subscribing to Residential Dedicated BRI Service will be provided Residence Service directory listings in accordance with Company tariffs and will not be eligible for Yellow Pages listings.

5. Residential Features Package

Residential Features Package provides the customer with the ability to access the following features where available. Use of these features requires customer provided ISDN compatible CPE and/or software.

a. Automatic Exclusion

Automatically inhibits other stations from picking up a call on hold or bridging onto a call that is active at that station. This feature must be used in conjunction with Shared Call Appearances for a Directory Number.

b. Drop

Allows the user to drop the last party added to a conference call. This feature must be used in conjunction with three-way calling.

c. Feature Function Button

Allows the user to assign certain features to a particular button on the user's ISDN set. When depressed, the button will activate the assigned feature.

d. Hold

Allows the user to place a call on hold.

e. Individual Calling Line Identification

Allows the user to have access to the directory number of the calling party.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

DEDICATED RESIDENTIAL BRI SERVICE *

B. REGULATIONS (Cont'd)

5. Residential Features Package

f. Key System Coverage for Analog Lines

Allows an ISDN set to provide call coverage for an analog set.

g. Multiple Call Appearances of a Directory Number

Allows the user to have more than one appearance of the user's directory number assigned to the user's set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number can be terminated to the telephone if idle call appearances are available to accept the calls. Analog sets may have only one call appearance.

h. Outgoing Called Line Identification for ISDN Sets

Provides the user originating a call with the number of the called party.

i. Shared Call Appearances for a Directory Number

Allows a directory number from one terminal to appear as a call appearance on the terminals of other users.

j. Short Hunt

Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate

C. RATES

1. Application of Rates

a. Residential Dedicated BRI Access

(1) Service Capability Charges

(a) Monthly Rate

Monthly rates for Service. Charges apply per Service Capability provided.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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DEDICATED RESIDENTIAL BRI SERVICE*

C. RATES (Cont'd)

1. Application of Rates (Cont'd)

a. Residential Dedicated BRI Access (Cont'd)

(1) Service Capability Charges (Cont'd)

(b) Installation Charge

The Installation Charge applies per termination.

b. Multiple Access

- (1) Circuit-Switched data and voice usage rates in excess of "Multiple Access" package usage allowance are based on day-of-week and time-of-day use. Charges for usage in excess of package hours are as follows for each B channel used for data or voice:

7AM - 7PM Monday through Friday = 2 cents per minute, or fraction of a minute. All other times = 1 cent per minute, or fraction of a minute.

- (2) Multiple Access Residential Dedicated BRI packages are as follows:

Basic package includes no usage within the allowance. Each B channel used for data or voice will be billed as follows:

7AM - 7PM Monday through Friday = 2 cents per minute, or fraction of a minute. All other times = 1 cent per minute, or fraction of a minute.

20 hour package includes 20 hours of B channel voice or data usage.

60 hour package includes 60 hours of B channel voice or data usage.

140 hour package includes 140 hours of B channel voice or data usage.

300 hour package includes 300 hours of B channel voice or data usage.

500 hour package includes 500 hours of B channel voice or data usage.

Unlimited package includes unlimited hours of B channel voice and data usage.

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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DEDICATED RESIDENTIAL BRI SERVICE *

C. RATES (Cont'd)

1. Application of Rates (Cont'd)

c. Point to Multipoint Access

A physical connection in which a single network termination supports multiple terminal equipment devices. Charges are per service profile identifier (SPID) device over and above the two SPIDs provided.

2. Rates and Charges

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| a. Additional Directory Number, per number established | - | \$ 3.50 |
| b. Multiple Access Dedicated BRI..... | \$125.00 | - |
| Basic Package | - | 23.50 |
| 20 hour package | - | 31.00 |
| 60 hour package | - | 45.00 |
| 140 hour package | - | 60.00 |
| 300 hour package | - | 90.00 |
| 500 hour package | - | 120.00 |
| Unlimited package | - | 249.00 |
| c. Residential Features Package, per B Channel | - | 4.25 |
| d. Point to Multipoint Access..... | - | 1.00 |

* This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

A. GENERAL

Switched Multi-Megabit Data Service (SMDS) is a high-speed, connectionless, packet-switched data service, allowing for the interconnection of Local Area Networks (LANs) and computers across a wide metropolitan area.

B. REGULATIONS

SMDS will allow Customers who have requirements for high-speed, inter-premises connectivity to interconnect their multiple premises, within a LATA, via a low-speed or high-speed Subscriber Network Access Line (SNAL) from Customer's premise to Company hub or serving wire center.

A low-speed SMDS SNAL is a dedicated line utilizing the SMDS Data Exchange Interface (DXI). The low-speed dedicated digital line operates over metallic facilities or fiber facilities at a maximum data transmission rate of 56 Kbps.

A high-speed SMDS SNAL is a dedicated digital line utilizing the SMDS Interface Protocol (SIP) or the DXI. There are two types of dedicated digital lines. The first type operates over electrical facilities or fiber facilities at a maximum data transmission rate of 1.17 Mbps via SIP or 1.54 Mbps via DXI. The second type operates over fiber facilities at a maximum sustained throughput rate of 34 Mbps via SIP only. Subscribers who do not require the ability to transmit data at the maximum rate of 34 Mbps for sustained periods may subscribe to a lower rate via an Access Class arrangement. The Access Classes are 4 Mbps, 10 Mbps, 16 Mbps, 25 Mbps and 34 Mbps.

Each SNAL is assigned at least one SMDS address, with a maximum up to 16 addresses for high-speed and two addresses for low-speed, which identifies a single unique SNAL.

Each SNAL may have associated with it one Address Screen, which is used to enforce restrictions on the delivery of SMDS data units from particular sources, and the transmittal of SMDS data units to particular destinations. The Address Screen contains a list of up to 128 individual addresses and group addresses.

Customer has the option of designating the screen as either a list of addresses "allowed" or "disallowed" to send to or receive from.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3, Page 1

SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms

Subscriber Network Access Line (SNAL) - Represents the point at which Customer Provided Equipment (CPE) interfaces to the network supporting SMDS. At this interface point, the CPE connects to a dedicated digital line which terminates on the SMDS switch. Only data originating from or destined for CPE belonging to a particular subscriber is transported across this line. There are three types of Access Paths: 1.17 Mbps, 1.54 Mbps and 34 Mbps. Customers subscribing to a 1.17 Mbps Access Path may elect a 1.17 Mbps SNAL. Customers subscribing to a 1.54 Mbps Access Path may elect a 1.54 Mbps SNAL. Customers subscribing to a 34 Mbps Access Path may elect Access Class SNALs of 4 Mbps, 10 Mbps, 16 Mbps, 25 Mbps or 34 Mbps. Customers subscribing to a 56 Kbps Access Path may elect a 56 Kbps SNAL.

SMDS Interface Protocol - Defines how the CPE communicates with the SMDS network across the high-speed SNAL.

SMDS Address - Identifies a single, unique SNAL. This address assignment is a 10 digit number, following a prefix of "1", structured according to the International Telecommunications Union (ITU) - Telecommunications Sector (formerly International Telegraph and Telephone Consultative Committee (CCITT)) Recommendation E.164 and the North American Numbering Plan (NANP).

SMDS Data Exchange Interface - Defines how the CPE communicates with the SMDS network across the low-speed SNAL.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

2. Provision of Service

The SMDS basic subscription will consist of:

- one SMDS SNAL from Customer's premises to the central office specially equipped with the SMDS switch,
- one SMDS address assigned to the SNAL,
- formation of the initial address screen, and
- unlimited usage.

The basic service functionality consists of transporting, within a LATA, SMDS data units from one SNAL to one or more other SNAL(s). Each SMDS data unit is delivered unchanged from the source to the destination(s).

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

2. Provision of Service (Cont'd)

a. Volume and Term Pricing (VTP)

Effective August 15, 2001 Volume and Term Pricing (VTP) plans for Switched Multi-Megabit Data Service (SMDS) are no longer available to new Customers or to existing VTP Customers whose VTP plan has expired. New Customers may order SMDS only on a month-to-month basis. Existing VTP Customers are subject to the following provisions:

- Existing VTP Customers may continue their service at their current prices until their VTP expires or the service is disconnected, whichever occurs first. VTP plans expiring on/before December 31, 2001 may extend current VTP prices for a period of 90 days after expiration of the VTP. Upon expiration of the VTP extension or any VTP expiring on/after January 1, 2002, pricing will change to month-to-month service term tariff rates.
- Existing VTP Customers may order additional Subscriber Network Interface (SNI) access connections at their current volume and term prices until October 1, 2001. Service will only be provided if suitable facilities are available. The VTP prices for services added before October 1, 2001 will expire coterminous with the expiration of Customer's current VTP. Additional SNI Access Connections added after October 1, 2001 will be available only on a month-to-month basis.
- Termination liability charges will not apply for disconnection or migration of SMDS prior to the VTP expiration.

At the end of an existing contract period, the customer's service will automatically revert to the month-to-month payment option.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

2. Provision of Service (Cont'd)

b. Access Path and Access Classes

Customer has the option of subscribing to: (1) a 1.17 high-speed Access Path which allows for the election of a 1.17 Mbps Access Class SNAL; (2) a 1.54 high-speed Access Path which allows for the election of a 1.54 Mbps Access Path SNAL; (3) a 34 Mbps Access Path which allows for the election of Access Class SNALs of 4 Mbps, 10 Mbps, 16 Mbps, 25 Mbps or 34 Mbps; or (4) a 56 Kbps low-speed Access Path which allows for the election of a 56 Kbps Access Path SNAL.

c. High-Speed SMDS Disaster Recovery Access Line

The SMDS Disaster Recovery Access Line (DRAL) provides back-up service to Customers' existing data networks in the event of failure. This line contains all the features that a regular SMDS SNAL offers, except unlimited usage. The DRAL is active 24-hours a day. Customers electing this service feature are restricted to using the DRAL only when their primary network system fails or up to three times a month for testing purposes between the hours of 8:00 p.m. to 5:00 a.m.

If Customer uses the DRAL more than three times during a 30-day period, then Customer is required to pay the incremental difference between the rate charged for the DRAL and the month to month rate for 1 - 4 SNALs, for the applicable Access Class.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

3. Optional Features

The following optional features will be provided where available.

a. Additional Address per SNAL

This feature provides the assignment of additional SMDS addresses (more than one address) to the SNAL. Each high-speed SNAL may have up to 16 SMDS addresses. Each low-speed SNAL may have up to 2 SMDS addresses.

b. Group Address

This feature allows Customer to send a single data unit to several intended recipients. The recipients are identified by a group address, used as the destination address of the SMDS high-speed and low-speed data unit. A group address represents up to 48 (or more as new technology permits) individual addresses. Any particular individual address may be identified by up to 7 group addresses.

4. Availability of Service

SMDS requires special equipment and facilities and will only be provided from digital equipped central offices. SMDS will be offered 24 hours a day, seven days per week with the following exception:

To meet Customer's requirements, Company must occasionally perform network upgrades. These network upgrades are needed to provide improved performance and new features. Generally these upgrades will be performed between the hours of 11:00 p.m. and 8:00 a.m. Network upgrades will be planned to provide Customers reasonable and timely notification and to minimize Customer service impacts.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

5. Connections

Terminal equipment to be provided by Customer must meet the following interface requirements:

- Customer shall provide compatible equipment (e.g., routers, Data Service Units/Channel Service Units, etc.) in accordance with the interface specifications of the Company.
- Company's responsibility will be limited to the furnishing of data communication facilities suitable for the digital SNAL and for provisioning the SNAL to Customer's premises network interface. Customer may not rearrange, disconnect, remove or attempt to repair any facilities installed by Company.
- Company is not responsible for the installation, operation or maintenance of any equipment provided by Customer.
- Customer is responsible for provisioning the inside wire from the network interface to the SMDS compatible equipment.

6. Minimum Service Period

The following minimum service periods for SMDS apply:

56 Kbps, 1.17 Mbps, 1.54 Mbps and 34 Mbps Access Path

For each 56 Kbps 1.17 Mbps, 1.54 or 34 Mbps Service Mbps Access Path, each SNAL is subject to a minimum payment period of one month.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

B. REGULATIONS (Cont'd)

7. Administrative Change

There are two types of administrative changes.

a. Changes between Optional Features and Access Classes

This charge applies to any subsequent changes made to Optional Features or changes made between Access Classes (i.e., 4, 10, 16, 25 and 34 Mbps.)

b. Change between Access Paths

This charge applies to any changes made between Access Paths.

8. VTP Prepayment

Grandfathered Customers subscribing to the two-year VTP contract plan have the option of prepaying the total outstanding recurring charges at the time of subscription. If Customer decides to disconnect service before the end of the contractual period, no termination liability will apply, but the prepaid amount will not be refunded.

9. Waiving of Installation Charge

Company may, from time to time, during a period specified by Company, waive the SMDS Installation Charge for a 90-day period.

** See General Regulations Tariff S.C.C.-Va.-No. 201, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

C. RATES

1. SNAL, each

| | <u>Installation Charge</u> | <u>Monthly Charge</u> |
|---|--------------------------------|---------------------------|
| a. 56 Kbps Access Path, per SNAL | | |
| Month-to-Month Contract# | | |
| 1 - 75 SNALs | \$ 600.00 | \$ 225.00 |
| 76 - 150 SNALs | 600.00 | 225.00 |
| Over 150 SNALs | 600.00 | 225.00 |
| Three-Year Contract# | | |
| 1 - 75 SNALs | 300.00 | 210.00 |
| 76 - 150 SNALs | 300.00 | 205.00 |
| Over 150 SNALs | 300.00 | 200.00 |
| Five-Year Contract# | | |
| 1 - 75 SNALs | 150.00 | 190.00 |
| 76 - 150 SNALs | 150.00 | 185.00 |
| Over 150 SNALs | 150.00 | 180.00 |
| b. 1.17/1.54 Mbps Access Path, per SNAL | | |
| Month-to-Month Contract# | | |
| 1 - 4 SNALs | 1,000.00 | 570.00 |
| 5 - 10 SNALs | 1,000.00 | 550.00 |
| Over 10 SNALs | 1,000.00 | 525.00 |
| Two-Year Contract* | | |
| 1 - 4 SNALs | 1,000.00 | 500.00 |
| 5 - 10 SNALs | 1,000.00 | 475.00 |
| Over 10 SNALs | 1,000.00 | 450.00 |
| Three-Year Contract, per SNAL# | | |
| 1 - 4 SNALs | 500.00 | 525.00 |
| 5 - 10 SNALs | 500.00 | 500.00 |
| Over 10 SNALs | 500.00 | 475.00 |
| Five-Year Contract, per SNAL# | | |
| 1 - 4 SNALs | 250.00 | 500.00 |
| 5 - 10 SNALs | 250.00 | 475.00 |
| Over 10 SNALs | 250.00 | 450.00 |

* This term is no longer available, limited to current customers with existing two-year contracts, as of November 14, 1996.

No longer available; see provisions as set forth in B.2.a preceding, as of August 15, 2001.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

C. RATES (Cont'd)

1. SNAL, each (Cont'd)

| | <u>Installation Charge</u> | <u>Monthly Charge</u> |
|--|--------------------------------|---------------------------|
| c. 34 Mbps Access Path, (4, 10, 16, 25, and 34 Mbps Access Classes) per SNAL | | |
| Month to Month Contract# | | |
| 4 Mbps Access Class | | |
| 1 - 4 SNALs | \$ 2,000.00 | \$ 2,000.00 |
| 5 - 10 SNALs | 2,000.00 | 1,950.00 |
| Over 10 SNALs | 2,000.00 | 1,900.00 |
| 10 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 2,500.00 |
| 5 - 10 SNALs | 2,000.00 | 2,300.00 |
| Over 10 SNALs | 2,000.00 | 2,200.00 |
| 16 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 3,000.00 |
| 5 - 10 SNALs | 2,000.00 | 2,800.00 |
| Over 10 SNALs | 2,000.00 | 2,700.00 |
| 25 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 3,500.00 |
| 5 - 10 SNALs | 2,000.00 | 3,300.00 |
| Over 10 SNALs | 2,000.00 | 3,200.00 |
| 34 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 4,000.00 |
| 5 - 10 SNALs | 2,000.00 | 3,700.00 |
| Over 10 SNALs | 2,000.00 | 3,600.00 |

No longer available; see provisions as set forth in B.2.a preceding, as of August 15, 2001.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

C. RATES (Cont'd)

1. SNAL, each (Cont'd)

| | <u>Installation Charge</u> | <u>Monthly Charge</u> |
|---|--------------------------------|---------------------------|
| c. 34 Mbps Access Path, (4, 10, 16, 25, and 34 Mbps Access Classes) per SNAL (Cont'd) | | |
| Two-Year Contract* | | |
| 4 Mbps Access Class | | |
| 1 - 4 SNALs | \$ 2,000.00 | \$ 1,900.00 |
| 5 - 10 SNALs | 2,000.00 | 1,850.00 |
| Over 10 SNALs | 2,000.00 | 1,800.00 |
| 10 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 2,200.00 |
| 5 - 10 SNALs | 2,000.00 | 2,100.00 |
| Over 10 SNALs | 2,000.00 | 2,000.00 |
| 16 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 2,700.00 |
| 5 - 10 SNALs | 2,000.00 | 2,500.00 |
| Over 10 SNALs | 2,000.00 | 2,400.00 |
| 25 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 3,200.00 |
| 5 - 10 SNALs | 2,000.00 | 3,000.00 |
| Over 10 SNALs | 2,000.00 | 2,900.00 |
| 34 Mbps Access Class | | |
| 1 - 4 SNALs | 2,000.00 | 3,600.00 |
| 5 - 10 SNALs | 2,000.00 | 3,400.00 |
| Over 10 SNALs | 2,000.00 | 3,300.00 |

* This term is no longer available, limited to current customers with existing two-year contracts, as of November 14, 1996.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

C. RATES (Cont'd)

1. SNAL, each (Cont'd)

| | <u>Installation Charge</u> | <u>Monthly Charge</u> |
|---|--------------------------------|---------------------------|
| c. 34 Mbps Access Path, (4, 10, 16, 25, and 34 Mbps Access Classes) per SNAL (Cont'd) | | |
| Three-Year Contract# | | |
| 4 Mbps Access Class | | |
| 1 - 4 SNALs | \$ 1,000.00 | \$ 1,950.00 |
| 5 - 10 SNALs | 1,000.00 | 1,900.00 |
| Over 10 SNALs | 1,000.00 | 1,900.00 |
| 10 Mbps Access Class | | |
| 1 - 4 SNALs | 1,000.00 | 2,300.00 |
| 5 - 10 SNALs | 1,000.00 | 2,200.00 |
| Over 10 SNALs | 1,000.00 | 2,200.00 |
| 16 Mbps Access Class | | |
| 1 - 4 SNALs | 1,000.00 | 2,800.00 |
| 5 - 10 SNALs | 1,000.00 | 2,700.00 |
| Over 10 SNALs | 1,000.00 | 2,600.00 |
| 25 Mbps Access Class | | |
| 1 - 4 SNALs | 1,000.00 | 3,300.00 |
| 5 - 10 SNALs | 1,000.00 | 3,200.00 |
| Over 10 SNALs | 1,000.00 | 3,100.00 |
| 34 Mbps Access Class | | |
| 1 - 4 SNALs | 1,000.00 | 3,700.00 |
| 5 - 10 SNALs | 1,000.00 | 3,500.00 |
| Over 10 SNALs | 1,000.00 | 3,300.00 |

No longer available; see provisions as set forth in B.2.a preceding, as of August 15, 2001.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

C. RATES (Cont'd)

1. SNAL, each (Cont'd)

| | <u>Installation Charge</u> | <u>Monthly Charge</u> |
|---|--------------------------------|---------------------------|
| c. 34 Mbps Access Path, (4, 10, 16, 25, and 34 Mbps Access Classes) per SNAL (Cont'd) | | |
| Five-Year Contract# | | |
| 4 Mbps Access Class | | |
| 1 - 4 SNALs | \$ 500.00 | \$ 1,900.00 |
| 5 - 10 SNALs | 500.00 | 1,900.00 |
| Over 10 SNALs | 500.00 | 1,900.00 |
| 10 Mbps Access Class | | |
| 1 - 4 SNALs | 500.00 | 2,200.00 |
| 5 - 10 SNALs | 500.00 | 2,100.00 |
| Over 10 SNALs | 500.00 | 2,000.00 |
| 16 Mbps Access Class | | |
| 1 - 4 SNALs | 500.00 | 2,700.00 |
| 5 - 10 SNALs | 500.00 | 2,600.00 |
| Over 10 SNALs | 500.00 | 2,500.00 |
| 25 Mbps Access Class | | |
| 1 - 4 SNALs | 500.00 | 3,200.00 |
| 5 - 10 SNALs | 500.00 | 3,000.00 |
| Over 10 SNALs | 500.00 | 2,800.00 |
| 34 Mbps Access Class | | |
| 1 - 4 SNALs | 500.00 | 3,500.00 |
| 5 - 10 SNALs | 500.00 | 3,300.00 |
| Over 10 SNALs | 500.00 | 3,100.00 |

No longer available; see provisions as set forth in B.2.a preceding, as of August 15, 2001.

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

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SWITCHED MULTI-MEGABIT DATA SERVICE (Effective 3/01/02 - LA-3**)

C. RATES (Cont'd)

1. SNAL, each (Cont'd)

| | <u>Installation Charge</u> | <u>Monthly Charge</u> |
|--|--------------------------------|---------------------------|
| d. Disaster Recovery Access Line | | |
| 1.17 Mbps | \$ 1,000.00 | \$ 375.00 |
| 4 Mbps | 2,000.00 | 1,760.00 |
| 10 Mbps | 2,000.00 | 1,760.00 |
| 16 Mbps | 2,000.00 | 1,760.00 |
| 25 Mbps | 2,000.00 | 2,000.00 |
| 34 Mbps | 2,000.00 | 2,000.00 |
| 2. Optional Features | | |
| Additional Address assigned to the SNAL | 0.00 | 5.00 |
| Group Address | 50.00 | 0.00 |
| 3. Administrative Change Charges | | |
| Any changes made to optional features or upgrades between Access Classes (4 Mbps to 34 Mbps), each | 50.00 | 0.00 |
| Changes between Access Paths (56 Kbps, 1.17 Mbps, 1.54 Mbps and 34 Mbps), each | 1,000.00 | 0.00 |

** See General Regulations Tariff S.C.C.-Va.-No. 01, Section 3

TRANSPARENT LAN SERVICES

A. GENERAL

Transparent LAN Service (TLS) is a high-speed data service which uses shared fiber network to allow for the interconnection of Local Area Networks (LANs) across selected metropolitan areas. TLS delivers an interface of 10, 16*, 100 and 1000 Mbps from Customer's LANs to the shared network. The shared network utilizes FDDI, ATM, Gigabit Ethernet or a combination, to transport Customer's data across a metropolitan area.

TLS creates a network with the ability to function as a shared public network. TLS protects data privacy by using specialized screening software, which permits subscribers to access only their data.

B. REGULATIONS

A TLS network will be limited to central offices in a specific geographic location. Customers gain access to the shared TLS network via TLS equipment deployed in Customer's serving central office or deployed in leased space near Customer's location. At subscription time Customer has an option of electing access lines at 10, 16*, 100 or 1000 Mbps.

TLS is available to Customers whose serving central office is equipped with TLS equipment and who are located within the maximum allowable range of the serving central office. The maximum dB loss cannot exceed 20dB @1310nm for 10 Mbps service, 26 dB @1310nm for 100 Mbps and 22dB @1550nm for 1000 Mbps service depending on the Customer's distance from the TLS equipped central office.

If Customer's serving central office is not equipped with TLS equipment, Customer may obtain service from a TLS equipped central office by paying an interoffice mileage charge in addition to TLS charges. The dB loss cannot exceed the maximum allowable range, as specified above.

When Customer elects to have TLS served from a remote central office, because the serving central office is not TLS equipped, it is Customer's responsibility to monitor the status of TLS equipment availability in the serving central office and to decide whether or not to initiate a reroute of TLS facilities when local service is available. The charges to reroute service will be identical to a new installation.

1. Provision of Service

TLS will consist of:

- Network Interface Device (NID) at the Customer's premises to terminate the fiber pair.

* Not available to new customers after April 27, 2003.

TRANSPARENT LAN SERVICES

B. REGULATIONS (Cont'd)

1. Provision of Service (Cont'd)

- Dedicated fiber pair from Customer's premises to the serving central office.
- Network Management including fault monitoring and diagnostics, performance and network configuration applications and manual monitoring when necessary.
- Dedicated Port on the switch.
- Interoffice Mileage, where applicable.

2. Availability of Service

TLS will be provided seven days a week, 24 hours a day, from central offices equipped to provide this service.

3. Connections

The network interface is the LAN interface on the TLS equipment at Customer's premises. Customer is responsible for any inside wire required in connecting the LAN to the TLS equipment.

Customer is responsible for installation, operation and maintenance of any Customer Provided Equipment (CPE).

The Company has service responsibility up to and including the network interface.

4. Maintenance Window

To meet the Customers' requirements, occasional network upgrades must be performed. These network upgrades are needed to provide improved performance and new features. Generally these upgrades will be performed between the hours of 11 PM and 8 AM. Network upgrades are planned to provide Customers reasonable and timely notification in order to minimize any impact on the Customers' service.

5. Technical Specifications

The technical specifications for TLS are delineated by the Company.

TRANSPARENT LAN SERVICES

B. REGULATIONS (Cont'd)

6. Transmission Mode

The transmission mode supported is dependent on the access rate. The supported transmission mode for 10 Mbps access is half-duplex and full duplex. Full duplex 10 Mbps access is available only where conditions and facilities permit. The supported transmission mode for 100 and 1000 Mbps access is full duplex.

7. TLS is available where facilities and conditions permit. Special construction charges may apply.

C. RATE APPLICATIONS

1. Minimum Period

For service installed prior to April 27, 2003, the minimum period for TLS under month-to-month plan is three months. For service installed on or after April 27, 2003, the minimum period for TLS under month-to-month plan is nine months. This minimum period will be subject to the termination liability rules described below.

2. Moves and Changes

When Customer requests a move or relocation of the TLS access line to a different address and/or different building, the move or relocation will be treated as a termination of the existing service and the establishment of a new service for the application of all charges.

Customer requests for changes in domains and replacement of LAN extension equipment will be charged a nonrecurring charge per location per change.

3. Termination Liability

In the event TLS is terminated by the Customer prior to completion of the current term commitment period, the Customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$25\% \times \text{MRC} \times \# \text{ of lines/Channels/Paths} \times \# \text{ of months remaining in term} =$
Termination Charge

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the Customer may terminate the service without incurring an early termination charge.

TRANSPARENT LAN SERVICES

C. RATE APPLICATIONS (Cont'd)

3. Termination Liability (Cont'd)

End of Term Options

Prior to the end of the term commitment period, the Customer may select one of the following options, to be effective at the end of the term:

Renew term commitment,
Commit to a new term period,
Arrange for a change of service, or
Arrange for termination of the service.

In the event the Customer does not select one of the above options, the Customer will be converted to the shortest-term period available under tariff (i.e., month-to-month, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the Customer terminates the service within sixty (60) days of the conversion date.

Early termination charges will not be assessed under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;

Customer attempts to move the existing service to a new location within the Company's service area, but the service is unavailable;

Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:

The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,

The Company provides the new service via tariff or on an individual case basis (ICB), and the order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

TRANSPARENT LAN SERVICES

C. RATE APPLICATIONS (Cont'd)

4. Time and Material

Time and material nonrecurring charges apply to all Customer-requested work performed by Company on Customer's premises beyond the network interface.

5. The following rate elements are applicable to TLS:

- Access Line
- Interoffice Mileage
- Domain/LAN Extension Equipment Changes
- Optional Features
- Customer Service Management

(a) Access Line

A monthly rate applies on a per line basis, based on the speed of the access connection (i.e., 10 Mbps, 100 Mbps or 1000 Mbps). The Access Line is offered on a month-to-month basis, or as a three-year or five-year Term Payment Plan. A nonrecurring charge applies to the installation of the TLS Access Line provided on a month-to-month basis.

(b) Interoffice Mileage

The Interoffice Mileage charge is based on the Per Mile charge multiplied by the distance between the customer's serving central office and the nearest TLS equipped central office. This interoffice distance is measured in airline miles, based upon latitude and longitude of each central office. The mileage measurement is calculated as specified by NECA Tariff FCC No. 4. The mileage rate applies on a per mile basis. This charge applies in addition to the applicable rates and charges for the TLS Access Line.

(c) Domain/LAN Extension Equipment Changes

Customer requests for changes in Domains and replacement of LAN extension equipment will be charged a nonrecurring charge per location per change.

(d) Customer Service Management (CSM)

Customer Service Management is an optional feature that provides customers with web-based reports. These reports give the customer the ability to extract "read only" network traffic information regarding their networks thereby allowing customers to monitor and manage their network performance. CSM is provided per customer Domain/LAN.

CSM will be provided where conditions and facilities permit.

The Company reserves the right to temporarily interrupt CSM for maintenance, software upgrades, and in emergency situations.

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TRANSPARENT LAN SERVICES

D. RATE

| | <u>Nonrecurring Charge</u> | <u>Monthly Charge</u> |
|----------------------------------|--------------------------------|---------------------------|
| 1. TLS Access Line, per Line | | |
| Month to Month Plan | | |
| 10 Mbps | | |
| Half duplex | \$ 1,300.00 | \$ 950.00 |
| Full duplex | 1,300.00 | 950.00 |
| 16 Mbps* | 1,300.00 | 1,200.00 |
| 100 Mbps | 1,300.00 | 2,400.00 |
| 1000 Mbps | 1,300.00 | 4,000.00 |
| Three Year Plan | | |
| 10 Mbps | | |
| Half duplex | 0.00 | 930.00 |
| Full duplex | 0.00 | 930.00 |
| 16 Mbps* | 0.00 | 1,180.00 |
| 100 Mbps | 0.00 | 2,000.00 |
| 1000 Mbps | 0.00 | 3,500.00 |
| Five Year Plan | | |
| 10 Mbps | | |
| Half duplex | 0.00 | 900.00 |
| Full duplex | 0.00 | 900.00 |
| 16 Mbps* | 0.00 | 1,150.00 |
| 100 Mbps | 0.00 | 1,800.00 |
| 1000 Mbps | 0.00 | 3,200.00 |
| 2. Interoffice Mileage, per line | | |
| Per Mile | - | 100.00 |
| 3. TLS Domain/LAN Extension | | |
| Equipment Changes | 200.00 | 0.00 |
| 4. Optional Features | | |
| Customer Service Management | | |
| Per Customer Domain/LAN | 350.00 | 150.00 |

* Not available to new customers after April 27, 2003.

CONCENTRATOR-IDENTIFIER EQUIPMENT

A. GENERAL

Concentrator-identifier equipment is furnished to answering bureaus as an optional arrangement to answer incoming calls.

B. REGULATIONS

1. Explanation of Terms

Concentrator Equipment

Concentrator equipment is equipment located on the Telephone Company's premises which, when used in conjunction with identifier or similar equipment located on the answering bureau's premises, enables the answering bureau to answer incoming calls for patrons at the bureau's location without the necessity of having a channel from each patron location to the bureau's location.

Identifier Equipment

Identifier equipment is equipment used in conjunction with concentrator equipment which enables the answering bureau to answer incoming calls for patrons at the bureau's location without the necessity of having a channel from each patron location to the bureau's location.

2. Provision of Service

Concentrator-identifier equipment, other than Electronic Concentrators are available for use only with an answering switchboard or console specifically designed for answering bureau service.

3. The customer may select from various payment plans as specified in this section.

4. The initial contract period for each item of equipment offered under Two-tier Payment Plan 1 is 36 months.

CONCENTRATOR-IDENTIFIER EQUIPMENT

B. REGULATIONS (Cont'd)

5. Application of Rates

a. System Activity Charges

System Activity Charges specified in this section apply as follows:

(1) Electronic Concentrator for AUTOTAS* Answering System

Equipment and Feature Package Addition Charges

Equipment and Feature Package Addition Charges apply when Electronic Concentrator Line Cards and Patron Line Control are added to an Electronic Concentrator for AUTOTAS Answering System subsequent to its initial installation.

(2) Electronic Concentrator, Type A

(a) System Charges

A System Charge applies for the initial establishment of an Electronic Concentrator, Type A, and for subsequent equipment additions on a per-order basis.

(b) Unit Charges

Unit Charges apply for each item of equipment added to an arrangement subsequent to the initial installation of such arrangement.

b. Payment Plans

(1) Two-tier

When the customer selects Payment Plan 1, any of the Installation Charges specified in C. following may, at the customer's option, be deferred and paid as a monthly charge which shall be added to the amount of Columns A rates for the initial contract period selected. The deferred payment of Installation Charges shall be computed utilizing the same time value of money rate used to determine the Columns A rates for the equipment involved.

At a Payment Plan 1 customer's option, in addition to the provisions specified in this Company's General Regulations Tariff, for Two-tier Payment Plans, a lump sum payment of any deferred payment of Installation Charges may be made at any time during the initial contract period. Partial prepayments against any deferred payment of Installation Charges for all or individual items of

* Registered Trademark of the Candela Corporation.

CONCENTRATOR-IDENTIFIER EQUIPMENT

B. REGULATIONS (Cont'd)

5. Application of Rates (Cont'd)

b. Payment Plans (Cont'd)

(1) Two-tier (Cont'd)

service or equipment after the beginning of the initial contract period are not allowed. The amount of the lump sum payment shall be the present worth of any deferred payment of Installation Charges for the number of months in the unexpired portion of the initial contract period at the time value of money rate used in determining the monthly rates shown in Columns A.

In the event of termination of all or a part of a Payment Plan 1 service, a termination charge shall apply for any deferred payment of Installation Charges for the unexpired portion of the initial contract period. The amount of the termination charge shall be the present worth of any deferred payment of Installation Charges for the number of months in the unexpired portion of the initial contract period at the time value of money rate used in determining the monthly rates shown in Columns A less any termination credit.

In addition to the provisions specified in this Company's General Regulations Tariff for Transfer of Contractual Obligations for Two-tier Payment Plans, the obligation to pay the deferred payment of all Installation Charges for the unexpired portion of all outstanding initial contract periods will also be transferred to the customer assuming the responsibility for the contractual obligations.

(2) Variable Term

- (a) The Electronic Concentrator Type A is offered under the Variable Term Payment Plan.
- (b) The term system, as used in the General Regulations Tariff pertaining to the Variable Term Payment Plan, is the Electronic Concentrator, Type A, plus other equipment that is installed for use with the concentrator equipment arrangement.
- (c) Relocations are permitted only on a lapse-in-service basis as specified for Variable Term Payment Plan items of equipment or service in this Company's General Regulations Tariff.

CONCENTRATOR-IDENTIFIER EQUIPMENT

B. REGULATIONS (Cont'd)

5. Application of Rates (Cont'd)

b. Payment Plans (Cont'd)

(2) Variable Term (Cont'd)

- (d) Conversion from an for Electronic Concentrator for AUTOTAS Answering System provided under the Two-tier Payment Plan to a Electronic Concentrator, Type A is permitted subject to the following conditions:

Customers will be required to pay in full any deferred charges when converting to the Variable Term Payment Plan from the Two-tier Payment Plan.

Two-tier Payment Plan termination charges will be waived; however, the customer must select a Variable Term Payment Plan period longer than one month in order to qualify for this waiver.

A one-time charge of \$5000.00 per primary concentrator applies.

Partial conversions of for Electronic Concentrators for AUTOTAS Answering System will not be permitted.

- (e) Supercedures are permitted subject to a payment of a \$100.00 transfer charge.
- (f) The termination liability applicable to the Electronic Concentrators, Type A is dependent upon the payment period selected by the customer. Termination charges for optional payment periods beyond one month are as follows:

| <u>Variable Term</u> <u>Option</u> | <u>Termination Charge</u> |
|---------------------------------------|---------------------------------|
| 48 months | 60% of the remaining amount due |
| 72 months | 60% of the remaining amount due |

CONCENTRATOR-IDENTIFIER EQUIPMENT

C. RATES

1. Concentrator-identifier Equipment

a. Other than electronic concentrators* (LA-3†)

(1) Each System, equipped for connecting 100 or less lines

When those answering connections,
which are served by the same wire
center in which the concentrator
is located, are:

| | Installation Charge | Per Month | Termination Charge | |
|------------------------|------------------------|--------------|-----------------------|---|
| 0-50 | \$1992.96 | \$177.15 | - | |
| 51-100 | - | None | - | |
| (2) Concentrator | - | - | \$ 941.12 (60) | - |
| (3) Identifier | - | - | 1051.84 (60) | |

b. Electronic Concentrator for AUTOTAS Answering System capacity of 256 patron telephone service line connections

(1) System Activity Charges

Equipment and Feature Addition Charges

(a) System Charges, each occasion#, for adding equipment in a central office, per central office

I. Category I - For adding Secondary Electronic
Concentrator..... \$1827.37

II. Category II - For adding Electronic Concentrator
Line Cards or Patron Line Control Unit..... \$ 601.26

* The rates and charges for concentrator-identifier equipment are not applicable when the concentrator is located in the wire center serving the bureau.

† Any customer requests for changes or rearrangements of such installations will be based on the actual expense of installation and will be limited by the availability of existing stock. This equipment may be relocated on a lapse-in-service basis at charges based on the actual expense of such relocation.

When more than one category is added at the same time only one System Activity Charge applies, such charge being the System Activity Charge applicable to the lowest numbered category being added.

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CONCENTRATOR-IDENTIFIER EQUIPMENT

C. RATES (Cont'd)

1. Concentrator-identifier Equipment (Cont'd)

b. Electronic Concentrator for AUTOTAS Answering System capacity of 256 patron telephone service line connections (Cont'd)

(1) System Activity Charges (Cont'd)

(b) Unit Charges, per equipment added, each

| | |
|---|----------|
| I. Group E - Secondary Electronic Concentrator | \$176.84 |
| II. Group F - Electronic Concentrator Line Card | \$123.79 |
| III. Group G - Patron Line Control Unit | \$ 11.79 |

(2) Payment Plan 1

| | Installation Charge | Per Month | |
|---|------------------------|-----------|----------|
| | | A | B |
| Primary | | | |
| 36-Month Option | \$6619.79 | \$338.30 | \$242.92 |
| 60-Month Option | 6619.79 | 227.10 | 242.92 |
| 84-Month Option | 6619.79 | 80.60 | 242.92 |
| Secondary, maximum of two per primary electronic concentrator | | | |
| 36-Month Option | 2080.84 | 88.95 | 68.62 |
| 60-Month Option | 2080.84 | 59.70 | 68.62 |
| 84-Month Option | 2080.84 | 47.50 | 68.62 |
| Line Cards, per 32 patron telephone service line connections or fraction thereof, each | | | |
| 36-Month Option | 64.85 | 43.00 | 23.87 |
| 60-Month Option | 64.85 | 28.85 | 23.87 |
| 84-Month Option | 64.85 | 22.95 | 23.87 |

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CONCENTRATOR-IDENTIFIER EQUIPMENT

C. RATES (Cont'd)

1. Concentrator-identifier Equipment (Cont'd)

b. Electronic Concentrator for AUTOTAS Answering System capacity of 256 patron telephone service line connections (Cont'd)

(2) Payment Plan 1 (Cont'd)

| | Installation Charge | Per Month | |
|--|------------------------|-----------|---------|
| | | A | B |
| Patron Line Control Unit, per 25 connections or fraction thereof | | | |
| 36-Month Option..... | \$212.21 | \$31.20 | \$17.62 |
| 60-Month Option..... | 212.21 | 20.95 | 17.62 |
| 84-Month Option..... | 212.21 | 16.65 | 17.62 |
| Transfer of Contractual Obligations | | | |
| Each such transfer..... | \$235.79 | | |

Termination Credit

In the event the customer disconnects all or part of the service within the first 36 months after installation, termination credit will be granted at the rate of 50% of the amount of the amount of the termination charge in the first month following installation and at a uniformly declining rate in each succeeding month thereafter.

(3) Payment Plan 2

| | Installation Charge | Per Month |
|--|------------------------|--------------|
| Primary | \$6619.79 | \$500.70 |
| Secondary, maximum of two per primary Electronic Concentrator .. | 2080.84 | 139.47 |
| Line Cards, per 32 patron telephone service line connections or fraction thereof, each | 64.85 | 50.51 |
| Patron Line Control Unit, per 25 connections or fraction thereof | 212.21 | 44.80 |

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CONCENTRATOR-IDENTIFIER EQUIPMENT

C. RATES (Cont'd)

2. Connections to Concentrators

- a. When the patron is served from the wire center in which the concentrator is located, each

| | <u>Installation Charge</u> | <u>Month</u> |
|---|--------------------------------|--------------|
| (1) Other than electronic concentrator connections* | - | \$12.46 |
| (2) Electronic concentrator connections | \$20.04 | None |

- b. When the patron is not served from the wire center in which the concentrator equipment is located, rates and charges for an Interoffice Channel as specified in this Company's Channel Services Tariff, Section 3, apply for the channel between the patron's serving wire center and the wire center in which the concentrator equipment is located.

* When the concentrator is located in the wire center serving the bureau, rates and charges apply as specified for a Series 2000, type 2045, Channel in this Company's Channel Services Tariff.

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LOCAL CONFERENCE SERVICE

A. GENERAL

Local Conference Service is a connection among three or more Local Exchange Service lines including branch exchange trunks and Centrex lines or SEATs or any combination thereof, all of which are within the same exchange area, on one connection at the same time. All such lines and trunks are so interconnected that each may communicate with all others.

B. REGULATIONS

1. Local Conference Service shall be established only by a Telephone Company operator utilizing conference equipment located in the Telephone Company central office.
2. This service is furnished only in exchanges within the exchange area of an exchange where the equipment required for Local Conference Service is available.
3. Local Conference Service calls may be established on either a person-to-person or station-to-station basis, the same rate applying in either case.
4. The Telephone Company will, at the request of a customer, undertake to arrange for the establishment of a local conference connection at a specified time.
5. Local Conference Service calls will be accepted on a "paid" basis only from the originating line or trunk.
6. Chargeable time begins when connection is established among all the specified persons, lines or trunks and ends when the connection is terminated at any point. A customer's request that a line or trunk be added to or omitted from those included on an existing conference connection is considered as terminating the current call and initiating a new call on the basis of the revised group.

C. RATES

The rate for a conference connection is the sum of:

1. A charge of \$1.50 for each called line, branch exchange trunk or Centrex line or SEAT, and

| | <u>Initial Period</u> 1 Minute or <u>Fraction Thereof</u> | <u>Additional Period</u> Each Minute or <u>Fraction Thereof</u> |
|---|---|---|
| 2. Each line, branch exchange trunk or Centrex line or SEAT in excess of the originating station..... | \$.21 | \$.12 |

OPERATOR-ASSISTED LOCAL CALL SERVICE

A. GENERAL

Operator-assisted Local Calls are calls placed within the customer's local, Extended Area Calling and Community Choice Plan calling areas and completed with the assistance of an operator.

B. REGULATIONS

1. The operator-assisted charges in (C) following apply when operator assistance is provided for local, Extended Area Calling and Community Choice Plan calls from residence, business and pay telephone exchange access lines.
2. In addition to the operator assisted charges in (C) following, charges for sent-paid Local, Extended Area Calling and Community Choice Plan calls from other than Pay Telephone lines will be based on the customer's class of service.
3. In addition to the operator assisted charges in (C) following, charges for non sent-paid calls from other than Pay Telephone lines will be:
 - (a) one message unit for Local and Extended Area Calling calls
 - (b) Minutes of Use Option for Community Choice Plan calls
4. In addition to the Operator Assisted charges in (C) following, charges for non sent-paid calls from Pay Telephone lines will be:
 - (a) Pay Telephone Line usage charge for Local and Extended Area Calling calls
 - (b) Minutes of Use Option for Community Choice Plan calls
5. Operator-Assisted Local Call Service and associated local message charges may not be billed to Pay Telephone Lines.
6. Charges for local messages transferred to Message Rate or Measured Rate services will not affect the normal message unit allowance or usage charge allowance applicable to such service.
7. Operator assistance may be furnished for calls placed from a customer provided coin and Credit Card Telephone Service (COCOTS) line equipped with the call screening option specified in the Local Exchange Services Tariff, Section 4D.

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OPERATOR-ASSISTED LOCAL CALL SERVICE

B. REGULATIONS (Cont'd)

8. Operator Assistance Charges, as specified in C. following, do not apply for the following calls:
- a. Calls to Telephone Company-listed Official Public Emergency Agencies
 - b. Calls to official Telephone Company numbers
 - c. Calls to Directory Assistance Service
 - d. Calls from persons experiencing dialing difficulty
 - e. Calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Telephone Company.

C. RATES

The following charges are in addition to any charges for local messages, as specified in the Local Exchange Services Tariff and as outlined above.

| | <u>Charge Per Call</u> | |
|--|----------------------------|-----|
| 1. Operator-serviced Calling Card..... | * | (C) |
| 2. Collect, billed-to-third number or operator-dialed..... | * | (C) |
| 3. Person-to-person..... | * | (C) |
| 4. Corrections Collect Call..... | * | (C) |

* Services are provided by WiMacTel. Applicable rates can be found at <https://www.wimactel.com/tariffs/>.

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(RESERVED FOR FUTURE USE)

(C)

(D)

(D)

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CUSTOM CALLING SERVICES EFFECTIVE 12/20/04 - LA-2**)

A. GENERAL

Custom Calling Services consist of optional service features for use in connection with a customer's Local Exchange Service.

B. REGULATIONS

1. Explanation of Terms

Anonymous Call Rejection

Anonymous Call Rejection is an arrangement that allows a called party to reject calls from parties that have activated the *67 Per Call Blocking feature to prevent the display of the calling telephone numbers to Caller ID Number Only Subscribers, or to prevent the display of the calling telephone numbers and associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement which tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place the call again, without activating the *67 Per Call Blocking feature. Customers may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID - Number Only and Caller ID features and is available to non-Caller ID - Number Only/Caller ID customers.

Activation

Activation is the means by which certain Custom Calling Services features are initiated. This activation requires dialing a code, which is followed by an announcement confirming execution. Three-way Calling does not require a code on a per activation basis.

Call Block

Call Block is an arrangement which prevents future calls from up to six pre-specified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after the unwanted call has been received. Callers from the pre-specified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within a multiline hunting group, the call will be blocked only when the main telephone number is included as one of the six pre-specified telephone numbers.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Call Forwarding

Call Forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Call Intercept

Call Intercept is an optional enhancement to Caller ID that provides subscribers with options for responding to unidentified calls. Call Intercept routes unidentified incoming calls to an announcement that prompts the caller to record his or her name and business association or to discontinue the call. Call Intercept will then place a call to the Caller ID subscriber and, after replaying the caller's recording, offer to connect the caller, route the call to the subscriber's voice mailbox, or decline the call. If the call is declined, Call Intercept will notify the caller.

Unidentified callers reaching Call Intercept will pay their normal rates for a completed call.

Call Trace

Call Trace is an arrangement which permits the customer to trace the last call received. The result of the call trace is automatically sent to the Telephone Company for subsequent furnishing to legally constituted law enforcement agencies or authorities upon proper request by them. The call trace result is not available to the customer. The Telephone Company is not liable for damages if, for any reason, the call trace attempt is not successful.

Call Waiting

Call Waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternate conversation between parties. Where facilities permit, the incoming call tone signal may be blocked on a per call basis. At the completion of the call, the call waiting feature is automatically reactivated.

CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Caller ID - Number Only**

Caller ID - Number Only is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number for calls placed to the customer. The calling telephone number will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service. The calling telephone number will be delivered during the first silent interval of ringing. For calls originating from a line within a multiline hunting group, only the main telephone number will be delivered. If the calling telephone number is not available for forwarding to the called party, a message indicating that unavailability will be forwarded. The calling party can prevent the Caller ID - Number Only customer from seeing the calling telephone number display by dialing a special code prior to placing each call. This is known as Per Call Blocking. When the calling party uses this blocking capability, the Caller ID - Number Only customer will receive an indication on the Caller ID - Number Only equipment that the display of the calling telephone number has been suppressed. There is no charge for using Per Call Blocking. Caller ID - Number Only customers may re-direct to an announcement, incoming calls with Per Call Blocking activated, by activating the Anonymous Call Rejection arrangement.

Caller Waiting ID Deluxe**

Call Waiting ID Deluxe is an enhancement of the Call Waiting feature offered to residence and business customers that allows the "called" party to control the treatment of a second incoming call. Call Waiting ID Deluxe allows a customer who is on a call to receive the name and telephone number of a second caller and then determine how they want to manage that call by selecting one of the following options: put the first call on hold and answer the second call; connect the second caller to a hold announcement; drop the existing call and connect to the second caller; connect the second caller to a busy announcement; conference the existing call with the second caller; or send the second caller directly to Answer Call or another answering service. The name and telephone number of the second caller and options available for handling the second call will be displayed on a customer-provided Analog Display Services Interface (ADSI) screen telephone, subject to limitations such as those described below. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," the calling party's state name, or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) when phone number or caller name information is not made available to Frontier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Caller ID

Caller ID is an arrangement which permits a customer with Local Exchange Service, other than foreign exchange, foreign zone or foreign central office services provisioned over interoffice facilities, to receive the calling telephone number and the main listed name associated with the calling telephone number for calls placed to the customer, typically by the second ring. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with a customer's Local Exchange Service, subject to technical and other limitations described below. For calls originating from a line within a multiline hunting group, only the main telephone number and name will be delivered. The name and telephone number of the caller may not be displayed for every incoming call. "Out of Area," "Unavailable," or a similar message may appear for certain calls, including (i) calls made through certain networks, (ii) operator-assisted calls, calls from toll-free numbers, calling card calls, and international calls, (iii) for phone numbers for which caller name information is not made available by the calling party's carrier, (iv) for certain telephone numbers for which Frontier does not purchase Caller ID information, and (v) for other technical reasons. In addition, "Private," "Anonymous" or a similar message may appear when the caller has blocked caller identification information.

Dependent Number

A Dependent Number is an additional telephone number, serving off a Distinctive Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted. The dependent number will be the same class of service as the associated master number.

CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Distinctive Ring

Distinctive Ring is a feature which allows a customer to have up to three separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

Home Office Transfers to an Intercom Feature**

The Home Office Transfers to an Intercom feature is a feature which provides intercom capability and which utilizes distinctive ringing to distinguish intercom calls from incoming exchange calls. The Home Office Transfers to an Intercom feature includes the following other features:

Call Hold

Call Hold is an arrangement which permits an established call to be placed on hold in order to continue a conversation from another extension on the line.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Home Office Transfers to an Intercom Feature** (Cont'd)

Intercom Code Dialing

Intercom Code Dialing is an arrangement that allows activation of intercom calls by dialing an access code.

Selective Call Transfer

Selective Call Transfer is an arrangement whereby an access code may be dialed to activate a distinctive ringing pattern to alert other extensions on the line to join an established call.

Three-way Calling

Same as specified for Three-way Calling in this section.

Master Number

A Master Number is the Local Exchange Service telephone number equipped with Distinctive Ring.

Per Call Blocking

Per Call Blocking is an arrangement which blocks the name and number of the calling party from being transmitted to Caller ID - Number Only or Caller ID display units for the next call placed. To activate Per Call Blocking, the customer presses *67 before placing a call. The message that will be displayed on the unit of the person being called will be "Private" or "P", depending upon the equipment being used. There is no charge for using Per Call Blocking.

Priority Call**

Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to six pre-specified telephone numbers. If the customer also subscribes to call waiting, and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those pre-specified.

Remote Access Directory Number

A Remote Access Directory Number is a Local Exchange Service or Wide Area Telephone Toll Free Service number used by the customer to initiate Ultra Forward from any touch tone signaling telephone.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Residence Packages

Residence Packages are combinations of two or more specified Custom Calling Service features, excluding the Residence Service Variety Package, offered at a rate as specified in C. following, to residence customers only.

Residence Call Manager Package

The Residence Call Manager Package is a discounted billing arrangement which includes three individual features: Call Waiting, Caller ID, and Fixed Call Forwarding. The customer must subscribe to all three features in order to qualify for the package rate. If the customer chooses to disconnect one of the features, the discount rate no longer applies and the individual rate, as specified in this tariff, then applies.

Residence Service Variety Package**

The Residence Service Variety Package is an arrangement which consists of a group of six basic features and specified optional features. The basic features include Automatic Call Transfer, Call Hold, Call Pickup, Interline Calling, Three-way Calling, and User Transfer. The optional features include the Call Forwarding and Call Waiting features specified for residence Custom Calling Services. These optional features are eligible for the rate treatment as specified in C. following for the Residence Package.

Automatic Call Transfer

Automatic Call Transfer is a fixed arrangement which routes incoming calls to another line in the same Residence Service Variety Package arrangement if the called line is in use or unanswered.

Call Hold

Call Hold is an arrangement which permits an established call to be placed on hold, thereby freeing the line to originate another call or utilize the call pickup feature.

Call Pickup

Call Pickup is an arrangement whereby an incoming call may be answered on a different line within the same Residence Service Variety Package arrangement.

** See General Regulations Tariff S.C.C. -Va. -No. 201, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Residence Service Variety Package** (Cont'd)

Interline Calling

Interline Calling allows communication between two lines in the same Residence Variety Service Package arrangement by the dialing of an abbreviated code.

Three-way Calling

Same as specified for Three-way Calling in this section.

User Transfer

User transfer is an arrangement which allows for the transfer of incoming calls to another line in the same Residence Service Variety Package arrangement.

Busy Redial

Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Select Forward**

Select Forward is an arrangement which permits a customer to pre-specify, up to a maximum of six, telephone numbers from which calls are to be forwarded. During the period that select forward is activated, only calls from one of the pre-specified numbers will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been pre-specified.

*69

Allows a customer to obtain information about the last incoming call when the service is activated by dialing *69. Upon dialing *69, the telephone number associated with the last incoming call is announced if it is available from the network and the calling party has not blocked the calling information. Depending on the serving central office, the date and time of the call may also be announced. The announced telephone number does not always identify the calling party and, in some cases, cannot be used to return the call automatically or by manual dial back.

If possible, the service may also allow a customer to return the call automatically by dialing "1". *69 cannot return all calls for which it can announce a number. When a telephone number is announced, the customer is instructed to dial "1" to return the call automatically. If the customer dials "1" and the line associated with the called number is busy, the call is queued for up to 30 minutes or until both lines are idle. When both lines are idle, the customer is given an indication with a distinctive ringing pattern that the network will attempt to set up the call. Once the customer answers the distinctive ring, the network attempts to set up the call.

For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply.

** See General Regulations Tariff S.C.C. -Va. -No. 201, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

The Multi Package Residential Offer

The Multi Package Residential Offer is a discounted billing arrangement for residence customers that allows customers to select as many features as they wish from the following list: Anonymous Call Rejection, Call Block, Call Forwarding, Call Forwarding-Busy Line Don't Answer, Call Waiting, Distinctive Ring, Home Office Transfers to an Intercom, Busy Redial, *69, Speed Dialing-30#, Three-way Calling, and Main Number Redirect. Caller ID is automatically included in the Multi Package Residential Offer. Customers must have the Telephone Company as their local exchange service provider to be eligible for the Multi Package Residential Offer. Customers subscribing to the Multi Package Residential Offer are not eligible for the Residence Service Variety Package, the Residence Call Manager Package or any other Custom Calling Services package, unless otherwise explicitly stated. Custom Calling features not included in the Multi Package Residential Offer, but otherwise eligible for Residence Package discounts, will receive a discount off tariffed rates when purchased in conjunction with the Multi Package Residential Offer.*

Non-regulated service.

* For purposes of calculating the discount to be applied to Custom Calling features not included in the Multi Package Residential Offer, but otherwise eligible for the Residence Package discount, prior to February 3, 1999, the Multi Package Residential Offer will count as one eligible feature; thereafter, the Multi Package Residential Offer will count as four eligible features.

CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Three-way Calling

Three-way Calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Three-way Calling can be used whether you have placed or received the first call.

- a. Press and release the receiver button to put your first call on hold. If your telephone has a flash, tap or recall button, you may wish to use it instead of your receiver button to avoid being cutoff. You will hear three beeps and then a dial tone.
- b. Dial the third person's number. You can talk with this party without including the first call.
- c. To bring the first call back on the line, press and release the receiver button. All the parties will be on the line.

If either party hangs up, you can add another third party by repeating steps a. - c. To disconnect the third party, press the receiver button twice. You may then add a different third party. All parties are disconnected when you hang up.

Main Telephone Number Redirect Feature

The Main Telephone Number Redirect feature combines Call Forwarding with remote access capability. In addition to the current Call Forwarding feature-access method, the Main Telephone Number Redirect feature provides customers access from any touch tone capable telephone. The customer dials a remote access directory number and then is guided by voice messages to enter their home or office telephone number equipped with the Main Telephone Number Redirect feature, a Personal Identification Number (PIN) and a feature code. This service contemplates that normal transmission performance quality cannot be guaranteed on forwarded calls. The remote access capability may experience occasional interruptions in service. The Telephone Company shall not be liable for damages if, for any reason, the service is interrupted or inoperable.

Features Plan - Business provides business customers with an option of receiving discounts by subscribing to one of seven feature packages depending upon their business and telecommunication needs.

CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

2. All Custom Calling Services may be associated with individual line service, and the Call Forwarding feature may be associated with Private Branch Exchange (PBX) trunks excluding those trunks with which Direct Inward Dialing (DID) Service is associated. Custom Calling Services are only available to customers served by compatible electronic type switching equipment. Certain Custom Calling Service features require that calls to the customer originate from central offices equipped with compatible electronic type switching equipment.

Custom Local Area Signaling Service features are applicable to calls placed to/from compatible central offices or within a compatible central office offering the service. These services are offered based on information stored within the switch or provided to the switch through call setup signaling and are subject to limitations associated with the availability and content of that information. Services which require this signaling are: Anonymous Call Rejection, Call Block, Call Intercept, Call Trace, Call Waiting ID Deluxe, Caller ID - Number Only, Caller ID, Priority Call, Busy Redial, Select Forward and *69.

3. Distinctive Ring

- a. Distinctive Ring can be provided with other Custom Calling Service features excluding the Residence Service Variety Package. Custom Calling Service features are provided in association with the master number only; however, any Custom Calling Service feature associated with a master number is automatically available to the associated dependent numbers, except as specified following:
- b. The Call Forwarding feature is available in one of two arrangements. When the Call Forwarding feature is activated:
 - (1) Calls to the master and dependent numbers are forwarded to the same location; or,

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

3. Distinctive Ring (Cont'd)

b. (Cont'd)

(2) Only calls to the master number will be forwarded. Calls to the dependent numbers will not be forwarded.

c. Distinctive Ring can only be utilized through the use of compatible customer-provided terminal equipment.

d. Distinctive Ring is not provided in association with lines equipped with hunting arrangements, except on the last line in a group of lines arranged for series completion hunting provided such a line has no further hunting or other special translations data entered against it and is served from a central office capable of providing this service.

4. Residence Service Variety Package**

a. The Residence Service Variety Package is offered to residence Local Exchange Service customers who have a minimum of two individual local lines, with up to a maximum of six individual local lines, and all such lines are served by the same central office and are assigned to the same customer account.

b. The customer must utilize a touch-tone capable instrument with the Residence Service Variety Package.

c. The Residence Service Variety Package is not offered in conjunction with Foreign Exchange Service, Foreign Zone Service or Foreign Central Office Service.

d. Residence Service Variety Package features can only be utilized through the use of compatible customer-provided terminal equipment.

e. The customer must designate the line arrangements for automatic call transfer at the time of installation of the Residence Service Variety Package.

f. Automatic call transfer and call waiting cannot be provided on the same local exchange line.

g. Lines involved in an automatic call transfer arrangement may not be equipped with hunting.

h. Local Exchange Service Usage Charges, as specified for Local Exchange Service, are not applicable to calls placed via the interline calling feature.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

4. Residence Service Variety Package** (Cont'd)

- i. All lines in a Residence Service Variety Package are equipped for all basic features but the customer may choose not to activate all features.
- j. Automatic Call Transfer and Interline Calling are arrangements negotiated by the customer at the time of installation of the Residence Service Variety Package arrangement. Any subsequent changes in these arrangements must be made by the Telephone Company and will be subject to applicable Service Charges.

5. The Custom Calling Service features of Call Block, Caller ID - Number Only, Caller ID, Priority Call, Busy Redial, Select Call Forwarding and *69 may be provided with other Custom Calling Service features, excluding Priority Call with Distinctive Ring on the same Local Exchange Service line and the Residence Service Variety Package.

6. Home Phone Transfers to an Intercom Feature**

- a. The Home Phone Transfers to an Intercom feature is offered only on residence lines and each such line must have at least two fully operational telephones.
- b. The Home Phone Transfers to an Intercom feature can be provided with other Custom Calling Service features, however, the Call Waiting feature is disabled for the duration of an intercom call.
- c. When the Home Phone Transfers to an Intercom feature and Priority Call are provided on the same Local Exchange Service line, the Intercom Code Dialing feature and Selective Call Transfer feature utilize the same ringing patterns as Priority Call.
- d. When the Home Phone Transfers to an Intercom feature and Distinctive Ring service are provided on the same Local Exchange Service line, the Intercom Code Dialing feature and Selective Call transfer feature utilize the same ringing patterns as the dependent numbers serving off the Distinctive Ring Master Number.
- e. The Home Phone Transfers to an Intercom feature can only be utilized through the use of compatible customer-provided terminal equipment.
- f. Customers who subscribe to the Home Phone Transfers to an Intercom feature receive Three-way Calling as a part of the service. Therefore, customers ordering the Home Phone Transfers to an Intercom feature who currently have Three-way Calling as an individual feature, or as part of a Residence Feature Package, will have the feature deleted from their account as an individual feature or as a part of the Residence Feature Package.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

7. Main Telephone Number Redirect Feature

- a. Calls forwarded by this feature are subject to local and long distance message charges and are the responsibility of the customer.
- b. A PIN will be used as a security measure to ensure an authorized user is accessing the feature. The customer will designate their four-digit PIN when they initially place the order for service.
- c. A touch-tone capable telephone must be used to access the Main Telephone Number Redirect feature.
- d. Customers who subscribe to the Main Telephone Number Redirect feature receive call forwarding as part of the service. Therefore, customers ordering the Main Telephone Number Redirect feature who currently have call forwarding as an individual feature, or as part of a Residence Package, will have the feature deleted from their account as an individual service feature or as part of the Residence Package.
- e. Customers accessing Main Telephone Number Redirect may incur long distance message charges.

8. Customers with the following features may request these features on a pay-per-use basis or on a monthly subscription basis:

*69

When requested on a pay-per-use basis, the activation charge is applied when the feature is activated, whether the call is completed or not. For *69, per activation customers are charged upon announcement of the telephone number associated with the last incoming call. The charge applies regardless of whether the customer attempts to return the call by dialing "1" and regardless of whether the announced number identifies the calling party or can be used to return the call automatically or by manual dial back. Additional charges associated with calls returned using *69 will apply.

9. Busy Redial and *69 usage capability is available to Residence Individual Dial Tone Lines, excluding the Virginia Universal Service Plan, and Business Individual Dial Tone Lines.

10. Caller Waiting ID Deluxe**

- a. Call Waiting ID Deluxe requires special central office equipment and is provided as facilities permit, as decided by the Telephone Company.
- b. Call Waiting ID Deluxe is provided with residence and business individual exchange access, single line service exclusive of, Business Pak, Centrex, Communication System, Full Featured Business Voice Service, and RSVP service.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

B. REGULATIONS (Cont'd)

10. Call Waiting ID Deluxe** (Cont'd)

- c. Call Waiting ID Deluxe customers must also subscribe to Caller ID and request that the calling name and number of the second caller be displayed on the customer-provided ADSI-based screen telephone, when Call Waiting ID Deluxe is activated. In addition, if they are interested in taking advantage of the functionality provided by the messaging option, Call Waiting ID Deluxe customers can subscribe to Call Forwarding Busy Line/Don't Answer and Answer Call, or another answering service.
- d. Call Waiting ID Deluxe may be provided, as facilities permit, in combination with other services, but may interact with these services.
- e. When a Call Waiting ID Deluxe customer is on the line and a second incoming call is received, Call Waiting ID Deluxe sends out a special Call Waiting tone letting a customer know there is another incoming call.
- f. The ADSI-based screen telephone provided by the customer requires a call management "script" to be downloaded to the set from the Company server. The download process takes place via a customer-initiated call to the Company server from the ADSI screen telephone and, after responding to a series of prompts, receives the script downloaded into the set. Once downloaded, the ADSI telephone responds to network signals and allows a user to control and activate the Call Waiting ID Deluxe options by pressing soft keys associated with prompts on the screen.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

11. Features Plan - Business

Features Plan - Business is available only to customers whose basic service is provided over the Telephone Company's access lines.

| <u>Package</u> | <u>Package Features</u> | <u>Notes</u> |
|----------------|--|--|
| 1 | Call Waiting Three-Way Calling Main Tel. Number Redirect ⁽¹⁾ | NOT available to multi-line hunt group customers |
| 2 | Call Waiting Three-Way Calling Main Tel. Number Redirect ⁽¹⁾ Caller ID | NOT available to multi-line hunt group customers |
| 3 | Call Waiting Main Tel. Number Redirect ⁽¹⁾ Caller ID | NOT available to multi-line hunt group customers |
| 4 | Call Waiting Three-Way Calling Caller ID | NOT available to multi-line hunt group customers |
| 5 | Call Waiting Call Forwarding Caller ID | NOT available to multi-line hunt group customers |
| 6 | Call Forwarding Three-Way Calling Caller ID | Available to multi-line hunt group customers |
| 7 | Three-Way Calling Main Tel. Number Redirect ⁽¹⁾ Caller ID | Available to multi-line hunt group customers |

Note:(1) Main Tel. Number Redirect includes Call Forwarding (Variable) functionality.

CUSTOM CALLING SERVICES

B. REGULATIONS (Cont'd)

11. Features Plan - Business (Cont'd)

- a. Individual measured or unlimited POTS class of service is required.
- b. Touch tone service is required.
- c. The Features Plan - Business is restricted to customers with 20 (twenty) lines or less.
- d. The Features Plan - Business features will be provided in equipped areas, that is, where the features are available.
- e. The Features Plan - Business is not available to ISDN, Analog and Digital Centrex customers, PBX trunks and Coin or COCOT customers.
- f. The customer is required to purchase all associated CPE/hardware.
- g. Packages with Call Waiting cannot be used on a multi-line hunt group.
- h. If the customer enters into a term agreement, the Features Plan - Business rates provide a discount of 10% on the total of the individual feature rates for a one-year term, 15% for a two-year term, and 20% for a three-year term. When an additional business access line is ordered and equipped with the Features Plan - Business an additional discount of 10% is given to the Features Plan - Business associated with that line.
- i. The Features Plan - Business feature packages may be relocated to a different premises served by the same central office or to another central office without incurring termination charges. If the new location does not have the Features Plan - Business available and the move is prior to the expiration date, no termination fee will apply.
- j. The customer must retain the Features Plan - Business for the duration of the commitment period. If the Features Plan - Business is disconnected prior to the expiration of the commitment period, termination charges will be applied as follows:
 - No termination charge if the Features Plan - Business is disconnected within the first sixty (60) days following placement of the order.
 - No termination charge if the customer upgrades to a Centrex product (Communication System or Full Featured Business Voice Service) before the end of the commitment period.
 - No termination charge if the customer changes the Features Plan - Business or changes the duration of the commitment period.
 - A termination charge in the amount of fifty dollars (\$50.00) applies if the Features Plan - Business is disconnected after sixty (60) days following placement of the order and prior to the expiration of the commitment period.
 - The termination liability does not apply when a customer subscribes to the Unlimited Local and Toll Usage for Business and Feature Package 1 or Feature Package 2 prior to the expiration of their Features Plan - Business agreement.
- k. A customer may, at any time prior to the expiration of the commitment period, change to a longer or shorter commitment period, or change to a different package at the effective discount tariff rate. Nonrecurring charges do not apply for these changes.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2**)

| C. RATES | Usage Charge | Per Month, Per Line Equipped | |
|---|-----------------|---------------------------------|----------|
| | | Residence | Business |
| 1. Anonymous Call Rejection | | | |
| a. To Caller ID - Number Only and Caller ID customers..... | - | - | - |
| b. To non-Caller ID - Number Only/Caller ID customers..... | - | \$3.25 | \$3.60 |
| 2. Call Block..... | - | 4.20 | 5.40 |
| 3. Call Forwarding..... | - | 4.75 | 4.80 |
| 4. Call Intercept..... | | 5.50 | - |
| 5. Call Trace..... | \$1.00 | | - |
| 6. Call Waiting..... | - | 4.95 | 4.80 |
| 7. Call Waiting ID Deluxe**..... | - | 6.50 | 7.00 |
| 8. Caller ID - Number Only**..... | - | 7.45 | 10.20 |
| 9. Caller ID..... | - | 8.95 | 11.40 |
| 10. Distinctive Ring, per dependent number..... | - | 5.50 | 7.80 |
| 11. Home Phones Transfers to an Intercom** | - | 7.00 | - |
| 12. Priority Call**..... | - | 3.95 | 3.50 |
| 13. Busy Redial | | | |
| Per activation..... | .75 | - | - |
| Subscription basis..... | - | 2.70 | 3.00 |

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES (EFFECTIVE 12/20/04 - LA-2***)

C. RATES

| | Usage Charge | Per Month, Per Line Equipped | |
|--|-----------------|---------------------------------|----------|
| | | Residence | Business |
| 14. Residence Package, consisting of two, three, four, or five or more features selected from Call Block, Call Forwarding, Call Waiting, Call Waiting ID Deluxe***, Home Intercom***, Home Phones Transfers to an Intercom**, Priority Call***, Busy Redial, Select Call Forwarding***, *69, Speed Dialing - 8 and 30**, Three-way Calling and Main Telephone Number Redirect, per individual feature; the Residence Call Manager Package of services counts as one eligible feature, but no additional discount applies to the package. | | | |
| Two-feature Package..... | 22% | less than* | |
| Three-feature Package.... | 27% | less than* | |
| Four-feature Package..... | 30% | less than* | |
| Five- or more feature Package..... | 35% | less than* | |
| 15. Residence Call Manager Package..... | - | \$14.75 | - |
| 16. Residence Service Variety Package*** | | | |
| Basic Features, per line..... | - | 8.00 | - |
| 17. Select Call Forwarding***..... | - | 4.25 | \$4.50 |
| 18. *69 | | | |
| Per activation..... | \$.75 | - | - |
| Subscription basis..... | - | 4.95 | 5.40 |
| 19. Multi Residential Offer..... | - | 20.99 | - |
| 20. Three-way Calling | | | |
| Per activation..... | .75 | - | - |
| Subscription basis..... | - | 4.65 | 5.00 |
| 21. Main Telephone Number Redirect Feature..... | - | 5.25 | 8.40 |

* The total of the monthly rates specified for the individual Residence Custom Calling Service features, per line equipped, preceding.

** Non-regulated Service.

*** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3, Page 1. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service.

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CUSTOM CALLING SERVICES

C. RATES (Cont'd)

| | Indiv. Feat. Tariff Rate | Contract Terms, Discounts and Rates | | |
|-----------------------------|-----------------------------|-------------------------------------|---------------|---------------|
| | | 1 Year (-10%) | 2 Year (-15%) | 3 Year (-20%) |
| 21. Features Plan -Business | | | | |
| Package 1 Features | | | | |
| Call Waiting | \$ 4.80 | - | - | - |
| Three Way Calling | 5.00 | - | - | - |
| Main Tel Number | 8.40 | - | - | - |
| Redirect | | | | |
| Total | 18.20 | \$16.38 | \$15.47 | \$14.56 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 1.82 | 14.56 | 13.65 | 12.74 |
| Package 2 Features | | | | |
| Call Waiting | 4.80 | - | - | - |
| Three Way Calling | 5.00 | - | - | - |
| Main Tel Number | 8.40 | - | - | - |
| Redirect | | | | |
| Caller ID | 11.40 | - | - | - |
| Total | 29.60 | 26.64 | 25.16 | 23.68 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 2.96 | 23.68 | 22.20 | 20.72 |
| Package 3 Features | | | | |
| Call Waiting | 4.80 | - | - | - |
| Main Tel Number | 8.40 | - | - | - |
| Redirect | | | | |
| Caller ID | 11.40 | - | - | - |
| Total | 24.60 | 22.14 | 20.91 | 19.68 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 2.46 | 19.68 | 18.45 | 17.22 |
| Package 4 Features | | | | |
| Call Waiting | 4.80 | - | - | - |
| Three Way Calling | 5.00 | - | - | - |
| Caller ID | 11.40 | - | - | - |
| Total | 21.20 | 19.08 | 18.02 | 16.96 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 2.12 | 16.96 | 15.90 | 14.84 |
| Package 5 Features | | | | |
| Call Waiting | 4.80 | - | - | - |
| Call Forwarding | 4.80 | - | - | - |
| Caller ID | 11.40 | - | - | - |
| Total | 21.00 | 18.90 | 17.85 | 16.80 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 2.10 | 16.80 | 15.75 | 14.70 |
| Package 6 Features | | | | |
| Call Forwarding | 4.80 | - | - | - |
| Three Way Calling | 5.00 | - | - | - |
| Caller ID | 11.40 | - | - | - |
| Total | 21.20 | 19.08 | 18.02 | 16.96 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 2.12 | 16.96 | 15.90 | 14.84 |
| Package 7 Features | | | | |
| Three Way Calling | 5.00 | - | - | - |
| Main Tel Number | 8.40 | - | - | - |
| Redirect | | | | |
| Caller ID | 11.40 | - | - | - |
| Total | 24.80 | 22.32 | 21.08 | 19.84 |
| w/Additional Dial | | | | |
| Tone Line:-10% | 2.48 | 19.84 | 18.60 | 17.36 |

Customers subscribing to Main Tel Number Redirect receive Call Forwarding as part of Main Tel Number Redirect.

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OUTGOING CALL RESTRICT SERVICE

A. GENERAL

Outgoing Call Restrict Service is an optional outgoing call management service that provides residential and business customers the ability to block or allow calls initiated from their line.

B. REGULATIONS

1. Outgoing Call Restrict Service allows the subscriber to activate or deactivate the feature, and modify the screening parameters through the use of a touch-tone telephone. In addition, Outgoing Call Restrict Service allows the subscriber to use a Personal Identification Number (PIN) during an interactive announcement to override any call restriction.

The subscriber will be able to maintain and modify screening lists from a touch-tone telephone. The list can be divided into two subsets, dialed numbers to be allowed - the Allowed Numbers List, and dialed numbers to be restricted - the Blocked Numbers List. The Allowed Numbers List will handle up to 20 different entries while the Blocked Numbers List will handle up to 10 different entries. The Allowed Numbers List can be set up to allow certain specified numbers, area codes, or local exchange prefixes. The Blocked Numbers List can be set up to restrict certain specified numbers, area codes, or local exchange prefixes.

3. Calls to Emergency Services Code 911 and Frontier Repair Service cannot be restricted.
4. When calls are placed and the network determines that a call is to be rejected, the calling party will receive an interactive announcement. The calling party can then override this rejection through the use of a PIN which is customer changeable through a touch-tone telephone.
5. From a touch-tone telephone, and with a PIN code, the subscriber will be able to modify any of the service features described.
6. The standard Calling Options menu includes:
 - Allow ALL calls
 - Block ALL calls (Except 911 and Frontier Repair Service)
 - Block ALL calls except those on the Allowed Numbers Lists (Except 911 and Frontier Repair Service)*
 - Block calls on the Blocked Numbers List and allow those calls on the Allowed Numbers List*
 - Block ALL intraLATA toll, interLATA toll, 900 and 700 calls.**

* Directory Assistance, Operator, and International calls can be blocked when using this option.

** The Allowed Numbers List, if activated, can still be used for additional screening with this option.

OUTGOING CALL RESTRICT SERVICE

B. REGULATIONS (Cont'd)

7. A subscriber may modify Outgoing Call Restrict Service parameters on their line from any touch-tone-equipped telephone by dialing an access number and following the directions provided.
8. Outgoing Call Restrict Service is offered only where the customer's location is served by a central office switch equipped with Advanced Intelligent Network (AIN) and Common Channel Signaling/Signaling System 7 (CCS/SS7) architecture and software.
9. Outgoing Call Restrict Service is available for use with Residence and Business Dial Tone Lines.
10. Outgoing Call Restrict Service does not relieve the customer of responsibility for calls charged to his/her telephone number(s).
11. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to access the operator or any telephone number.

C. RATES

1. Application of Rates

- a. An installation charge is applicable when adding Frontier Outgoing Call Restrict Service to an existing access line.
- b. An installation charge does not apply to assumption of service from another customer when there has been no lapse in the provision of such service.

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--|--------------------------------|----------------------|
| 2. Outgoing Call Restrict, per line equipped | | |
| Residential..... | \$5.00 | \$5.00 |
| Business..... | 5.00 | 4.00 |

DO NOT DISTURB SERVICE

A. GENERAL

Do Not Disturb Service is an optional incoming call management service that provides residential customers the ability to block or allow incoming calls to their line.

B. REGULATIONS

1. Do Not Disturb Service allows the customer to activate or deactivate the Service and modify the screening parameters through the use of a touch-tone telephone.
2. Initial activation of the service must take place from the customer's telephone line equipped with the service; however, updates to the service can be made from any touch-tone phone in the U.S.
3. Do Not Disturb customers are given three options for activating the Service. By dialing a Toll Free number from anywhere in the U.S., they can:
 - a. turn on Do Not Disturb until they turn it off (by calling the Toll Free number again);
 - b. turn on Do Not Disturb, to be turned off automatically in 1 to 24 hours;
 - c. pre-program a schedule for turning Do Not Disturb on and off automatically on selected days of the week.
4. Do Not Disturb customers are given a temporary personal identification number (PIN) when they initially subscribe to the service. Upon the first activation, they are required to change the PIN which will be used from then on to activate the service or change the options of the service.
5. Customers can customize their Do Not Disturb Service by choosing one of three announcements that callers will hear when Do Not Disturb is activated. If the customer has a voice mail service (Frontier's Home Voice Mail or another voice mail service), the announcement can be appended with an offer to leave a message in the voice mailbox.
6. Customers are able to allow special callers to reach them in one of two ways when Do Not Disturb is activated: the creation of a Priority Caller List (with 15 numbers) which allows only the numbers of specific callers to ring through; or the creation of a four-digit Override code which allows those callers who know the code to bypass the restriction, if they are calling from a touch-tone phone.
7. When calls are placed to an active Do Not Disturb customer, callers (except those on the Priority Caller List) hear the Do Not Disturb announcement. If a caller has the Override code, they will dial the code either during or after the announcement. All other calls will be blocked.
8. Do Not Disturb Service is offered only where the customer's location is served by a central office switch equipped with Advanced Intelligent Network (AIN) and Common Channel Signaling/ Signaling System 7 (CCS/SS7) architecture and software.

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DO NOT DISTURB SERVICE

B. REGULATIONS (Cont'd)

- 9. Do Not Disturb Service is available for use with Residence Dial Tone Lines.
- 10. The Telephone Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of the service, including without limitation, the inability to be accessed by the operator or any telephone number.

C. RATES

1. Application of Rates

There is no installation charge applicable when adding Do Not Disturb Service to an existing access line.

- 2. Do Not Disturb, Per Month
per line equipped..... \$3.00

PROTECTION EQUIPMENT FOR SERVICES TO POWER STATIONS

A. GENERAL

Protection equipment for services to power stations is equipment furnished customers to protect Telephone Company services extending to electric power generating and distributing locations from high voltage hazards experienced when ground potentials rise due to faults in the electric power system.

B. REGULATIONS

1. Responsibility of the Customer

- a. The customer shall be responsible for conditioning the environment to eliminate hazardous voltages due to ground potential rises.
- b. The customer shall be responsible for furnishing, upon request, the technical data needed by the Telephone Company to determine the degree of protection required.
- c. The customer shall be responsible for notifying the Telephone Company if technical data regarding a power station changes to the extent that the degree of protection required will change.

2. Determination of Protection Required

The Telephone Company shall determine the proper levels of protection to isolate or neutralize the electrical hazard.

3. Provision of Equipment

The equipment required to isolate or neutralize the electrical hazard shall be provided by the Telephone Company, except that the customer may elect to furnish the equipment required to neutralize electrical hazards subject to the approval by the Telephone Company of the proper levels of protection and the equipment provided by the customer. At a given location all equipment required to neutralize electrical hazards must be provided by either the Telephone Company or the customer.

C. RATES

1. Equipment for up to 18,000 Root-mean-square Volts Protection

| | <u>Installation Charge</u> | <u>Per Month</u> |
|------------------------|--------------------------------|----------------------|
| a. Card Mounting Shelf | | |
| Two-card Type | \$500.00 | \$34.00 |
| Eight-card Type | 500.00 | 51.00 |

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PROTECTION EQUIPMENT FOR SERVICES TO POWER STATIONS

C. RATES (Cont'd)

1. Equipment for up to 18,000 Root-mean-square Volts Protection (Cont'd)

| | <u>Per Month</u> |
|--|----------------------|
| b. Power Supply, each | |
| 24-Volts Direct Current Supply, with battery backup, requires 115 volts alternating current local power | \$11.50 |
| 24-Volts Direct Current Supply, operates from 130 volts direct current station battery | 11.00 |
| 48-Volts Direct Current Supply, requires 115 volts alternating current local power | 10.00 |
| c. Plug In Isolator Cards, each | |
| Universal Telephone Card, suitable for loop start voice telephone service..... | 21.50 |
| Alternating Current Card, suitable for exchange or Channel Services requiring alternating current transmission only..... | 11.50 |
| Private Branch Exchange (PBX) Trunk Card, suitable for voice telephone service, automatic or manual PBX, loop or ground start and battery polarity reversals..... | 25.50 |
| Direct Current Trip/Pilot Wire Card, suitable for use with direct current trip system or pilot wire system..... | 27.00 |
| Coin Card, suitable for Pay Telephone Lines..... | 54.00 |
| Off-premises Extension Card, suitable for off-premises extension of PBX station lines..... | 30.00 |
| T Carrier Card, suitable for Service At a Transmission Speed of 1.544 Megabits Per Second..... | 24.00 |
| d. 15,000 Volts Lightning Arrestor..... | 9.50 |

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PROTECTION EQUIPMENT FOR SERVICES TO POWER STATIONS

C. RATES (Cont'd)

2. Neutralizing Transformers (LA-2), suitable for exchange and Channel Services requiring direct current transmission.

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--|--------------------------------|----------------------|
| a. Single Channel Units | | |
| (1) Up to 4000 volts, steady state voltage, interior or exterior mounted units, each | \$141.47 | \$14.44 |
| (2) Up to 8000 volts, steady state voltage, exterior mounted units only, each | 277.05 | 45.39 |
| (3) Neutralizing transformers which provide protection over 8000 volts, steady state voltage, will be provided in single channel units as specified for Special Equipment and Service Arrangements in this Company's General Regulations Tariff. | | |

b. Multiple Channel Units

Neutralizing transformers will be provided in multi-channel units as specified for Special Equipment and Service Arrangements in this Company's General Regulations Tariff.

3. Isolating transformers, suitable for Channel Services requiring alternating current transmission

Single Channel Units

| | <u>Installation Charge</u> | <u>Per Month</u> |
|--|--------------------------------|----------------------|
| Up to 20,000 volts, steady state voltage, interior mounted units only, each..... | \$69.55 | \$7.90 |
| 4. Mutual drainage reactors, suitable for exchange or Channel Services requiring direct or alternating current transmission, where provided at either the customer location, Telephone Company central office or intermediate location, interior mounted units only, each..... | 35.37 | 5.84 |
| 5. Channels furnished for remote grounding are provided at the rates and charges specified for Series 1000, type 1001, Channels, in this Company's Channel Services Tariff. | | |

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

A. GENERAL

Business Basic Plan permits customized call routing to a specific location using: a) a defined geographical area or b) the caller's NXX.

Business Basic Plan 311 Non-Emergency Call Routing Service permits customized call routing to a specific non-emergency local Public Agency location on a city, county or statewide-basis using: a) a defined geographical area or b) the caller's NXX.

B. REGULATIONS

1. Business Basic Plan is available as a Basic or Deluxe service with several rate options including volume discounts with 3 or 5 year Agreements. Per call billing service is available to Business Basic Plan subscribers who require direct billing of charges to their customers.

Business Basic Plan

Business Basic Plan - Basic provides a unique 936 telephone number or 311 non-emergency number for local call routing to a specific location using: 1) a defined geographical area or 2) the caller's NXX. Billing of charges for informational program services is also available with Business Basic Plan service.

Business Basic Plan - Deluxe

Business Basic Plan - Deluxe provides a premium 555 telephone number for local call routing to a specific location using: 1) a defined geographical area or 2) the caller's NXX. Billing of charges for informational program services is also available with Business Basic Plan Deluxe service.

2. Business Basic Plan is subject to the availability of the Advanced Intelligent Network capability, network facilities and billing capabilities. No mass calling type services will be permitted until such time as Network Management capability is available. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities or for any act, omission or failure of performance by Frontier VA, or employees, or agents.
3. Business Basic Plan calls from Independent Local Exchange Carriers, Other Telephone Companies, Cellular Carriers, etc. will require special arrangements and agreements with Frontier VA before Business Basic Plan is available.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

B. REGULATIONS (Cont'd)

4. Business Basic Plan is furnished upon the condition that the Subscriber obtain adequate terminating facilities to permit the use of Business Basic Plan without injurious effect upon it or any other services rendered by the Company. Frontier VA may terminate or refuse to furnish service to any Subscriber, without incurring any liability, if use of the service would interfere with or impair other services provided by the Company, provided that, in the case of a termination of service, at least five days have elapsed following written notification to the customer by mail, or in person, of the Company's intention to terminate the service for such cause.
5. All calls must originate and terminate at the Subscriber's equipment within the LATA.
6. Callers to a Business Basic Plan telephone number will be charged for a local call. In addition, if an Business Basic Plan call is to a Pay-Per-Call service, the charges as specified by the Business Basic Plan subscriber will appear as a separate billing charge on the callers Verizon VA bill. 311 is not available as Pay-Per-Call.
7. Information providers (IPs) must abide by the same limitations, restrictions, disclosures, etc. as are included in the Telephone Disclosure and Dispute Resolution Act (TDDRA) of 1992. Under the statute, Federal Communications Commission's (FCC) regulations impose obligations and constraints on common carriers that transmit or bill for such services. Information providers must also abide by the same regulations included in the Federal Trade Commission (FTC) Telemarketing Act. The FTC's regulations control the activities of information providers that produce pay per call programs and other entities, including common carriers, that perform pay per call billing and collection. Business Basic Plan Pay-Per-Call programs not in compliance with these rules shall be terminated immediately after due process.
8. A clear and distinct preamble to a Pay-Per-Call service must notify the caller of the charges to be billed for this call. The preamble must notify and give the caller sufficient time to hang up before Pay-Per-Call charges are charged. Callers will be charged for calls greater than 15 seconds.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

B. REGULATIONS (Cont'd)

9. At the request of any residence, business or coin customer of Frontier VA, Business Basic Plan or Deluxe Pay-Per-Call service may be restricted on an individual line basis without charge. This arrangement would restrict completion of all Business Basic Plan Pay-Per-Call services within the LATA. Non-pay per call services would not be restricted. Rates for subsequent requests for blocking are specified in Section C. following.
10. An exception to line restriction is 555-1212. In the Code of Federal Regulations Title 47, Part 64, Subpart 0 Section 64.1501 (a)(4) directory services provided by a common carrier or its affiliate or by a local exchange carrier or its affiliate, or any service for which users are assessed charges only after entering into a presubscription or comparable arrangement with the provider of such service are not pay per call services.
11. The Company is only responsible for the maintenance and operation of the Business Basic Plan network facilities, and assumes no liability for the content(s) or accuracy of messages provided by the Subscriber. Programs, both live and recorded, whose message is sexually explicit, lewd, or otherwise considered to be adult, as that term is commonly understood, are not available, acceptable or permissible with Business Basic Plan. Such services will be disconnected.
12. Number Reservation. All Business Basic Plan and Deluxe Numbers are software design only.
 - a. Business Basic Plan -Basic

Verizon will assign Business Basic Plan numbers using a unique NPA-936-XXXX or 311 non-emergency number for the service. Specific numbers will be reserved at no charge for a maximum of three months only.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

B. REGULATIONS (Cont'd)

12. Number Reservation. (Cont'd)

b. Business Basic Plan -Deluxe

Subscribers must reserve and be assigned a (NPA-555-XXXX) number by the North American Numbering Plan Administration, the custodian of "555" NXX codes, prior to activation of the service in each NPA. 555 Line Numbers will be assigned on either a national or non-national basis. National assignment means that the 555 Line Number assignee may use that number in any NPA in the North American Numbering Plan (NANP) area. A non-national assignment means the 555 Line Number may be used in a specific geographical area by one entity and the same 555 Line Number may be assigned and used by other entities in other geographical areas. Subscribers must render to the Company a copy of the "Administrator's Response/Confirmation Form" prior to service activation of the NPA 555-XXXX number.

- c. In cases of future geographic NPA relief activity accomplished by either NPA splits, overlays, boundary realignments, etc., the number assignees of a Business Basic Plan -Basic or Business Basic Plan -Deluxe number must reserve and request activation of the same number in the new NPA. A one-time service establishment charge will apply for service activation of the new NPA.

13. Call Routing Database.

- a. The service logic in the call routing database will determine the route of the call using the calling party's NPA or NPA-NXX or geographic location. The Business Basic Plan subscriber is required to supply an information table where calls are to be routed for each subscriber terminating call location. Most Business Basic Plan applications are not expected to exceed the maximum allowable database size. If large, complex, and/or sophisticated routing applications exceed the maximum allowable database size, these applications will be handled on a Custom Routing basis. All Percentage Routing and Time-of-Day applications are considered Custom Routing.
- b. Custom Routing applications are designed and priced based on Special Equipment and Service Arrangements as specified in the General Regulations Tariff.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

B. REGULATIONS (Cont'd)

14. Pay-Per-Call calls to Business Basic Plan telephone numbers will not be completed from the following types of services:

- Operator Handled Calls (O+ and O-)
- Hotel/Motel/Hospital Services
- Inmate Service
- Cellular Service
- Coin/Coinless and Customer Owned Coin Operated Telephones
- Independent or Other Telephone Companies unless access charges and billing arrangements have been established
- Services with Selective Class of Call Screening

15. Frontier VA will track all adjustments for calls made to each Business Basic Plan Pay-Per-Call service number. A summary of adjustments including uncollectibles will appear on the Payment Statement to the Subscriber. Frontier VA will make adjustments for Pay-Per-Call charges as follows:

When a customer makes a first time claim for credit on the basis that: (1) the customer did not approve or have awareness that the call(s) was made, or (2) the customer did not have knowledge of the price per call due.

By accepting an Adjustment, the customer waives any future claims for an automatic adjustment on Pay-Per-Call(s).

Verizon VA will initiate line restriction for those customers who receive a one time adjustment of \$20.00 or more.

A twenty-five percent (25%) Revenue Adjustment Surcharge will be assessed the Business Basic Plan Subscriber on the dollar value of Pay-Per-Call calls adjusted and uncollected.

16. The subscriber's Pay-Per-Call charges cannot be greater than \$5.00 per call.

17. A monthly remittance check will be sent to the Business Basic Plan Pay-Per-Call subscriber. The amount will include directly billed charges to the caller plus applicable local and state taxes less the amount of charges written off as an adjustment or uncollectible less Business Basic Plan local and toll transport, Query and billing charges less any Revenue Adjustment Surcharges and any Other Company charges due.

18. Calls to disconnected Business Basic Plan Call Routing Service telephone numbers will be routed to a Vacant Code Announcement recording.

19. Business Basic Plan does not provide for any Company Directory listings.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

C. RATES

1. Application of Rates

- a. The subscriber is responsible for all local and intraLATA toll call transport rate charges from the calling party's central office to the terminating central office, as outlined below.
- b. All rates for Business Basic Plan are applied on a jurisdictional IntraLATA basis.
- c. Rates and regulations as specified in other Company tariffs would apply, as appropriate, for sufficient lines/trunks to the subscriber's terminating equipment.
- d. An intra-office local call will be charged the calling party in accordance with the class of service of the caller dialing an Business Basic Plan, including 311 Non-Emergency Call Routing Service, or Deluxe call.
- e. One-time Service Establishment charges for Business Basic Plan -Basic & Deluxe include activation of the advertised number and one "default" forward-to telephone number. Supplemental "forward-to" telephone numbers will be assessed a one-time charge per number.
- f. A Subscriber of Business Basic Plan -Basic or Business Basic Plan -Deluxe service may choose from three local transport rating options:
 - (1) 60 Month Agreement
 - (2) 36 Month Agreement
 - (3) Month-to-Month (Initial 3 month minimum)

Each transport rating option has a Minimum dollar amount requirement. The subscriber will be billed monthly for actual usage times the Agreement rate. Frontier VA will perform a 12 month annual "true-up" subsequent to the annual anniversary date of the 60 month or 36 month Agreement option. Frontier VA will bill the Business Basic Plan subscriber any difference between the Minimum Annual Charges indicated in C. following, if greater than the Total 12 Months actual billings. With Month-to-Month service the subscriber will be billed the greater of either Actual Monthly charges or the Monthly Minimum charge indicated in C. following.

- g. If Business Basic Plan is disconnected prior to the expiration of an Agreement, a single payment for early termination of \$1,000, plus one-twelfth of the Minimum Annual Charges times the number of remaining months of the Agreement, plus any "true-up" for months with actual usage is due with the Final Bill.

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

C. RATES (Cont'd)

1. Application of Rates (Cont'd)

- h. Business Two-Point Service rates in the Long Distance Service Tariff, Section 2A or Interstate IntraLATA Business Class of Service Dial Station Rates found in The Verizon Telephone Companies FCC tariff No. 4, Section 3.1 apply, as appropriate.

A Subscriber will be billed the applicable tariff rate times the actual minutes. These calls are not applied to the Local Transport Agreement minimums.

- i. Local Transport service rates will be billed the subscriber per Business Basic Plan number in each LATA monthly and at the Agreement rate.
- j. An Business Basic Plan Query charge is assessed the subscriber based on each query of the Basic or Deluxe Data Base, including Ring No Answer and Busy Lines.
- k. Local transport and IntraLATA toll call charges apply only on completed calls which exclude Ring No Answer and Busy lines.
- l. Charges for Custom Reports to meet informational or analytical needs of the Subscriber are available on a Special Equipment and Service Arrangements basis as specified in the General Regulations Tariff. Such information might include summaries or distribution of calls by time-of-day, day-of-week, lengths of calls, etc.

2. Rates and Charges

RATE

a. Service Establishment Charges

| | |
|---|------------|
| One-time service establishment charge-Basic per number per LATA | \$1,600.00 |
| One-time service establishment charge-Deluxe per number per LATA | \$2,500.00 |
| One time service establishment charge-Pay Per Call per number per LATA | \$ 100.00 |
| Each supplemental "forward to" telephone number- per LATA | \$ 225.00 |

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

RATE

b. Rearrangements and Changes

| | |
|---|----------|
| Premium Business Basic Plan Query Data Base Changes per geographical area or "forward to" number change | \$225.00 |
| Change in Subscriber Pay-Per-Call price..... | \$225.00 |

| | |
|--|-------|
| c. Business Basic Plan Feature Query Charge per query | \$.01 |
|--|-------|

d. Local Calling Transport

(1) Basic Local Calling
per call per number per LATA

| <u>Month-To-Month</u> | <u>RATE</u> | <u>Minimum Monthly Charge</u> |
|---------------------------|-------------|--|
| 750 to 2,999..... | \$.11 | \$ 82.50 |
| 3,000 to 29,999..... | \$.10 | \$ 300.00 |
| 30,000 to 74,999..... | \$.09 | \$2,700.00 |
| 75,000+ | \$.08 | \$6,000.00 |
| | | <u>Minimum Annual Charge</u> |
| <u>36 Month Agreement</u> | | |
| 750 to 2,999..... | \$.09 | \$ 810.00 |
| 3,000 to 29,999..... | \$.08 | \$ 2,880.00 |
| 30,000 to 74,999..... | \$.07 | \$25,200.00 |
| 75,000+ | \$.06 | \$54,000.00 |
| | | |
| <u>60 Month Agreement</u> | | |
| 750 to 2,999..... | \$.07 | \$ 630.00 |
| 3,000 to 29,999..... | \$.06 | \$ 2,160.00 |
| 30,000 to 74,999..... | \$.05 | \$18,000.00 |
| 75,000+ | \$.04 | \$36,000.00 |

In addition to the above rates each
call over 10 minutes will be billed
an additional charge..... \$4.00

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

d. Local Calling Transport (Cont'd)

(2) Deluxe Local Calling
per minute/call or fraction thereof
per number per LATA

| <u>Month-To-Month</u> | <u>Rate</u> | <u>Minimum Monthly Charge</u> |
|---------------------------|-------------|---------------------------------------|
| 1,000 to 5,999 | \$.0555 | \$ 55.50 |
| 6,000 to 59,999 | \$.0505 | \$ 303.00 |
| 60,000 to 149,999 | \$.0455 | \$2,730.00 |
| 150,000+ | \$.0405 | \$6,075.00 |
| <u>36 Month Agreement</u> | | |
| 1,000 to 5,999 | \$.0455 | \$ 546.00 |
| 6,000 to 59,999 | \$.0405 | \$ 2,916.00 |
| 60,000 to 149,999 | \$.0355 | \$25,560.00 |
| 150,000+ | \$.0305 | \$54,900.00 |
| <u>60 Month Agreement</u> | | |
| 1,000 to 5,999 | \$.0405 | \$ 486.00 |
| 6,000 to 59,999 | \$.0355 | \$ 2,556.00 |
| 60,000 to 149,999 | \$.0305 | \$21,960.00 |
| 150,000+ | \$.0255 | \$45,900.00 |

Per
Month

e. Pay-Per-Call billing

Per number per LATA..... \$75.00

Per call billed

| per number per LATA per month | <u>Rate</u> |
|-------------------------------|-------------|
| 1 to 5,999 | \$.05 |
| 6,000 to 59,999 | \$.04 |
| 60,000 to 149,999 | \$.03 |
| 150,000+ | \$.02 |

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

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BUSINESS BASIC PLAN (Effective 6/12/09 - LA - 3**)

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

f. Pay Per-Call Restriction and Unblocking

| | <u>Nonrecurring Charge</u> |
|--|----------------------------|
| Residence (per line) | |
| Initial restriction | |
| Subsequent requests, same number | \$ 10.00 |
| Business (per central office or terminating location) | |
| Initial restriction | |
| Subsequent requests, | \$100.00 |
| Per line equipped | \$ 3.00 |
| Full Featured Business Voice Services | |
| Initial restriction | |
| Subsequent requests, | \$100.00 |
| Per line equipped | \$ 3.00 |

** See General Regulations Tariff S.C.C. -Va. -No. 01, Section 3. This service is grandfathered and no longer available to new customers and current customers may not make changes to existing service. 311 Non-Emergency Call Routing Service is excluded for this grandfathering.

Private Network Virtual Solutions for Business

A. GENERAL

Private Network Virtual Solutions for Business (PNVS) is a business calling service that allows usage generated by or authorized to subscribed business lines to receive customized treatment. Calls can originate from telephone numbers included in a customer's private dialing plan database (on-net) or from off-net locations (telephone numbers not designated as on-net by the customer) provided pre-defined remote access control parameters are fulfilled. With this service, business customers are able to pre-select call routing instructions and screen call patterns.

B. REGULATIONS

Multi-site businesses will be able to combine their use of the public switched network along with their dedicated private line services to create a virtual private networking service.

PNVS customers must subscribe to either a Location Code Dialing Plan or a Portable Extension Dialing Plan. All other PNVS features are optional services that may be selected by the customer.

1. Explanation of Terms

Private Dialing Plan

Location Code Dialing - option has extension numbers which can indicate a specific customer location. The extension numbers are a combination of digit(s) or access code and digits corresponding to part or all of the customer's North American Numbering Plan telephone number. This dialing plan allows duplication of extension numbers among locations served by different central offices.

Portable Extension Dialing - option allows an extension number that is independent of the North American Numbering Plan. When a user moves from one location to another, his/her public telephone number will change but their assigned extension number can stay the same. This allows any caller within the customer's network to reach the user by dialing the same extension regardless of the user's location.

Off-net/On-net Calling

On-net to On-net - Calls originating from and terminating to a telephone number included in a customer's private dialing plan database. The caller dials a pre-defined dialing plan number for the location to be reached.

Private Network Virtual Solutions for Business

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Off-net/On-net Calling (Cont'd)

On-net to Off-net - Calls originating from a customer designated on-net location (telephone numbers included in customer's private dialing plan database) and terminating off-net (telephone numbers not included in customer's private dialing plan database). With this type of call, a caller dials a standard 10-digit NANP number in the same manner as placing a long-distance call.

Off-net to on-net - Calls originating from a telephone number not in the customer's private dialing plan database but terminates to a telephone number included in the customer's private dialing plan database. With this type of call, a caller will be required to enter an authorization code in order to access the customer's VPNS network. This type of call applies to traveling employees who might be accessing the PNVS remotely. Once the caller has been granted access to the PNVS, the private dialing plan can be used to complete the call.

Off-net to off-net - Calls originating and terminating in telephone numbers not included in the customer's private dialing plan database. This type of call applies to traveling employees who might be accessing the PNVS via a remote access mode. Once the caller has been granted access to the VPNS the call will be routed in the same manner as an On-net to Off-net call.

Facility Hubbing

Routing Pattern Control - enables the customer of record to pre-select the route (private facilities or public network) of outgoing, off-net calls based on the called party's telephone number, time-of-day and/or day-of-week.

Remote Access to Private Facilities - the capability for customer's of record station lines (Centrex lines, PBX trunks, ISDN lines or POTS lines) to reach a remotely located private facility or group of facilities by dialing an access code.

Facility Termination - The capability for private facilities terminated in a central office to be accessed by remote VPNS users.

Call Screening Controls

Call Patterns Screening Controls - Customer defined calling privileges which allow for screening by called telephone number or NPA.

Time-of-day, day-of-week screening - permits the customer to restrict calling privileges based on the time-of-day and/or day-of-week.

Private Network Virtual Solutions for Business

B. REGULATIONS (Cont'd)

1. Explanation of Terms (Cont'd)

Remote Access

Work-at-Home - the ability for customers of record employees to use their residential telephones to originate business calls by dialing a predefined access code before initiating the call and having the associated usage billed directly to their office telephone number.

Business Travel - the ability for customers of record employees to use an off-net telephone to originate business calls by dialing a pre-defined access code and identification code before initiating the call and having the associated usage billed directly to their office telephone number.

Access Control - Security for access to specific facilities, to override station restrictions, or to access PNVS features, can be provided based on the calling number, an authorization code, a Personal Identification Number or a combination of the above.

Authorization Codes - Codes from 2 - 15 digits in length that can be used to validate access and/or calling privileges.

Personal Identification Number - Numbers that can vary in length from 4 - 8 digits that can be used to associate restricted services and privileges with employees and/or office telephone numbers.

Interactive Account Codes - Codes used by customers of record to track network usage and to bill back usage to a particular department or user.

Non-validated Account Codes - Codes assigned by customers to track and bill back to specific departments or clients. These codes are not verified as legitimate codes belonging to the customer i.e. any 1-8 digit code entered will be recorded.

Validated Account Codes - Codes assigned by customers to track and bill back to specific departments or clients. These codes are verified against legitimate codes as belonging to the customer.

Forced Account Codes - Enables a customer to require all originating calls to enter an account code prior to connecting the terminating end.

Virtual Hot Line Service - Allows for a predefined automatic connection from an on-net telephone to another on-net telephone at a remote location. When the receiver of the Virtual Hot Line Station is lifted, the telephone number of a pre-determined on-net station will be connected.

Private Network Virtual Solutions for Business

B. REGULATIONS (Cont'd)

2. The contract lengths for PNVS must be the same in all locations. All features contracted for by the customer must have the same contract period, including those VPNS optional services added after the initial installation.

In the event that the customer elects to disconnect any contracted features prior to the end of the subscribed contract period, the customer will be assessed a termination liability.

3. Customer defined access codes must be mutually agreed upon by the customer of record and the Company prior to installation of PNVS. Access Codes can vary in length from one to eleven digits.
4. Authorization Codes and Personal Identification Numbers are administered and assigned by the customer. The customer must supply authorization codes and personal identification numbers to the Telephone Company prior to installation of PNVS. Authorization Codes can vary in length and must be at least two digits long and no longer than fifteen digits.

Personal Identification Numbers can vary in length and must be at least four digits long and no longer than eight digits.

5. Termination Liability - A PNVS customer is liable for Termination charges for each and/or any of the subscribed VPNS services disconnected prior to the end of a contract period. Termination Liability will be calculated in the following manner: Twenty-five percent of the contract period's first full month's recurring charges of the services to be disconnected times the number of months remaining in the contract period.
6. Access to Private Facilities can be provided to both one-way and two-way facilities. Customer defined access codes may vary in length from one to eleven digits.
7. Routing Control is available on outgoing off-net calls only. The traffic routing choices are provided by and the responsibility of the customer. There is a limit of three patterns per customer of record location.
8. Account Codes are administered and assigned by the customer. The customer must supply to the Telephone Company prior to installation of PNVS account codes which are to be validated.

Non-validated Account Codes and Validated Account Codes may vary in length from one to eight digits.

9. Screening patterns are limited to three patterns per location.

Private Network Virtual Solutions for Business

B. REGULATIONS (Cont'd)

10. Usage Charges

Usage charges may be billed in 6 second increments as specified in the Local Exchange Services Tariff and the Long Distance Services Tariff.

11. Conditions

This service is offered subject to the following conditions:

- (a) Existing usage charges for message or intraLATA toll services apply to circuit switched voice calls.
- (b) This service is available only from central offices which have the necessary facilities to provide PNVS service. In the event that a customer is served by a non-conforming office, the Telephone Company may, at its option, provide PNVS service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected where, in the discretion of the Company, service can be provided at a reasonable cost to the Company. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office at such time as PNVS service is available in that office. If VPNS service is provided from an alternate serving central office, the customer will accept a number change to one associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office, as established in the Company's Tariffs.

When PNVS service is available from the customer's normal serving central office, the customer will revert to and accept a number change that is associated with the original serving central office, and be subject to calling areas associated with the original serving central office, as specified in the Telephone Company's Tariffs. No charge will apply to the transfer of this service back to the serving central office as specified above.

If the customer refuses to take service from the normal central office after such service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply, as specified in the Company's Tariffs.

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Private Network Virtual Solutions for Business

C. RATES

| | <u>Installation Charge</u> | <u>Per Month</u> |
|------------------------------------|--------------------------------|----------------------|
| 1. Service Establishment Charge | \$ 500.00 | - |
| 2. Private Dialing Plan | | |
| a. Location Code Dialing | | |
| Month to month | 2,000.00 | \$300.00 |
| 12 - 23 months | 2,000.00 | 285.00 |
| 24 - 35 months | 2,000.00 | 270.00 |
| 36 + months | 2,000.00 | 255.00 |
| Additions or Changes, per occasion | | |
| First 9 numbers | 50.00 | - |
| 10 and over | 50.00 | - |
| b. Portable Extension Dialing | | |
| Month to month | 2,000.00 | 200.00 |
| 12 - 23 months | 2,000.00 | 190.00 |
| 24 - 35 months | 2,000.00 | 180.00 |
| 36 + months | 2,000.00 | 170.00 |
| Additions or Changes, per occasion | | |
| First 9 numbers | 50.00 | - |
| 10 and over | 50.00 | - |
| 3. Facility Hubbing, per system | | |
| a. Routing Pattern Control | | |
| Month to month | \$2,000.00 | \$400.00 |
| 12 - 23 months | 2,000.00 | 380.00 |
| 24 - 35 months | 2,000.00 | 360.00 |
| 36 + months | 2,000.00 | 340.00 |
| Additions, changes or deletions | | |
| per route | 50.00 | - |

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Private Network Virtual Solutions for Business

C. RATES (Cont'd)

| | <u>Per Message</u> | <u>Installation Charge</u> | <u>Per Month</u> |
|--|------------------------|--------------------------------|----------------------|
| 3. Facility Hubbing (Cont'd) | | | |
| b. Remote Access to Private Facilities | | | |
| Per Facility Group | | | |
| Month to month | | \$400.00 | \$100.00 |
| 12 - 23 months | | 400.00 | 95.00 |
| 24 - 35 months | | 400.00 | 90.00 |
| 36 + months | | 400.00 | 85.00 |
| c. Facility Terminations, per facility | | 50.00 | 25.00 |
| 4. Call Screening Controls | | | |
| Call Patterns Screening | | 500.00 | 50.00 |
| Time-of-day, day-of-week screening | | 500.00 | 50.00 |
| 5. Remote Access* | | | |
| a. Work at Home | | | |
| per employee telephone number | \$.05 | 5.00 | 5.00 |
| b. Business Travel, Remote access | | | |
| per employee account | | 5.00 | 5.00 |
| per message | \$.05 | | |

* Usage charges specified in B. preceding also apply.

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Private Network Virtual Solutions for Business

C. RATES (Cont'd)

| | <u>Installation Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| 6. Access Control | | |
| a. Authorization Code, per code | \$ 5.00 | \$ 2.00 |
| b. Personal Identification Number per PIN | 5.00 | 2.00 |
| c. Interactive Non-Validated Account Code | 5.00 | 2.00 |
| d. Interactive Validated Account Code per code | 5.00 | 3.00 |
| e. Interactive Forced Account Code per code | 5.00 | 3.00 |
| 7. Virtual Hot Line Service per line | 25.00 | 25.00 |

Work-at-Home Billing Service

A. General

The Work-at-Home Billing Service (WAHBS) is a service purchased by a business for its employees to allow the use of their residential phone for business and automatically bill the calls to the business account.

B. REGULATIONS

1. WAHBS is subscribed to by the business. Residence clients may not purchase or modify this service for themselves. The business must provide to the Telephone Company the residence numbers that they wish equipped for this service. This service uses the physical line of the residence and no additional facilities are required.
2. The user at their residential phone dials an access code "*94" and receives second dial tone. The call is then dialed as a direct dialed call.
3. By subscribing to this service the business accepts the responsibility for charges originating from the Work-at-Home Charge Number at the residence. This number is a software number assigned to the residence line to distinguish business calls.
4. Incoming calls to this number are distinguished by a distinctive ring. Outgoing calls made with this service, i.e., after dialing "*94", will appear on the business account established for this service.
5. WAHBS is offered only where the residence location is served by a central office switch equipped with the Advanced Intelligent Network (AIN) and Common Channel Signaling/Signaling System 7 (CCS/SS7) architecture and software.
6. Although primarily for toll calls, local usage is billed at the appropriate measured rate charge.
7. Alternate selections for carriers through 10XXX or 101XXXX are not allowed.
8. Some usage plans may not be available with this service.
9. The company is not liable to the customer or any other person or entity for damages resulting from, or in connection with, the provision of this service including, without limitation, the inability to access the operator or any telephone number.

C. RATES

1. Application of rates

- a. Installation charges are applicable for any addition, deletion, or changes to residence lines that the business wishes equipped for this service.
- b. In addition, normal service order charges apply.

| | Installation Charge | Per Month |
|--|------------------------|--------------|
| 2. WAHBS, per residential line equipped..... | \$15.00 | \$4.50 |

IP (INTERNET PROTOCOL) ROUTING SERVICE

A. GENERAL

IP (Internet Protocol) Routing Service (IPRS) provides for the collection, concentration and management of the customer's traffic within a LATA. IPRS consists of network routers located at LATA hub sites that will collect the customer's end user traffic and concentrate it for connection and transport over a Verizon Packet Data Service to a customer's designated location.

B. REGULATIONS

IPRS provides five types of ports for the collection of end user traffic. The port type(s) is/are determined by the method(s) chosen by the customer for access to its end user(s). The five port types are:

- 1) IPRS Combined Analog/ISDN Dial-up Port
- 2) IPRS ISDN Only Dial-up Port
- 3) IPRS DS-1/1.544 Mbps Port

The two dial-up types are intended for use with a single computer connection and are not for connection to a Local Areas Network (LAN).

IPRS does not include the end user access service. End user services and facilities are available from this and other pay telephone network tariffs.

IPRS requires the use of RADIUS (Remote Authentication Dial-In User Service), a network security protocol, for the customer's authentication and authorization of its dial-up end user(s).

Maintenance and upgrades for IPRS are performed during the hours of 11:00 p.m. and 8:00 a.m. At times, during the hours of maintenance activity, it will be necessary to place a customer's service in an inactive or out-of-service condition. The amount of time that this scheduled out-of-service condition will exist is called a "maintenance window." The Telephone Company will provide the customer notice prior to the maintenance window and will work cooperatively with the customer to minimize service disruption. Maintenance window activity could be scheduled for consecutive days.

IPRS is provided in compliance with standards established by the Internet Architecture Board as stated in the following publications:

STD 0001, Internet Official Protocol Standards; J. Postel, Editor, issued June 1997.

RFC 2138, Remote Authentication Dial-In User Service (RADIUS); C Rigney, A. Rubens, W. Simpson, S. Wilens., issued April 1997.

IP (INTERNET PROTOCOL) ROUTING SERVICE

B. REGULATIONS (Cont'd)

Terms and Conditions

1. IPRS customers must also subscribe to Bell Atlantic's SMDS, FRS, and/or ATM Service for the delivery of data traffic from the IPRS Network to the customer's designated location.
2. IPRS is a hubbed service. At least one wire center in each LATA is designated as a IPRS Hub. Customers' end users who use dedicated access must order their DS1 Special Access service to the customer's port in the IPRS LATA Hub.
3. IPRS is available on a month-to-month basis and for commitment periods of 3 years and 5 years. Combined Analog/ISDN Dial-up and ISDN Only Dial-up Port categories are only offered under a month-to-month service Plan.
4. IPRS is provided on a negotiated service date interval.
5. IPRS is monitored and maintained 24 hours-a-day 7 days-a-week for trouble isolation and resolution.
6. IPRS will be provided where technical capability exists.

C. RATES

1. Application of Rates

- a. All rate categories are billed monthly.
- b. Non-recurring charges apply for the installation of each port. Changes in port from one rate category to another incur the non-recurring charge.

A conversion of service to a new commitment period of equal or greater length than the remainder of the existing term does not incur non-recurring charges for the existing port.

- c. When the customer's commitment period ends, month-to-month rates apply, unless the customer agrees to a new commitment period.

IP (INTERNET PROTOCOL) ROUTING SERVICE

C. RATES (Cont'd)

1. Application of Rates (Cont'd)

- d. Termination liability applies when a port is disconnected prior to the end of the selected commitment period. Liability is assessed as follows:

Month-to-Month: The customer is responsible for 100% of the monthly rates for the entire commitment period.

3 and 5-year Terms: The customer is responsible for 100% of the monthly rate for the first 12 months and 15% of the remaining monthly charges.

Termination liability is waived if a port is converted to another term of equal or greater value in revenue than the remainder of the present term.

Termination liability is waived when a customer replaces one port for another type and commits to a term of equal or greater value in revenue than the remainder of the current commitment. The replacement is subject to applicable non-recurring charges.

- e. If the customer's Monthly Rate increases, the customer may discontinue service without liability.
- f. IPRS ports must be purchased in increments of 23 ports, except where available as single port quantities.

2. Rate Categories

- a. IPRS Combined Analog/ISDN Dial-up Port: provides one data path connection in a local calling area of the Company designated by the customer for analog/ISDN dial-up access to the customer by the customer's end users, and the IP routing of the end user data to the customer.
- b. IPRS ISDN Dial-up Port: provides one data path connection local calling area of the Company designated by the Customer for ISDN Primary Rate (PRI) dial-up access by the customer's end users, and the IP routing of the end user data to the customer.
- c. IPRS DS1/1.544 Mbps Port: provides connection and IP routing of end user data terminated at a speed of 1.544 Mbps.

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IP (INTERNET PROTOCOL) ROUTING SERVICE

C. RATES

3. Rates and Charges
- per port

| <u>Port Category</u> | <u>Nonrecurring Charge</u> | <u>Monthly Rate (per Port)</u> |
|--|----------------------------|--------------------------------|
| 1. Combined Analog/ISDN Dial-up Port Month-To-Month | \$ 34.78 | \$ 59.00 |
| 2. ISDN Only Port Month-To-Month | 34.78 | 59.00 |
| 3. DS-1/1.544Mbps Port Month-To-Month | 200.00 | 175.00 |
| 3 Year Service Period Plan | 200.00 | 165.00 |
| 5 Year Service Period Plan | 200.00 | 150.00 |

ENHANCED DEDICATED SONET SERVICE

A. GENERAL

The Telephone Company's Enhanced Dedicated SONET Service (EDSS) is an optical high capacity service provided using SONET-based technology. EDSS is provided on SONET facilities except where a service is extended on an "off-net" facility.

EDSS provides the customer a dedicated high capacity customized network. The network is in a ring architecture or topology that assures greater survivability and can be arranged as a full ring or as a partial ring that provides connectivity to multiple customer locations.

A full ring must have a minimum of three nodes with at least one of the nodes being located in a Telephone Company Central Office (CO) and one being located at a customer premises. The fiber path is such that when traversing the ring, the starting node and the end node are the same.

A partial ring must have a minimum of two nodes with at least one of the nodes being located in a CO and one being located at a customer premises. The customer premises node can be substituted with a high-speed interface if the customer circuits that are provisioned on the partial ring are connected in a CO. The fiber path is such that when traversing the ring, the starting node and the end node are different.

There is a third network type known as ring-on-ring, which is a full ring riding over a bigger full ring.

EDSS is an alternative to basic High Capacity point-to-point service between multiple customer locations. It is, therefore, rated discretely. Monthly rate elements include ports, nodes, mileage and high-speed interfaces (certain partial ring configurations only). Rates are specified in Section D. following.

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ENHANCED DEDICATED SONET SERVICE

B. DEFINITIONS

Add/Drop Multiplexing, (ADM): a multiplexing function that allows lower level signals to be added or dropped from an optical carrier channel.

Node: an EDSS rate element and a designation of either a customer location or CO on a SONET ring that has ADM capability. It is also the address of where a channelized (lower speed) service originates or terminates on a ring.

High Speed Interface: an EDSS rate element on a partial ring service that allows high-speed connection of the Company's facilities to the facilities of the customer or of a third party. High-speed connection is provided at a location that is mutually agreed upon by the Telephone Company and the customer.

Optical Carrier Rate, (OC #): a SONET transmission signal/speed, line rate, or service. The rates are in multiples of an OC1, which is equivalent to a STS1 (51.84 Mbps), SONET's basic rate.

| <u>OC(#)</u> Rate | <u>Bandwidth Capacity</u> |
|-------------------|---------------------------|
| 3 | 155.52 Mbps |
| 12 | 622.08 Mbps |
| 48 | 2.488 Gbps |
| 192 | 9.952 Gbps |

Optical Carrier Rate Concatenated, (OC#c): a "clear channel" SONET transmission using only one framing format. Generally, an OC3 signal provides three STS1s frame formats with 3 overheads for a total capacity of 2268 bytes per Synchronous Payload Envelope (SPE) frame; in an OC3c signal, one STS3c frame format is used with one overhead, increasing the total payload capacity to 2340 bytes per SPE frame.

ENHANCED DEDICATED SONET SERVICE

B. DEFINITIONS (Cont'd)

OC12+3, OC48+3, OC192+3, OC192+12, and OC192+48: designations for nodes in ring-on-ring designs; the higher speed ADM is part of the true ring, and the lower speed ADM is connected for the purpose of mapping lower speed services onto the STS1s of the OC12, OC48 or OC192.

Port: an EDSS rate element that denotes the interface at which a channelized or lower speed service terminates or originates at an EDSS node.

SONET, (Synchronous Optical Network): an international standard for the transmission of high capacity bandwidth over optical facilities. This synchronous transmission platform utilizes a modular multiplexing approach. Because of the large bandwidth, some of the payload is used to monitor, protect, manage and improve the transmission of the signal.

Synchronous Transport Signal Level, (STS1): a 51.84 Mbps signal that is the electrical equivalent of the OC1 or a DS3 with additional Mbps devoted to SONET overhead information. An STS1 can carry a DS3 or 28 DS1s when specifically formatted (Mapped). These DS1s may be accessed off-ring using the tariffed DS3 to DS1 multiplexing optional service or via a DS3 Transmux port.

Transmuxing: the function of an EDSS DS3 Transmux port that performs a DS3 to DS1 conversion at an EDSS Node. The DS3 to DS1 conversion allows a single EDSS DS3 Transmux port to be associated with up to twenty-eight (28) VT1.5 mapped EDSS DS1 ports. Transmuxing within the EDSS network retains DS1 visibility allowing for full, proactive maintenance capability of DS1 signals.

Virtual Tributary, (VT): a SONET structure designed for transport of sub-STs1 payloads. A DS1 is mapped into the SONET format using a VT1.5 as a packaging mechanism that is internal to the SONET signal.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS

1. All Rings

When a customer premises node is located in the same building as a CO node, there may be diminished survivability between the two nodes.

When a customer transmits STS1, Internet Protocol or Ethernet signals, the mapping feature must be designated.

Ethernet services are provided on a point-to-point basis between two suitably equipped EDSS nodes; that is, two premises nodes or a premises node and a CO node.

Extended Superframe Format (ESF) is required on all DS1 circuits in order to ensure performance objectives.

Additional nodes may be required, to maintain service quality levels. Generally, a transmission of 20 or more miles or a transmission through 6 or more COs will be subject to loss of signal integrity, and would require an additional node.

The customer specifies the ring capacity in terms of optical carrier rates. EDSS is available in capacities of OC3, OC12, OC48 and OC192. Lower speed services are provided between nodes via port designations.

EDSS is available based on negotiated intervals. Since EDSS provides a dedicated high capacity customized network, it is deployed upon customer request. Where suitable SONET facilities are not generally available, Special Construction rates and charges apply.

The customer must provide, at no cost to the Telephone Company, suitable and secure space, suitable environmental conditions, and uninterrupted power supply, building entrance facilities, and conduit for placement of the facilities and network equipment at its locations as necessary to provide the service.

One or more lower speed node(s) may subtend a higher speed node (e.g., an OC12 node may subtend an OC192 node). Rates and charges apply for both the higher speed node and for each subtending lower speed node provided. Additionally, the applicable port charge will apply to drop the lower speed channel that connects the higher speed node to the subtending lower speed node.

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ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

2. Partial Ring

When EDSS is provided in a partial ring configuration, the following applies:

The customer must provide the Telephone Company with its fiber optic facility requirements (i.e., whether it will use single mode fiber or multi-mode fiber) prior to the Telephone Company ordering the necessary SONET network equipment to provide the requested service. The customer may utilize its own fiber optic facilities or the facilities of a third party.

When ordering lower speed channels that originate at and terminate to nodes that are not within the partial ring provided by the Telephone Company, the customer must provide the Telephone Company with a copy of the order. This order provides the Telephone Company with authority to perform the necessary mapping of the channel through the partial ring to ensure continuity of the signal over the jointly provided ring. A Channel Mapping nonrecurring charge will apply for each channel mapped through the Telephone Company provided partial ring. The Channel Mapping charge applies to each lower capacity service that originates at and terminates to devices that are not within the partial ring provided by the Telephone Company. The Channel Mapping charge is billed to the lower capacity service. Channel mapping charges do not apply when ordering channels that originate at and terminate to nodes on the Telephone Company's portion of the partial ring.

Connection to Partial Ring Service:

The Telephone Company's network design will define the optical parameters at the connection locations. The Telephone Company is responsible for the optical parameters of the high-speed optical signal at the location where its facilities are connected to the facilities of the customer or of the third party. The Telephone Company bears no responsibility for the optical parameters beyond its location (i.e., in the facilities of the customer or of the third party). The customer or third party is responsible for engineering its portion of the jointly provided ring.

Connection to EDSS partial ring service is limited to high-speed fiber connection of the Telephone Company backbone network fiber optic facilities and the fiber optic facilities of the customer or of a third party. Partial ring service may only be connected to (1) another partial ring provided by the Telephone Company or (2) suitable ring facilities provided by the customer or third party. The portion of the ring provided by the customer or third party must use vendor equipment that matches the equipment used by the Telephone Company and must maintain the same vintage in software release as the Telephone Company. Upon written notice by the Telephone Company, the customer or third party will have sixty (60) days in which to complete the change-out of any software release deployed by the Telephone Company.

Connection to EDSS partial ring services may occur at the customer premises at which location the connection will occur via a node or at a mutually agreed upon location where connection occurs via a high-speed interface. Connection to other Telephone Company services may not occur at the mutually agreed upon high-speed interface. Such location will be designated as a customer premises for the purpose of administering the general regulations set forth in this tariff.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

3. Ring-on-Ring

When EDSS is provided in a ring-on-ring design, the following applies:

The lower speed ring must have a minimum of two nodes located at the customer premises or one node at the customer premises and one node at the CO.

The Telephone Company must provide the lower speed nodes.

Each lower speed node must subtend off of its corresponding higher speed node.

Ring-on-Ring designs may not include a mix of enhanced nodes and those nodes that are not enhanced.

4. Subtending Rings

1. The customer may interconnect two or more full rings in a subtending ring configuration subject to the following:
 - a. One of the EDSS full rings must be designated as the main ring from which the other EDSS full ring(s) will subtend. The main ring must be of equal or greater capacity than each EDSS full ring that subtends the main ring. For example, a main ring that is an OC12 EDSS can have an OC3 and/or OC12 subtending ring but cannot have an OC48 subtending ring. The number of rings that can subtend a main ring may be limited by the type and capacity of the nodes and port configuration specific to the customer's overall EDSS service configuration.
 - b. Interconnection between the main ring and the subtending ring requires a port node. A port node provides high speed interconnection between an enhanced node on the main ring and the high speed facilities of the subtending ring. Each subtending ring requires one port node where the subtending ring is interconnected to an enhanced node on the main ring. Interconnection between the main ring and a subtending ring may occur at a customer designated premises or within a CO where such nodes are located. A maximum of two (2) interconnection points with the main ring are allowed per subtending ring.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4. Subtending Rings (Cont'd)

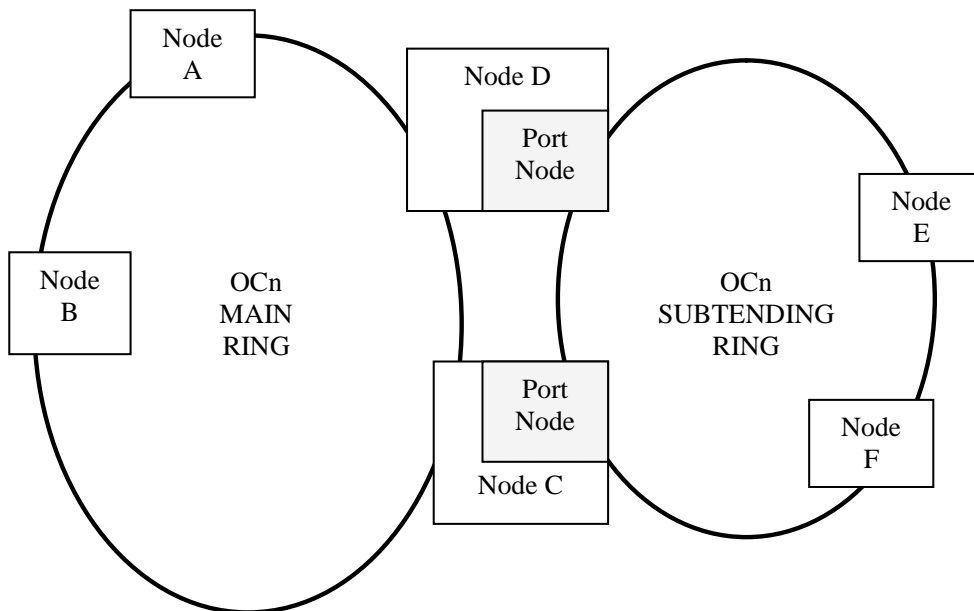
1. The customer may interconnect two or more full rings in a subtending ring configuration subject to the following: (Cont'd)
 - c. Only EDSS full rings that utilize suitably equipped enhanced nodes can be arranged in subtending ring configurations. EDSS full rings that utilize nodes that are not enhanced will not be arranged in a subtending ring configuration(s).
 - d. Each EDSS full ring included in a subtending ring configuration must be arranged as a unidirectional path switched ring (UPSR) and must use nodes that are enhanced. Bidirectional path switched rings (BLSR) may not be arranged in subtending ring configurations.
 - e. EDSS partial rings may not be arranged in subtending ring configurations.
 - f. Where two (2) points of interconnection between the subtending ring and the main ring are provided, circuits originating on the main ring may be mapped to the subtending ring and circuits originating on the subtending ring may be mapped to the main ring. Channels mapped across the two interconnecting nodes are subject to Dual Node Cross-connect Channel Mapping charges as described in E. 4. following.
 - h. The main ring and any subtending rings associated with the main ring must individually meet the minimum requirement of three nodes. However, only one node for the entire service configuration must be located in a CO. For example, if the main ring has one node located in a CO and two nodes located at customer designated premises, the subtending ring(s) need not have a node that is located in a CO (1) When determining if the minimum number of nodes on a subtending ring has been met, the port node providing interconnection to the main ring is included in the count.
 - i. When determining if the minimum number of nodes on a subtending ring has been met, the port node providing interconnection to the main ring is included in the count.
 - ii. When determining if the minimum number of nodes on a subtending ring has been met, the enhanced node on the main ring that interconnects with the subtending ring is not included in the count.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4. Subtending Rings (Cont'd)

1. The customer may interconnect two or more full rings in a subtending ring configuration subject to the following: (Cont'd)
 - i. Each subtending ring may only interconnect with one main ring.
 - j. Subtending ring configurations may be established using new EDSS full rings, existing EDSS full rings, or a combination of new and existing EDSS full rings.
 - k. All EDSS rings in the same subtending ring configuration must be for the same customer of record.
1. An example of a subtending ring configuration with two (2) points of interconnection to the main ring is illustrated in the following diagram.



ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4. Subtending Rings (Cont'd)

2. Applicable rate elements: (to above diagram)

- Nodes (6)
 - Port Node (2)
 - Mileage for circumference of Main Ring
 - Mileage for circumference of Subtending Ring
- a. Lower speed services provided over EDSS must ingress at a node on either ring (the main ring or the subtending ring) and egress at a node on either ring (the subtending ring or the main ring). A single port charge applies at the point of ingress and a single port charge applies at the point of egress, unless the ingress and/or egress occurs via an asymmetrical port facility in which case a separate port charge will not apply for each such ingress or egress.
- b. At the customer's option, a lower level service may interconnect the main and one (1) or more of the subtending ring(s) through two (2) separate points of interconnection with each subtending ring. In this case, a single Dual Node Cross-connect Charge applies per lower level service provided across the interconnecting port nodes, regardless of the number of subtending rings involved. The Dual Node Cross-connect Charge does not apply when a lower level service interconnects the main and subtending ring(s) through a single point of interconnection.
- c. In the event that the customer elects to make a subtending ring an independent full EDSS, the independent full EDSS ring must meet all of the requirements for a EDSS full ring as set forth in 1 General preceding. This may require an additional node in order to satisfy the minimum node requirement for a single, independent ring.
3. The customer must provide, at no cost to the Telephone Company, suitable and secure space, suitable environmental conditions, and uninterrupted power supply, building entrance facilities, and conduit for placement of the facilities and network equipment at its locations as necessary to provide the service.
4. The customer will be billed additional charges for any charges levied by the Telephone Company for space and power required to place ADMs on the Telephone Company's side of the network interface.

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ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1 Ports

The type of ports that are supported on a node may limit the maximum number of ports that are provided on that node. Accepted port speeds are as follows:

| Enhanced Nodes = | OC3 | OC12 | OC48 | OC192 |
|----------------------|-----|------|------|-------|
| DS1 Ports | X | X | X | X |
| DS3 Ports | X | X | X | X |
| DS3 Transmux Ports | X | X | X | X |
| STS1 Ports | X | X | X | X |
| OC3 Ports | | X | X | X |
| OC3c Ports | | X | X | X |
| OC12 Ports | | | X | X |
| OC12c Ports | | | X | X |
| OC48 Ports | | | | X |
| OC48c Ports | | | | X |
| Ethernet Ports | | | | |
| GigE-1 Ports | | X | X | X |
| GigE-3 Ports | | X | X | X |
| GigE-6 Ports | | X | X | X |
| GigE-9 Ports | | X | X | X |
| GigE-12 Ports | | | X | X |
| GigE-24 Ports | | | X | X |
| 1 GBPS FICON | | | X | X |
| 1 GBPS Fiber Channel | | | X | X |

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1. Ports (Cont'd)

Changes in month-to-month ports are treated as disconnects and subsequent installations.

When High Capacity services are provided between two EDSS rings, the associated ports must be symmetrical.

When a lower capacity service is dropped from an EDSS, the associated ports will be billed to the lower capacity service. Lower capacity services may not be dropped at locations utilizing a high-speed interface.

Ports may be ordered in a symmetrical arrangement (e.g., DS3 Port to DS3 Port), an asymmetrical arrangement (e.g., OC12 Port to DS3 Port) or in certain transmuxing arrangements as specified following. Ethernet ports may only be ordered in symmetrical arrangements. Ports are not provided at mutually agreed upon locations where a high-speed interface is utilized.

When transmuxing arrangements are ordered in symmetrical or asymmetrical port combinations, the following conditions apply:

- A DS1 port associated with a DS3 Transmux port may not coexist as a separate DS1 port with the same EDSS node.
- An end-to-end DS1 service provided over EDSS may not be associated with more than one DS3 Transmux port.
- DS3 Transmux ports are available at premises nodes or at CO nodes.
- The higher speed port of an asymmetrical port combination will be mapped based on the speed of the connecting service and port.

For all other asymmetrical port combinations, the following conditions apply:

- The higher speed port will be mapped based on the speed of the connecting service and port. The higher speed port is referred to as a Stub Hub Port in the arrangement.
- The Stub Hub Port is only available at a premises node.
- Asymmetrical port arrangements (Stub Hubs) are not provided on partial ring configurations.
- The lower speed port(s) can be provided at customer premises and CO nodes.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1 Ports (Cont'd)

Asymmetrical Ports

A. Asymmetrical Ports

1. Asymmetrical ports allow lower level services to be added to, and dropped from EDSS, using ports with different transmission rates. For example, a DS1 channel can be added to the ring via a DS3 port and dropped from the ring via a DS1 port. These lower level services may originate and/or terminate at locations that are on or off of the EDSS.
2. For OCn ports, the port with the higher transmission rate provides a facility (Asymmetrical Port Facility or APF, also referred to as a Stub Hub) which is channelized to individual services requiring lower capacity facilities and lower capacity ports. Only one such higher transmission rate OCn port applies per asymmetrical port facility. The number of lower capacity services that can utilize the same APF is limited by the total STS1 capacity of the connecting services. Available transmission rates for the APF are dependent on the capacity of the port to which it is connected. For example, an OC12 APF cannot be established on an OC3 Port. Additionally, the capacity of the port is dependent on the capacity of the node involved.
3. The APF provides a two-point channelized facility between a customer designated premise or Expanded Interconnection arrangement and the higher transmission rate port of the asymmetrical port combination. Such port may be associated with a node that is located at either the customer designated premises or within a Telephone Company CO.
 - (a) When the APF is located at the customer's designated premises, the APF facility is provided between the customer's designated premise and the port on the associated node located at that same premise. Rates and charges for the port apply in accordance with the terms and conditions set forth, E. 4, following.
 - (b) When the APF is located in a Telephone Company CO and the APF connects to a customer designated premise that is served by the same CO, an asymmetrical port channel extension applies to extend the APF to the customer designated premise. Rates and charges for the asymmetrical port channel extension apply in addition to the rates and charges for the port under E. 4, following.
 - (c) When the APF is located in a Telephone Company Central Office and the APF connects to a customer designated premises that is served by a different central office, an asymmetrical port channel extension and mileage applies to extend the APF to the customer designated premises. Rates and charges for the asymmetrical port channel extension and mileage apply in addition to the rates and charges for the port.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1 Ports (Cont'd)

A. Asymmetrical Ports (Cont'd)

3. (Cont'd)

- (d) When the APF is located in a Telephone Company C.O. and the APF connects to a Collocated Interconnection arrangement that is located within the same wire center as the node, a port charge applies.
- (e) When the APF is located in a Telephone Company Central Office and the APF connects to a Collocated Interconnection arrangement that is not located within the same wire center as the node, mileage applies to extend the APF to the Collocated Interconnection arrangement. Rates and charges for the mileage apply in addition to the rates and charges for the Port.
- (f) For A(3)(c) through (e) preceding, channel termination or cross-connect charges apply in addition to the port, asymmetrical port channel extension, and mileage charges.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1 Ports (Cont'd)

- Asymmetrical ports are available in the following combinations:

| APF Asymmetrical Port | Ring Capacity | Node Speeds | Rate Combination |
|-----------------------|---------------|-------------|--|
| OC3 EDSS Ring | OC3 - OC3 | STS1 | STS1 - DS3 STS1 - DS1 |
| OC12 EDSS Ring | OC12 - OC12 | OC3 | OC3 - STS1 OC3 - DS3 OC3 - DS1 OC3 - GigE3 OC3 - GigE1 |
| OC48 EDSS Ring | OC48 - OC48 | OC12 | OC12 - OC3 OC12 - OC3c OC12 - STS1 OC12 - DS3 OC12 - DS1 OC12 - GigE12* OC12 - GigE9* OC12 - GigE6* OC12 - GigE3* OC12 - GigE1* |
| | | OC3 | OC3 - STS1 OC3 - DS3 OC3 - DS1 OC3 - GigE3* OC3 - GigE1* |

(*) For Ethernet (GigE) port options, the associated Ethernet Service must be SONET mapped.

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ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1 Ports (Cont'd)

- Asymmetrical ports are available in the following combinations:

| APF Asymmetrical Port | Ring Capacity | Node Speeds | Rate Combination | |
|-----------------------|---------------|----------------|------------------|-------------|
| OC192 EDSS Ring | OC192 - OC192 | OC48 | OC48 - OC12 | |
| | | | OC48 - OC12c | |
| | | | OC48 - OC3 | |
| | | | OC48 - OC3c | |
| | | | OC48 - STS1 | |
| | | | OC48 - DS3 | |
| | | | OC48 - DS1* | |
| | | | OC48 - GigE24* | |
| | | | OC48 - GigE12* | |
| | | | OC48 - GigE9* | |
| | | | OC48 - GigE6* | |
| | | | OC48 - GigE3* | |
| | | | OC48 - GigE1* | |
| | | | OC12 | OC12 - OC3 |
| | | | | OC12 - OC3c |
| | | OC12 - STS1 | | |
| | | OC12 - DS3 | | |
| | | OC12 - DS1* | | |
| | | OC12 - GigE12* | | |
| | | OC12 - GigE9* | | |
| | | OC12 - GigE6* | | |
| | | OC12 - GigE3* | | |
| | | OC12 - GigE1* | | |
| | | OC3 | | OC3 - STS1 |
| | | | | OC3 - DS3 |
| | | | OC3 - DS1* | |
| | | | OC3 - GigE3* | |
| | | | OC3 - GigE1* | |

(*) For Ethernet (GigE) port options, the associated Ethernet Service must be SONET mapped.

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ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

4.1 Ports (Cont'd)

B. Storage Interface Ports -FICON/Fibre Channel

- (1) The FICON Storage Interface Port provides an optical transport channel for transmission of 1 Gbps Fibre Connection among mainframes, storage devices and on a single channel. A FICON signal is limited to a maximum distance of 100km (physical route kilometers) between the locations involved.

- (2) The Fibre Channel Storage Interface Port provides an optical transport channel for transmission of 1 Gbps signals in a serial link between supercomputers, mainframes, workstations, desktop computers, storage devices, displays and other peripherals. A Fibre Channel signal is limited to a maximum distance of 100 km (physical route kilometers) between the locations involved

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ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

5. Interfaces

EDSS is only available for the following interface combinations:

- DS1 - DS1
- DS1 - STS1
- DS3 - DS3
- DS3 - DS1
- STS1 - STS1
- OC3 - STS1
- OC3 - OC3
- OC3 w/DS3 mapping - DS3
- OC3 w/DS1 mapping - DS1
- STS1 w/DS3 mapping - DS3
- STS1 w/DS1 mapping - DS1
- OC3c - OC3c
- OC12 - STS1, DS3, OC3, OC3c & OC12
- OC12c - OC12c
- OC48 - STS1, DS3, OC3, OC3c, OC12, OC12c & OC48
- OC48c - OC48c
- Gigabit Ethernet
 - GigE1 - GigE1 (mapped as 1 STS1 channel)
 - GigE3 - GigE3 (mapped as 3 STS1 channels or 1 STS3c channel)
 - GigE6 - GigE6 (mapped as 6 STS1 channels or 1 STS6c channel)
 - GigE9 - GigE9 (mapped as 9 STS1 channels or 1 STS9c channel)
 - GigE12 - GigE12 (mapped as 12 STS1 channels or 1 STS12c channel)
 - GigE24 - GigE24 (mapped as 24 STS1 channels or 1 STS24c channel)

6. Mileage

EDSS Mileage on a full ring is the total of airline distances between nodes rounded up to the nearest mile.

EDSS Mileage on a partial ring is the total of airline distances between connection locations and each node on the partial ring. The total mileage is then rounded up to the nearest mile.

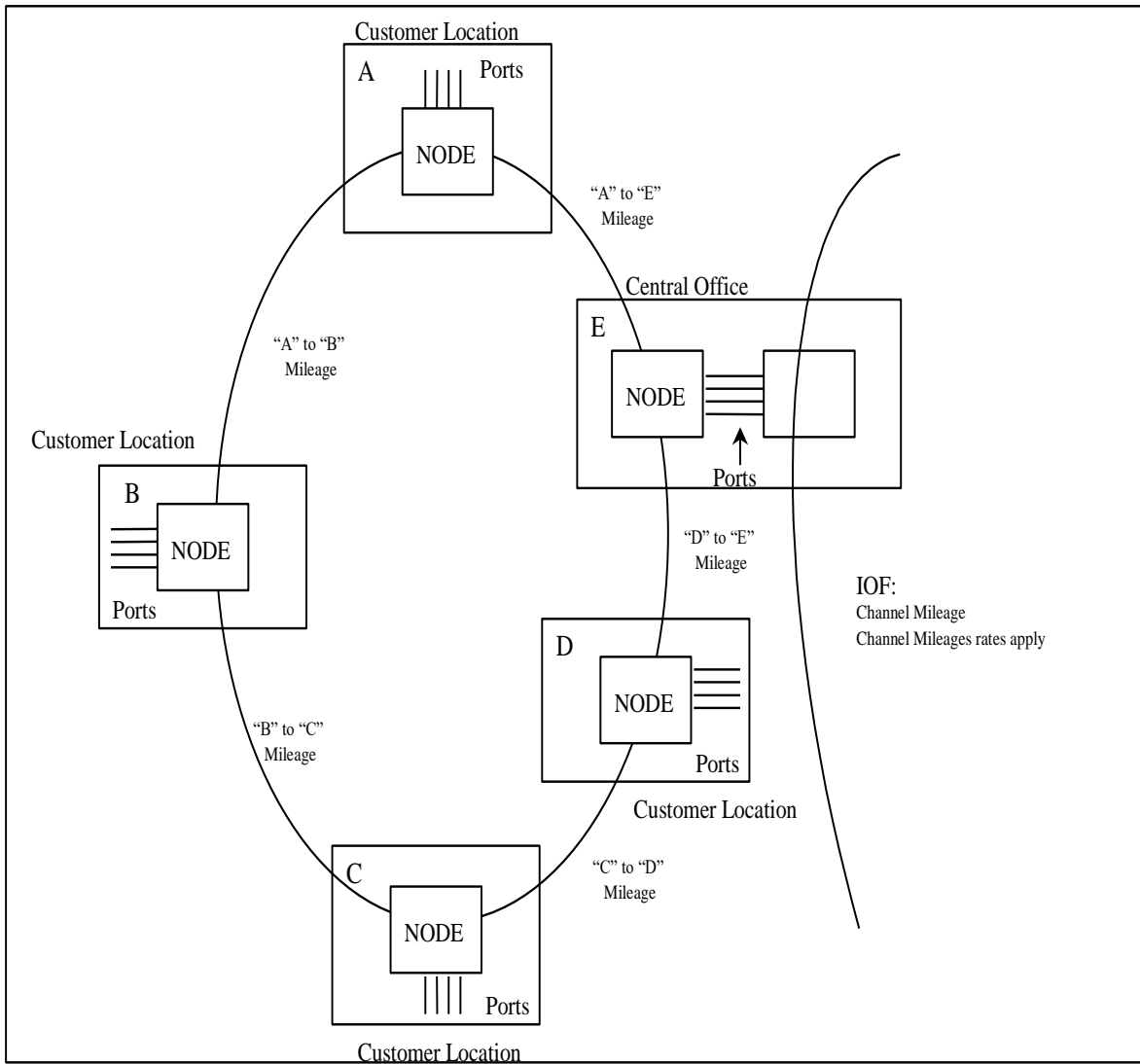
The mileage rate is based on total ring capacity and not on individual services between nodes. For example, the mileage charge for a four-node OC3 ring with 5.1 miles between each node (20.4 total miles) would be calculated by multiplying the OC3 mileage rate by 21 miles. This mileage calculation applies regardless of the number of services (e.g., DS3s) on the ring.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

6. Mileage (Cont'd)

An example of a full Enhanced Dedicated SONET ring is diagrammed below:

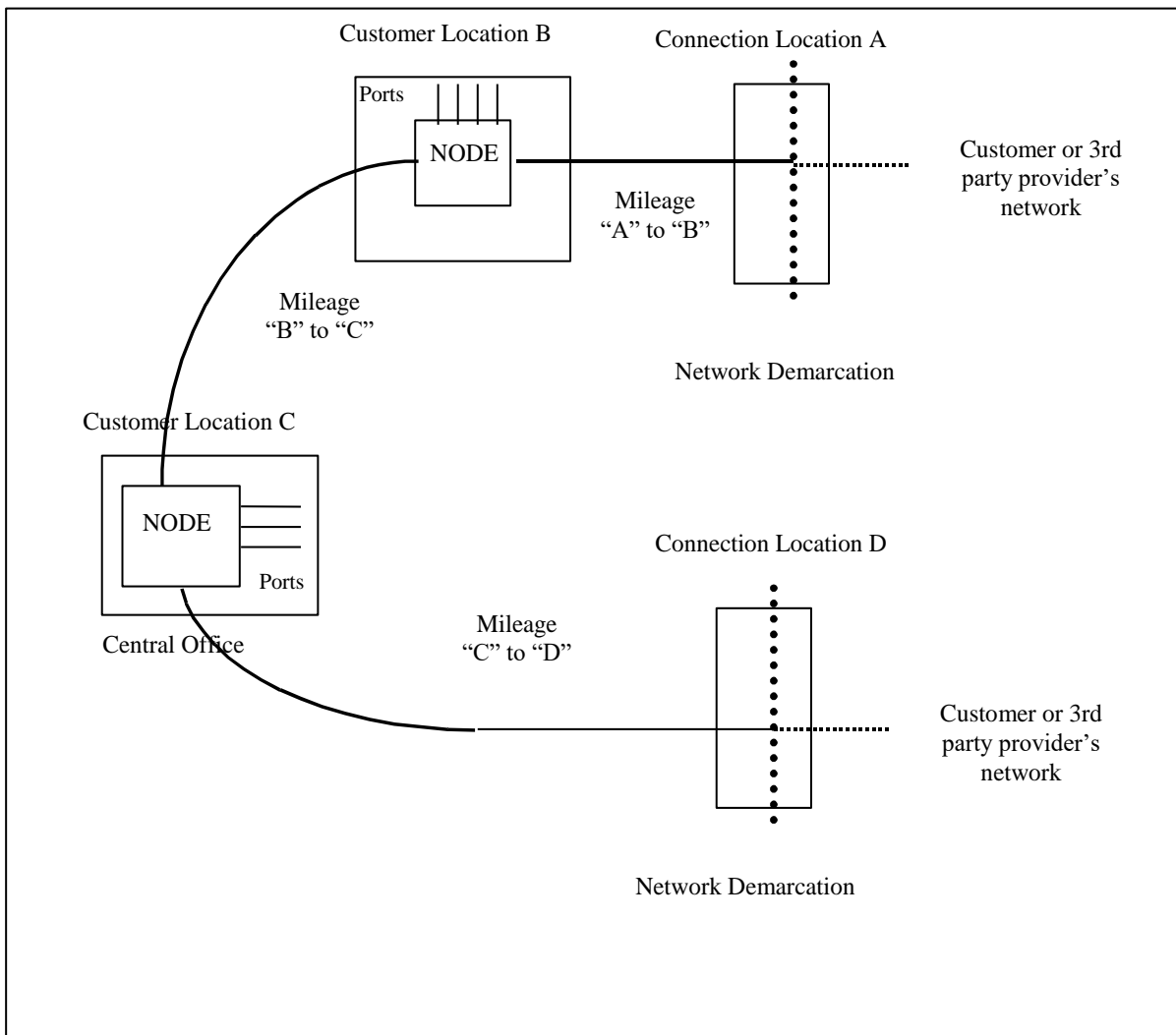


ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

6. Mileage (Cont'd)

An example of a partial Enhanced Dedicated SONET ring is diagrammed below:



ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

7. Commitment Period

EDSS is available for 3, 5 and 7-year commitment periods, for ports, nodes, mileage and high-speed interfaces. Ports are also available on a month-to-month basis. Ports and nodes added subsequent to the initial installation may be coterminous to the expiration date of the EDSS provided the addition is prior to the 21st month for a 3-year plan, prior to the 36th month for a 5-year plan, or prior to the 50th month for a 7-year plan. Ports and nodes added after the aforementioned periods require extending the commitment period for an additional one-year for a 3-year plan, an additional 2 years for a 5-year plan, or an additional 3 years for a 7-year plan. Ports, in a month-to-month plan, may be added at anytime. The added nodes must be at the same or lower speed as the existing nodes.

Monthly recurring rates apply for the ports, nodes, mileage and high-speed interfaces. Once a term period expires, the prevailing rates of the current plan will continue until the customer cancels service or requests a new term plan.

7.1 Nonrecurring Charges

(a) First and Additional Nonrecurring Charges for Ports

1. Nonrecurring charges for ports apply on a first and additional basis. To qualify as first and additional, the ports must be like-ports installed at the same node at the same time.
2. Nonrecurring charges apply to the initial installation of ports purchased on a month-to-month basis, and to subsequent installations of all ports and nodes.
3. Nonrecurring charges for DSR ports purchased on a month-to-month plan at the initial installation of DSR service apply on a first and additional basis.
4. With the exception of Storage Interface Ports, nonrecurring charges for DSR ports purchased under a term plan apply on a first and additional basis for each DSR port that is ordered subsequent to the initial installation of DSR Service.
5. For Storage Interface Ports purchased on a month-to-month basis, nonrecurring charges apply to the installation of ports on a first and additional basis regardless of whether the installation of such Storage Interface Port is in connection with the initial or subsequent installation of DSR.

Changes in Month-to-Month billed ports or changes in term plan billed port nodes are treated as disconnects and subsequent installations for which subsequent nonrecurring charges apply.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

7.1 Nonrecurring Charges

(b) Nonrecurring charges for EDSS nodes

- (1) Nonrecurring charges for EDSS nodes apply to all NODES and Port NODES installed subsequent to the initial installation of DSR.
- (2) When a node is disconnected prior to the end of the commitment period, the node is subject to termination liability
- (3) Changes from OC12 to OC12/3 and OC12/3 to OC12 Nodes are treated as upgrades. Subsequent installation nonrecurring charges are applicable

(c) Channel Mapping nonrecurring charges

Partial Ring -Nonrecurring charges

- (1) A Channel Mapping nonrecurring charge applies for each channel which the Telephone Company must map over the partial ring. Channel mapping is only required on channels that originate at and terminate to devices that are not within the partial ring.
- (2) When a lower capacity service is dropped from a DSR Ring, the associated ports will be billed to the lower capacity service. Lower capacity services may not be dropped at locations utilizing a pass-through interface. However, a Partial Ring Channel Mapping Charge will apply for each lower capacity service that originates at and terminates to devices that are not within the partial ring provided by the Telephone Company. The Partial Ring Channel Mapping Charge is billed to the lower capacity service.

Asymmetrical Port

- (1) When a lower capacity service is provided between two (2) separate asymmetric port facilities (APF) on the same DSR, the Telephone Company must map the facility assignment on the first APF to the facility assignment on the second APF for which an Asymmetrical Port Mapping Nonrecurring Charge applies per lower capacity service mapped.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

7.1 Nonrecurring Charges (Cont'd)

Asymmetrical Port (Cont'd)

- (1) When a lower capacity service is provided between two (2) separate asymmetric port facilities (APF) on the same DSR, the Telephone Company must map the facility assignment on the first APF to the facility assignment on the second APF for which an Asymmetrical Port Mapping Nonrecurring Charge applies per lower capacity service mapped.
- (2) Nonrecurring charges apply for the installation of an Optional Feature.
- (3) A single Dual Node Cross-connect Charge applies per lower level service provided across the interconnecting port nodes of a subtending ring(s) configuration, regardless of the number of subtending rings involved.
- (4) Dual Node Cross-connect Charges apply for each channel which the Telephone Company must cross-connect between the port nodes of the interconnecting ring(s).
- (5) Where an Ethernet, Fibre Channel, or FICON signal is mapped to a SONET service, and that SONET service is provided in a symmetrical port arrangement, two (2) OCn ports apply (one where the mapped signal enters the ring and one where the mapped signal exits the ring).
- (6) Where one or more Ethernet, Fibre Channel or FICON signals are mapped to a SONET service, and that SONET service utilizes an asymmetrical port combination (e.g., the signals enter the ring mapped to an OC12 SONET service and exit the ring via an OC48 port associated with an asymmetrical port facility), only one OCn port applies per mapped signal to enter the ring and the signal exits the ring over the asymmetrical port facility. The total number of such mapped Ethernet, Fibre Channel, or FICON signals that can be associated with the OCn Port of the asymmetrical port facility is limited by the STS1 capacity required to map each signal into the SONET service. For example, assume that an OC48 APF is ordered for which an OC48 port, OC48 mileage, and, when applicable, an OC48 Extension applies (an OC48 has a capacity of 48 STS1s). Further assume that 2 Verizon Optical Networking 600 Mbps Ethernet-to-SONET mapped services are ordered, each of which requires 6 STS1s when mapped into an OC12 SONET signal. In this example, the OC48 asymmetrical port arrangement would still have 36 available STS1s.
- (7) Changes in Month-to-Month billed asymmetrical port facilities are treated as disconnects and subsequent installations.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

8. Termination Liability

Termination liability applies to EDSS service or an Optional Feature, and is charged per rate element on all ports, nodes, mileage and high-speed interfaces, except month-to-month ports for which the one-month minimum service charge applies.

EDSS service or an Optional Feature may be canceled without termination liability when cancellation of the service occurs within thirty (30) days of the effective date of a Telephone Company initiated rate increase of eight percent (8%) or more on any rate applicable to EDSS service.

Termination liability will not apply on an EDSS service or Optional Feature if a customer changes to a longer-term commitment period, and the number of services or ports included in the new commitment period remain the same or increase.

Termination liability will not apply to a customer upgrade (change to a higher capacity EDSS service) of an EDSS node or port, if all of the following conditions are met:

- a. A new commitment period commences with the upgrade.
- b. The new expiration date must extend beyond the discontinued plan date.
- c. The new EDSS service is provided at the same customer and/or Telephone Company location(s) as the discontinued service plan.
- d. Additional nodes and ports added at the time of the upgrade incur all applicable rates and charges.

A customer can move a node from one location to another location without incurring termination liability providing that all of the following conditions are met:

- a. A new commitment period commences with the move.
- b. The new expiration date must extend beyond the date of the disconnected plan date.
- c. The customer accepts a temporary interruption of the existing service in order to establish the new service.
- d. The new service is ordered at the same time as the service being disconnected.

ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

8. Termination Liability (Cont'd)

Termination liability will apply when the conditions above are not met and the customer cancels service prior to expiration of the plan period. If the cancellation occurs within the first two years of a term plan, termination liability is equal to 100 percent of the monthly charges for the unexpired portion of the first two years, and 25 percent of the monthly charges for the remainder of the plan. If the customer cancels after the first two years of service, then termination liability is equal to 25 percent of the monthly charges for the remaining life of the term.

For EDSS with a commitment period which was extended under 10. following, termination liability is calculated as the difference between the monthly rates for the highest commitment period that could have been satisfied prior to disconnection of the service or cancellation of the plan and the monthly rates for the extended commitment period for the period of time the service was in effect.

9. Conversions

Customers who wish to move or convert existing High Capacity services to an EDSS may do so without conversion charges (termination liability and installation charges) as long as the total capacity of services purchased by the customer does not decrease.

10. Extension of a Commitment Period

For EDSS the customer also has the option, within sixty (60) days prior to the expiration date for its commitment period, to extend its expiring term plan to a plan with a longer commitment period. The commitment period selected for the extended plan must be longer than the commitment period of the expiring plan as follows:

- An expiring 3-Year Term may be extended to either a 5-Year or 7-Year Term Plan.

- An expiring 5-Year Term may be extended to a 7-Year Term Plan.

Time-in-service credit on the expiring plan will be granted and applied towards the new extended plan. For example, an expiring 3-Year term plan will allow for 3 years of time-in-service credit towards a 5-Year or 7-Year extended plan.

The discount percentage associated with the extended plan will apply effective with the first bill date following expiration of the commitment period for the existing plan and will continue through the remainder of the commitment period associated with the extended plan. No adjustment for the increased discount percentage associated with the extended plan will be made to the monthly rates already billed on the expiring plan.

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ENHANCED DEDICATED SONET SERVICE

C. TERMS AND CONDITIONS (Cont'd)

11. Credit Allowance for Interruption -

a. When Credit Allowance Applies:

Credit Allowance for Interruption: EDSS is guaranteed service restoral within one minute in the event of a service interruption except as specified in (b) following. Any service interruption greater than one minute due solely to a Telephone Company facility failure will result in a credit allowance of 100% of the monthly rate for the applicable rate elements of the affected service, provided that the interruption is brought to the attention of the Telephone Company within 10 days. The total credit allowance in any one billing period cannot exceed 100% of the customer's monthly rate for the affected rate elements, regardless of the number or length of service interruptions within a billing month.

b. When Credit Allowance Does Not Apply:

1. Service interruptions of less than one minute.
2. Service interruptions are caused by the negligence of the customer or authorized user.
3. Service interruptions resulting from the failure of equipment or systems provided by the customer or authorized user.
4. Service interruptions during any period in which the Telephone Company is not afforded access to a premises for testing and/or repair of service.
5. Service interruptions when the customer has released the service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service.
6. Service interruptions which continue due to the failure of the customer to authorize replacement of an element of special construction. The period during which no credit allowance will be made begins on the seventh day after the customer received the Telephone Company's notification of the need for replacement and ends on the day after the Telephone Company receives the customer's authorization for replacement.
7. Service interruptions during periods when the customer elects not to release the service for testing and/or repair.
8. Service interruptions during periods when the customer or user has released the service for rearrangement purposes or for the implementation of a customer order.

ENHANCED DEDICATED SONET SERVICE

D. OPTIONAL FEATURES

1. Customer Service Management Optional Feature (CSM) -

a. Description

CSM provides a customer with real-time information about the operational status of its EDSS network. Three (3) Service Levels of support are offered for CSM. Each Service Level provides different functionalities to which the customer may gain access. These functionalities are described following and include access to real-time information about the customer's EDSS network and the ability to generate reports and the ability to reconfigure lower level services riding the EDSS ring. When ordering CSM, the customer must specify one of the following three (3) Service Levels.

1. Level 1 - provides a network view of real-time detection and reporting of network alarm conditions within the customer's EDSS network.
2. Level 2 - provides the same capabilities described in Level 1 along with the ability for the customer to generate basic network performance reports for its EDSS network. The customer may also request network performance reports that are customized to meet their specific needs.
3. Level 3 support provides the same support described in Levels 1 and 2 along with the ability to reconfigure (re-map) the end points of lower level services riding the ring.

Reconfiguration using CSM consists of re-mapping the end point of a primary circuit to its preplanned (backup) port location. The customer must specify a preplanned port location for each primary circuit installed. The preplanned port location is a backup location that is activated and de-activated when a primary circuit is reconfigured at the request of the customer via the CSM platform. A reconfiguration is limited to the mapping of one primary circuit to its assigned preplanned location. Existing EDSS Port rates and nonrecurring subsequent installation EDSS Port rates are applicable to the preplanned port. When the primary circuit and preplanned port are part of a Shared Network Arrangement, the Service User's Letter of Authorization "L.O.A." for the Shared Network Arrangement must include an acknowledgment that the Host Customer has the ability to perform CSM functions (e.g., reconfiguration) on the portion of the Service User's service that rides the EDSS.

A Telephone Company Performed Reconfiguration charge, will apply when the customer requests that the Telephone Company perform a reconfiguration of service on its behalf. This charge does not apply when a customer performs its own service reconfiguration.

ENHANCED DEDICATED SONET SERVICE

D. OPTIONAL FEATURES Cont'd)

1. Customer Service Management Optional Feature(CSM) - (Cont'd)

a. Description (Cont'd)

3. (Cont'd)

Reconfiguration is not permitted on services arranged in the following service configurations:

- (i) Switched Access Service;
- (ii) service provided under a shared use arrangement;
- (iii) service associated with Centrex-CO or Primary Rate ISDN service;
- (iv) primary circuits for which the customer has not specified a preplanned backup location; or
- (v) Fibre Channel/FICON service.

The type of nodes deployed within the EDSS network may limit reconfiguration of OC12/OC12c circuits within an OC48 EDSS. CSM is not available on partial ring configurations.

When CSM is added to an existing ring, existing circuits that are being made reconfigurable will require that an Access Order be issued to designate the circuit as reconfigurable. Nonrecurring charges as set forth in E. Rates following, may apply. The Telephone Company's ability to provide CSM on a particular ring may be limited by the overall configuration of that ring. Reconfiguration is limited to those circuits that originate and/or terminate on the ring (i.e., at locations served by a node on the ring) and utilize ports that are symmetrical. For circuits that originate or terminate off the ring (i.e., at locations not served by a node on the ring), the reconfiguration is limited to customer premises node locations on the ring.

b. Terms and Conditions

1. The customer must utilize Internet web access to connect its customer-provided terminal equipment to the Telephone Company's CSM management system. Access to the Internet and any associated rates and charges are the responsibility of the customer. The customer is also responsible for obtaining communications software that is compatible with the software the Telephone Company utilizes to provide CSM. The Telephone Company will work cooperatively with the customer to determine compatibility of its communications software.
2. CSM is provided only when the Telephone Company provides all nodes on the ring.

ENHANCED DEDICATED SONET SERVICE

D. OPTIONAL FEATURES (Cont'd)

1. Customer Service Management Optional Feature(CSM) - (Cont'd)

b. Terms and Conditions (Cont'd)

3. Subject to the restrictions set forth in Section D.1.b.4 following, CSM is provided coincident with the installation of the associated EDSS ring or may be added to an existing ring.
4. CSM Service Level is provided under a term plan of 3 years, 5 years, or 7 years, as described following.
 - (a) The duration of the term plan for CSM Service Level must be the same duration as the term plan for the EDSS nodes provided with CSM. At the expiration of its 3, 5, or 7 year term plans for CSM Service Levels, the customer has the option of extending CSM Service Level with a coterminous end date as described in Section (b) following.
 - (b) The expiration date of each CSM Service Level added subsequent to the initial installation must be coterminous to the expiration date of the associated EDSS service, provided that the addition is prior to the 21st month for a 3-year plan, prior to the 36th month for a 5-year plan, or prior to the 50th month for a 7-year plan. A CSM added after the aforementioned periods requires extension of the commitment period for the associated EDSS service in accordance with this Section (a) preceding. Such extension results in the establishment of a new plan that includes both the EDSS and the CSM under the same plan with the same expiration date.
5. With Service Level 2 support, the customer may retrieve certain basic reports containing performance-monitoring information on its EDSS network, as designated and provided by the Telephone Company. Basic reports are available at no additional charge to the customer. The customer may also request that a report be customized to meet its particular needs. Rates and charges for customized reports are provided on a special assembly basis. Reports are not provided with Level 1 support.
6. CSM is subject to termination liability if CSM is removed prior to completion of the existing commitment period. The terms and conditions in Section 8 proceeding, as applicable, apply to removal of CSM prior to completion of the existing commitment period.

ENHANCED DEDICATED SONET SERVICE

D. OPTIONAL FEATURES (Cont'd)

1. Customer Service Management Optional Feature (CSM) - (Cont'd)

c. Rate Regulations

CSM rates and charges apply in addition to any applicable EDSS rates and charges. Unless otherwise indicated below, CSM rates and charges apply regardless of the Service Level selected by the customer.

1. Monthly Recurring Charges -

- (a) A CSM Service Level monthly recurring charge applies for each EDSS ring provided with CSM.
- (b) For monthly recurring charges a CSM Service Level monthly recurring charge applies for each EDSS ring provided with CSM. For customers subscribing to Service Level 3 support, a Preplanned Port monthly recurring charge applies for each preplanned port location established. The Preplanned Port rate is the same as for the equivalent EDSS port serving as the primary location.

2. Nonrecurring Charges -

- (a) Node Setup charge applies for each node that is equipped with CSM at the time that CSM is initially established on the ring.
- (b) An Add/Remove Node charge applies for each node that is subsequently added to, or removed from, a ring that has already been equipped to provide CSM.
- (c) An Initial CSM Setup charge applies for establishment of the customer's initial CSM database partition. The initial CSM database partition includes setup for up to six (6) users.
- (d) A Setup of Additional Users charge applies for the setup of up to six (6) additional users beyond those provided with the initial database setup when CSM is initially established on the ring.
- (e) A Setup of Additional Partition or Change in CSM Service Level charge applies for the setup of an additional CSM database partition created for the same customer or to change from one CSM service level to another (e.g., change Service Level 1 to Service Level 2). Each additional CSM database provides for the setup of up to six (6) additional users.

ENHANCED DEDICATED SONET SERVICE

D. OPTIONAL FEATURES (Cont'd)

1. Customer Service Management Optional Feature(CSM) - (Cont'd)

c. Rate Regulations (Cont'd)

2. Nonrecurring Charges - (Cont'd)

- (f) A Consultation and Support charge applies for each thirty (30) minutes or fraction thereof that the customer requests Telephone Company consultation and support of its CSM network. This charge does not apply during initial setup of CSM on the ring.
- (g) A Telephone Company Performed Reconfiguration charge applies for Service Level 3 customers only when the customer requests that the Telephone Company perform a reconfiguration based on its pre-mapping instructions.
- (h) A Preplanned Port charge, applies for Service Level 3 customers only for each port associated with a preplanned location that is established during the initial establishment of CSM on the ring

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ENHANCED DEDICATED SONET SERVICE

D. RATES

1. Monthly Rates per Node

| <u>Node Type</u> | <u>Rate</u> |
|------------------|-------------|
| OC3 | ICB |
| OC12 | ICB |
| OC48 | ICB |
| OC192 | ICB |

2. Node Nonrecurring Charges ICB

3. Monthly Mileage Rates

| <u>Ring Type</u> | |
|------------------|-----|
| OC3 | ICB |
| OC12 | ICB |
| OC48 | ICB |
| OC192 | ICB |

4. Monthly Port Rate per Node

| <u>Port Type</u> | |
|------------------|-----|
| DS1 | ICB |
| DS3 or STS1 | ICB |
| DS3 or Transmux | ICB |
| OC3 | ICB |
| OC3c | ICB |
| OC12 | ICB |
| OC12c | ICB |
| OC48 | ICB |
| OC48c | ICB |
| GigE1 | ICB |
| GigE3 | ICB |
| GigE6 | ICB |
| GigE9 | ICB |
| GigE12 | ICB |
| GigE24 | ICB |

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ENHANCED DEDICATED SONET SERVICE

D. RATES

5. Subtending Port Node Type*
- Monthly Recurring Rates:

| Rate Element | Month-to-Month | 3-Year | 5-Year | 7-Year |
|---------------------|----------------|--------|--------|--------|
| OC3 at OC3 Node | N/A | ICB | ICB | ICB |
| OC3 at OC12 Node | N/A | ICB | ICB | ICB |
| OC3 at OC48 Node | N/A | ICB | ICB | ICB |
| OC3 at OC192 Node | N/A | ICB | ICB | ICB |
| OC12 at OC12 Node | N/A | ICB | ICB | ICB |
| OC12 at OC48 Node | N/A | ICB | ICB | ICB |
| OC12 at OC192 Node | N/A | ICB | ICB | ICB |
| OC48 at OC48 Node | N/A | ICB | ICB | ICB |
| OC48 at OC192 Node | N/A | ICB | ICB | ICB |
| OC192 at OC192 Node | N/A | ICB | ICB | ICB |

6. Asymmetrical Port Facility (APF) - Mapping
- Monthly Recurring Rates:

| Rate Element | Month-to-Month | 3-Year | 5-Year | 7-Year |
|------------------------------|----------------|--------|--------|--------|
| OC3 APF* | | | | |
| OC3 Mileage, per mile | N/A | ICB | ICB | ICB |
| OC3 Channel Extension, each | N/A | ICB | ICB | ICB |
| OC12 APF* | | | | |
| OC12 Mileage, per mile | N/A | ICB | ICB | ICB |
| OC12 Channel Extension, each | N/A | ICB | ICB | ICB |
| OC48 APF* | | | | |
| OC48 Mileage, per mile | N/A | ICB | ICB | ICB |
| OC48 Channel Extension, each | N/A | ICB | ICB | ICB |

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ENHANCED DEDICATED SONET SERVICE

D. RATES

7. Subtending Node Facility (SNF)*
Monthly Recurring Rates:

| Rate Element | Month-to-Month | 3-Year | 5-Year | 7-Year |
|------------------------------|----------------|--------|--------|--------|
| OC3 SNF* | | | | |
| OC3 Mileage, per mile | N/A | ICB | ICB | ICB |
| OC3 Channel Extension, each | N/A | ICB | ICB | ICB |
| OC12 SNF* | | | | |
| OC12 Mileage, per mile | N/A | ICB | ICB | ICB |
| OC12 Channel Extension, each | N/A | ICB | ICB | ICB |
| OC48 SNF* | | | | |
| OC48 Mileage, per mile | N/A | ICB | ICB | ICB |
| OC48 Channel Extension, each | N/A | ICB | ICB | ICB |

8 Storage Interface Ports*
Monthly Recurring Rates: per Port

| <u>Port Type</u> | <u>USOC/ M-to-M</u> | <u>USOC/ 3-Year Term</u> | <u>USOC/ 5-Year Term</u> |
|---------------------------------------|-------------------------|------------------------------|------------------------------|
| 1 Gbps Fibre Channel at OC48 Node | ICB | ICB | ICB |
| 1 Gbps Fibre Channel at OC192 Node | ICB | ICB | ICB |
| 1 Gbps FICON at OC48 Node | ICB | ICB | ICB |
| 1 Gbps FICON at OC192 Node | ICB | ICB | ICB |

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ENHANCED DEDICATED SONET SERVICE

D. RATES (Cont'd)

| | <u>Rate</u> |
|---|-------------|
| 9. Port Nonrecurring Charges | |
| Initial installations, Month-to-Month ports | ICB |
| Subsequent installation, all ports and port nodes | ICB |
| 10. Monthly Partial Ring High-Speed Interface | |
| <u>Ring Type</u> | |
| OC12 | ICB |
| OC48 | ICB |
| OC192 | ICB |
| 11. Partial Ring Channel Mapping NRC | |
| <u>Channel Type</u> | |
| DS1 | ICB |
| DS3 or STS1 | ICB |
| OC3 | ICB |
| OC3c | ICB |
| OC12 | ICB |
| OC12c | ICB |
| OC48 | ICB |
| OC48c | ICB |
| GigE1 | ICB |
| GigE3 | ICB |
| GigE6 | ICB |
| GigE9 | ICB |
| GigE12 | ICB |
| GigE24 | ICB |

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D. RATES (Cont'd)

12. Initial and Subsequent
Installation Charges:

Month-to-Month
Storage Interface Ports only

Port Type
Storage Interface Ports*

| | First | Additional |
|---|-------|------------|
| - 1 Gbps Fibre Channel at OC48 Node | ICB | ICB |
| - 1 Gbps Fibre Channel at OC192 Node | ICB | ICB |
| - 1 Gbps FICON at OC48 Node | ICB | ICB |
| - 1 Gbps FICON at OC192 Node | ICB | ICB |

13. Dual Node Cross Connect - Non-Recurring Charge

Per Lower Capacity Channel provided
through two interconnecting nodes in
a subtended ring arrangement

ICB

14. APF Mapping - Non-Recurring Charge

Per lower capacity channel mapped
between two APFs on the same
EDSS - All Types

ICB

ENHANCED DEDICATED SONET SERVICE

E. RATES

8. Optional Features

a. Customer Service Management Optional Feature (CSM)

(1) Service Level, per ring

| | <u>Monthly Rate</u> |
|--|---------------------|
| <u>Level 1:</u> Network View Only | |
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |
| <u>Level 2:</u> Network View & Basic Reports | |
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |
| <u>Level 3:</u> Network View & Basic reports & Reconfiguration | |
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |

ENHANCED DEDICATED SONET SERVICE

E. RATES (Cont'd)

8. Optional Features (Cont'd)

b. Customer Service Management Optional Feature (CSM) (Cont'd)

- (3) Node Setup, per node on the
Ring equipped during initial
establishment

Nonrecurring Charge

| | |
|--------|-----|
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |

- (4) Initial CSM Setup; first
partition with up to 6 users

| | |
|--------|-----|
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |

- (5) Setup of additional
partition or change in
CSM Service Level, each

| | |
|--------|-----|
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |

- (6) Setup of Additional Users,
Up to 6 Additional Users

| | |
|--------|-----|
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |

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ENHANCED DEDICATED SONET SERVICE

E. RATES (Cont'd)

8. Optional Features (Cont'd)

c. Customer Service Management Optional Feature (CSM) (Cont'd)

| | |
|---|--------------------------------------|
| (7) Add/Remove Node, per node Added to or removed from The CMS ring | <u>Nonrecurring Charge</u> |
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |
| (8) Telephone Company Performed Reconfiguration, per mapping | ICB |
| (9) Consultation and Support, each 30 minute or fraction thereof | |
| 3-Year | ICB |
| 5-Year | ICB |
| 7-Year | ICB |
| (10) Per Preplanned Port - NRC | See EDSS Port Charges Section D.4 |

SONET POINT-TO-POINT SERVICE

A. GENERAL

SONET Point-to-Point Service (SPTP) service provides high speed, synchronous optical fiber-based, full duplex data transmission capabilities. SPTP is provisioned over the Telephone Company's SONET network and provides customers with SONET based broadband transport with the following capabilities.

OC3, OC3c or STM - 1

Transmission services operating at the bit rate of 155.52 Mbps.

OC12, OC12c

Transmission services operating at the bit rate of 622.08 Mbps.

OC48, OC48c

Transmission services operating at the bit rate of 2.488 Gbps.

B. DEFINITIONS

SPTP provides transport at the optical level between a customer's locations or between a customer's premises and a Telephone Company wire center, where it connects with another service of equal speed.

SPTP is transported over a shared network infrastructure and remains optical throughout the path. Depending on the service rate, payloads consisting of 3, 12, or 48 separate STSs with 3, 12, or 48 separate overheads are transported. SPTP service is also offered in a concatenated format (one single channel with one single overhead) at service rates of OC3c, OC12c, and OC48c.

The same payload content is maintained throughout the service (i.e. if DS1s are mapped by the customer at one end, DS1s must be mapped at the other end of the service). SONET equipment is required throughout the circuit.

The service is available at month-to-month, and 3-year and 5-year term pricing plans. A 12-month minimum billing period applies. Month-to-month, 3-year and 5-year term pricing plan rates are not fixed and will vary based upon the rates in effect in the tariff.

Monthly rate elements consist of Local Distribution Channels ("LDC") and Channel Mileage, fixed and variable. One LDC is required at each end of the SPTP circuit.

The technical specifications for SPTP service are delineated in Technical Reference GR-253-CORE, Issue 3. When provided with STM-1 transmission, the technical specifications are delineated in Technical References ITU G707, ITU G708 and ITU G709.

SONET POINT-TO-POINT SERVICE

B. DEFINITIONS (Cont'd)

SPTP Services may be configured as follows:

- OC3 3 STS1 channels each of which may consist of:
 - a DS3 that is STS1 mapped
 - up to 28 DS1s that are VT mapped
 - an STS1 channel without constraint to payload mapping
- OC3c A single concatenated STS3c channel
- STM1 Synchronous Digital Hierarchy (SDH) channel of 155.52 Mbps
- OC12 12 STS1 channels each of which may consist of:
 - a DS3 that is STS1 mapped
 - up to 28 DS1s that are VT mapped
 - an STS1 channel without constraint to payload mapping
- OC12c A single concatenated STS12c channel
- OC48 48 STS1 channels each of which may consist of:
 - a DS3 that is STS1 mapped
 - up to 28 DS1s that are VT mapped
 - an STS1 channel without constraint to payload mapping; or
 16 separate concatenated STS3c channels; or
 4 separate concatenated STS12c channels; or
 any combination of the above configurations up to the total OC48
 capacity
- OC48c A single concatenated STS48c channel

SONET POINT-TO-POINT SERVICE

C. TERMS AND CONDITIONS

All rate elements associated with an SPTP service that is provided on a point-to-point basis between customer designated premises must be in the same rate plan.

When SPTP is ordered with STM transmission, both of the customer-designated premises must use STM transmission.

SPTP is deployed upon customer request, and is available based on negotiated installation intervals. Where suitable SONET facilities are not available, Special Construction rates and charges may apply as specified in Section 2 of this tariff.

The customer must provide, at no cost to the Telephone Company, suitable and secure space, suitable environmental conditions and uninterrupted power supply, building entrance facilities and conduit for placement of the facilities and network equipment at its locations as necessary to provide the service.

SPTP services, which are provided on a month-to-month basis, are subject to a one-year minimum service requirement. If service is disconnected during the first year, the minimum period charge is 100% of the monthly rate from the date of disconnection through the end of the first year.

SPTP services which are provided under 3-year or 5-year term plans are subject to termination liability if service is disconnected prior to the end of the term plan.

1. Termination charges

- a. If the disconnect occurs during the first year of service, termination liability is calculated at 100% of the monthly charges for the unexpired portion of the first year, and at 15% of the monthly charges for the remainder of the term plan.
- b. If the disconnect occurs after the first year of service, termination liability is calculated at 15% of the monthly charges from the date of disconnection through the remainder of the term plan.

2. Termination liability will not apply:

- a. When cancellation of the SPTP service occurs within thirty-days of the effective date of a Telephone Company initiated rate increase and the customer's total monthly rate for the affected service increased by 8% or more.
- b. When the service is changed to a longer SPTP term plan.
- c. When the service is changed to an SPTP service of a higher bit rate with a new, equal or longer, term plan.
- d. When the service is converted to Enhanced Dedicated SONET Service.

SONET POINT-TO-POINT SERVICE

C. TERMS AND CONDITIONS (Cont'd)

3. Expiration

At the expiration of a 3-year or 5-year term plan, the rates for the expiring term plan will continue until the customer either cancels service or orders a new plan.

A change in port or channel termination will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service. A new minimum period will be established for the new service. The customer will also be responsible for all outstanding minimum service period obligations associated with the disconnected service.

4. Credit Allowance

Any single service outage of four hours or more due solely to a Telephone Company facility failure will result in a credit of 100% of the monthly rate for the applicable rate elements affected, provided that the interruption is brought to the attention of the Telephone Company within 10 days. The total credit allowance in any one billing period cannot exceed 100% of the customer's monthly rate for the affected rate elements, regardless of the number or length of service interruptions within a billing month.

5. When credit allowance does not apply:

- a. Service interruptions of less than four hours.
- b. Service interruptions caused by the negligence of the customer or authorized user.
- c. Service interruptions resulting from the failure of equipment or systems provided by the customer or authorized user.
- d. Service interruptions during any period in which the Telephone Company is not afforded access to premises for testing and/or repair of service.
- e. Service interruptions when the customer has released the service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service.
- f. Service interruptions that continue due to the failure of the customer to authorize replacement of an element of special construction.
- g. Service interruptions during periods when the customer elects not to release the service for testing and/or repair.

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SONET POINT-TO-POINT SERVICE

D. APPLICATION OF RATES AND CHARGES

Monthly Recurring Charges-Apply to Local Distribution Channels (LDCs) and Channel Mileage (Fixed and Per Mile) rate elements

Local Distribution Channels- The LDC rate element combines the Channel Termination and port (protected or non-protected) to provide the single LDC Charge. LDCs apply to that portion of the SONET Point-to-Point Service connecting two specific customer locations or connecting a customer location to the Telephone Company's serving wire center. Typically, a LDC is found at each end point.

Channel Mileage-. The calculation of this charge is based on a fixed mileage component and per airline miles between two serving wire centers.

Nonrecurring Charges-Apply to Local Distribution Channels (LDCs) only.

E. RATES

| Service Category | Rate Element | Rate | | |
|---|---|----------------|--------|--------|
| | | Month-to-Month | 3-Year | 5-Year |
| Local Distribution Channel (LDC) - 2 Fiber Port | | | | |
| | OC3 - 2 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB |
| | OC3c - 2 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB |
| | OC12 - 2 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB |
| | OC12c - 2 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB |
| | OC48 - 2 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB |
| | OC48c - 2 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB |

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SONET POINT-TO-POINT SERVICE

E. RATES (Cont'd)

| Service Category | Rate Element | Rate | | | |
|---|---|------|-----|-----|--|
| | | ICB | ICB | ICB | |
| Local Distribution Channel (LDC) - 4 Fiber Port | OC3 - 4 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB | |
| | OC3c - 4 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB | |
| | OC12 - 4 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB | |
| | OC12c - 4 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB | |
| | OC48 - 4 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB | |
| | OC48c - 4 Fiber Port - Monthly - Each LDC | ICB | ICB | ICB | |
| Channel Mileage | OC3, OC3c- Fixed - Monthly - Each Channel | ICB | ICB | ICB | |
| | OC12, OC12c- Fixed - Monthly - Each Channel | ICB | ICB | ICB | |
| | OC48, OC48c- Fixed - Monthly - Each Channel | ICB | ICB | ICB | |
| | OC3, OC3c- Monthly - Per Mile | ICB | ICB | ICB | |
| | OC12, OC12c- Monthly - Per Mile | ICB | ICB | ICB | |
| | OC48, OC48c- Monthly - Per Mile | ICB | ICB | ICB | |

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BUNDLED SERVICES

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BUNDLED SERVICES

A. GENERAL

Local Calling Plus

Local Calling Plus is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate.

B. REGULATIONS

1. Local Calling Plus consists of the following offerings:

- local exchange line with unlimited usage
- unlimited local Directory Assistance
- Extended Area Calling
- Neighbor Plan
- choice of specific Custom Calling Services
- waiver of the non-recurring service charges

2. There are two Local Calling Plus options: Local Calling and Local Calling Plus. Local Calling Option offers customers a choice of up to three compatible Custom Calling Services features while Local Calling Plus Option offers a choice of four or more such features. The following is the list of available features under both options:

Custom Calling Services:

Call Block
Call Forwarding
Call Waiting
Caller ID
Distinctive Ring
Home Phone Transfers to an Intercom
Busy Redial
*69
Speed Dialing - 30*
Three-way Calling
Main Telephone Number Redirect
Select Call Forwarding
Caller ID - Number Only
Call Waiting ID Deluxe
Anonymous Call Rejection

3. For purposes of calculating Residence Package discounts on Custom Calling Services features not included in the Local Calling Plus, but purchased in conjunction with Local Calling on the same line, the Local Calling Option will count as one eligible feature, and the Local Calling Plus Option will count as four eligible features.

* Non-regulated Service

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BUNDLED SERVICES

B. REGULATIONS (Cont'd)

4. Customers subscribing to the Local Calling Plus cannot have Multi Package Residential Offer, Residence Service Variety Package or Residence Call Manager Package on the same line.
5. Local Calling Plus is not available with Virginia Universal Service Plan, residential PBX trunks or Dedicated Residential Service lines.
6. Customers who purchase Local Calling Plus will not have to pay separate charges for their Extended Area Calling or Neighbor Plan services. These are rolled into the monthly price of the Local Calling Plus Service. However, the Extended Local Service charge will apply.
7. Local Calling Plus is a flat rate unlimited service option only. There is no message/measured service option available.

C. RATES

| | Per <u>Month</u> |
|-------------------------------------|---------------------|
| Local Calling Plus | |
| Local Calling Option, per line | \$36.99 |
| Local Calling Plus Option, per line | 39.99 |

Rates and charges for Local Directory Assistance as specified in General Services Tariff No. 3, do not apply.

BUNDLED SERVICES

A. GENERAL

Regional Calling Extra

Regional Calling Extra is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate.

B. REGULATIONS

1. Regional Calling Extra consists of the following offerings:

- local exchange line with unlimited usage
- unlimited direct distance dialed intraLATA toll
- unlimited directly dialed local Directory Assistance
- Extended Area Calling
- Neighbor Plan Service
- Extended Local Service
- choice of specific Custom Calling Services and Speech Recognition Service*
- Home Voice Mailbox*
- waiver of the non-recurring service charges

2. Regional Calling Extra offers customers a choice of compatible Custom Calling Service features, Speech Recognition Service* and Home Voice Mailbox*. The following is the list of available features:

Custom Calling Services:

Call Block
Call Forwarding
Call Waiting
Caller ID
Distinctive Ring
Home Phone Transfers to an Intercom
Busy Redial
*69
Speed Dialing - 30*
Three-way Calling
Main Number Redirect
Caller ID - Number Only
Call Waiting ID Deluxe
Fixed Call Forwarding Anonymous Call Rejection
Call Intercept

Speech Recognition Service*
Easy Dialing Service*

Home Voice Mailbox*

* Non-regulated Services

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BUNDLED SERVICES

B. REGULATIONS (Cont'd)

3. Customers subscribing to Regional Calling Extra cannot have Local Calling Plus Option, Local Calling Option, Multi Package Residential Offer, Residence Service Variety Package, Residence Call Manager Package, Sensible Minute Plan, Free Weekend Calling Program, Hour Plus Plan, Circle Calling Service or Telephone Plan on the same line.
4. Regional Calling Extra is not available with Virginia Universal Service Plan, residential PBX trunks or Dedicated Residential Service lines.
5. Customers who purchase Regional Calling Extra will not have to pay separate charges for their Extended Area Calling, Neighbor Plan services and Extended Local Service charges. These are rolled into the monthly price of the Regional Calling Extra Service.
6. Regional Calling Extra is a flat rate unlimited service option only. There is no message/measured service option available.

C. RATES

Monthly Rate

Regional Calling Extra Per
Residence Exchange Access Line \$45.95

Rates and charges for Local Directory Assistance as specified in General Services Tariff No. 3, do not apply.

⁽¹⁾ Regional Calling Extra may also be purchased as part of the Unlimited Long Distance Extra bundle that includes unlimited interLATA long distance service in the U.S., Canada and Puerto Rico. The Unlimited Long Distance Extra Bundle is \$64.99 per month. The interLATA long distance service is provided by the Company and is not regulated under this tariff.

* - Service not regulated under this tariff

BUNDLED SERVICES

A. GENERAL

Regional Calling

Regional Calling is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate.

B. REGULATIONS

1. Regional Calling consists of the following offerings:

- local exchange line with unlimited usage
- unlimited direct distance dialed intraLATA toll
- Extended Area Calling
- Neighbor Plan Service
- Extended Local Service
- choice of specific Custom Calling Services
- Home Voice Mailbox*
- waiver of the non-recurring service charges

2. Regional Calling offers customers a choice of compatible Custom Calling Service features and Home Voice Mailbox*. The following is the list of available features:

Custom Calling Services:

Call Waiting
Caller ID/Caller ID - Number Only
Speed Dialing - 8 or 30*
Three-way Calling
Fixed Call Forwarding
Anonymous Call Rejection

Home Voice Mailbox*

3. Customers subscribing to Regional Calling cannot have Local Calling Plus, Local Calling, Regional Calling Extra, Multi Package Residential Offer, Residence Service Variety Package, Residence Call Manager Package, Flat Rate Calling Plan, Free Weekend Calling Program

4. Regional Calling is not available with Virginia Universal Service Plan, residential PBX trunks or Dedicated Residential Service lines.

* Non-regulated Services

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BUNDLED SERVICES

B. REGULATIONS (Cont'd)

5. Customers who purchase Regional Calling will not have to pay separate charges for their Extended Area Calling, Neighbor Plan services and Extended Local Service charges. These are rolled into the monthly price of the Regional Calling.
6. Regional Calling is a flat rate unlimited service option only. There is no message/measured service option available.

C. RATES

| | <u>Monthly Rate</u> |
|--------------------------------|------------------------|
| Regional Calling Per Residence | |
| Exchange Access Line | \$40.95 ⁽¹⁾ |

⁽¹⁾ Regional Calling may also be purchased as part of the Frontier Freedom Bundle that includes unlimited interLATA long distance service in the U.S., Canada and Puerto Rico. The Unlimited Long Distance Bundle is \$59.99 per month. The interLATA long distance service is provided by the Company and is not regulated under this tariff.

* - Service not regulated under this tariff

BUNDLED SERVICES

A. GENERAL

Unlimited Local and Toll Usage for Business

Unlimited Local and Toll Usage for Business is an optional calling plan which includes unlimited local and toll voice usage for a flat monthly rate. Unlimited Local and Toll Usage for Business is only available to business customers with Business exchange service and/or Communication System Service, as set forth below. Exchange Access line rate is not included.

B. REGULATIONS

1. Unlimited Local and Toll Usage for Business is available on Business exchange service, and Communication System Service lines where facilities permit.
2. Unlimited Local and Toll Usage for Business is available only to customers who subscribe to the Telephone Company as their carrier for all local and intraLATA toll calls.
3. Unlimited Local and Toll Usage for Business applies per telephone line.
4. Unlimited Local and Toll Usage for Business includes Extended Local Service, Extended Area Calling and Neighbor Service Plan.
5. Unlimited Local and Toll Usage for Business packages are available to business customers who subscribe to 25 or fewer Telephone Company lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
6. Eligible business customers may subscribe to the Unlimited Local and Toll Usage for Business plan for a maximum of ten (10) lines per customer location.
7. Unlimited Local and Toll Usage for Business is not available with Digital Service-Voice, LD and Internet, PBX trunks, ground start lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange Service, Pay Telephone Lines, Foreign Central Office Service*.
8. Unlimited Local and Toll Usage for Business is not available with the following business packages or optional plans: Corporate Rewards, Customer Specific Pricing Plans (CSP), Virtual Private Network Service (VPNS), and limited availability Optional Calling Plans.
9. Detailed intraLATA toll billing is not provided with Unlimited Local and Toll Usage for Business.

* Effective: May 18, 2005, Unlimited Local and Toll Usage for Business is no longer available to new customers with Foreign Central Office Service. Moves, additions or changes to subscribers' existing service are not permitted.

BUNDLED SERVICES

B. REGULATIONS (Continued)

10. Unlimited Local and Toll Usage for Business does not apply to the following calls and services:
- | | |
|--|---|
| - Collect Calls | - Emergency Interrupt |
| - Calling Card | - Repeat Calls, Return Calls (per activation) |
| - Time and Weather | - Person-to-Person calls |
| - 555, 700, 900, 976 Service | - Busy Line Verification |
| - Third Number Billed | - Intercept Call Completion |
| - Directory Assistance Call Completion | - All Other Operator Handled Calls |
| - Directory Assistance | - Three-Way Calling (per activation) |
| - Group Bridging Service | |
11. Customers may discontinue their enrollment in the month-to-month package at any time upon request to the Company.
12. Unlimited Local and Toll Usage for Business applies to voice grade traffic only. The Company reserves the right to terminate a customer's Unlimited Local Usage and Toll for Business plan for use with inappropriate non-voice traffic or violations of this tariff.
13. Business Dial Tone Line customers that meet the requirements of the Unlimited Local and Toll Usage for Business are eligible to order Feature Package 1 or Feature Package 2. Communication System customers that meet the requirements of the Unlimited Local and Toll Usage for Business are eligible to order Feature Package 2. The rates for the two feature packages are in addition to the monthly rate for the Unlimited Local and Toll Usage plan.

Feature Package 1 includes Call Forwarding, Call Waiting and Three-Way Calling. This feature package is available to Business exchange service customers who purchase the Unlimited Local and Toll Usage for Business plan. Feature Package 1 must be on the same line as the Unlimited Local and Toll Usage for Business plan. The customer can select any single feature, any combination of two features, or all three features in this package to qualify.

Feature Package 2 includes Caller ID. In addition, customers enrolling in Unlimited Local and Toll Usage for Business Feature Package 2 are eligible to receive certain non-regulated standard business voice messaging mailboxes on the same line at no additional charge. This feature package is available to Business exchange service and Communication System service customers who purchase

the

Unlimited Local and Toll Usage for Business plan. Feature Package 2 must be on the same line as the Unlimited Local and Toll Usage for Business plan. The customer can choose Caller ID and/or the eligible non-regulated service to qualify for the package.

BUNDLED SERVICES

B. REGULATIONS (Continued)

13. (Continued)

Feature Package 2 (Continued)

If the customer selects the eligible non-regulated service component of the package, they can also select either or both of the following two features: Call Forwarding - Busy and Call Forwarding - Don't Answer. (Currently, Communication System customers can order Call Forwarding - Busy and Call Forwarding - Don't Answer at no additional charge.) If the customer selects the Caller ID component of the package, and already has Call Waiting, they can choose to add Call Waiting ID capability.

14. Unlimited Local and Toll Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Frontier has provided 30 days notice of any change.
15. In the event the customer terminates the 1 Year Term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for each month remaining during the term.

An early termination charge will not apply under the following circumstances:

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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BUNDLED SERVICES

B. REGULATIONS (Continued)

C. APPLICATION OF RATES AND CHARGES

1. The Unlimited Local and Toll Usage for Business monthly rate applies in addition to and does not include a Basic Exchange Dial Tone Line or Communication System line.
2. Service and Equipment connection charges do not apply to an existing customer who chooses to add Unlimited Local and Toll Usage for Business to their line or changes from Basic Exchange Business 1-Party Unlimited usage service to enroll in Unlimited Local and Toll Usage for Business.
3. No separate nonrecurring charges apply for these packaged offerings. Charges are waived for existing Business Dial Tone Line and Communication system customers who subscribe to Unlimited Local and Toll Usage for Business Feature Package 1 and Unlimited Local and Toll Usage for Business Feature Package 2.

D. RATES

Unlimited Local and Toll Usage for Business

| | <u>Monthly</u> | <u>1-Year Term</u> |
|-------------------------------------|----------------|--------------------|
| Unlimited Local and Toll Usage | | |
| Per Exchange Access Line | \$30.00 | \$26.00 |
| Per Communication System Line | 30.00 | 26.00 |
| Feature Package 1 ^{Note 1} | 9.00 | |
| Feature Package 2 ^{Note 1} | 10.00 | |

Note 1: Same rate applies for Monthly and Term customers.

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BUNDLED SERVICES

A. GENERAL

Local Calling Plus

Local Calling Plus is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate.

B. REGULATIONS

1. Local Calling Plus consists of the following offerings:

- local exchange line with unlimited usage
- unlimited direct distance dialed intraLATA toll
- Extended Area Calling
- Neighbor Plan Service
- Extended Local Service
- Call Waiting / Cancel Call Waiting
- Caller ID
- Home Voice Mailbox*
- waiver of the non-recurring service charges

2. Customers subscribing to Local Calling Plus cannot have Regional Calling Value Option, Regional Calling Extra Option, Regional Calling Option, Local Calling Plus Option, Local Calling Option, Multi Package Residential Offer, Residence Service Variety Package, Residence Call Manager Package, Sensible Minute Plan, Free Weekend Calling Program, Hour Plus Plan, Circle Calling Service or Telephone Plan on the same line.

4. Local Calling Plus is not available with Virginia Universal Service Plan, residential PBX trunks or Dedicated Residential Service lines.

5. Customers who purchase Local Calling Plus will not have to pay separate charges for their Extended Area Calling, Neighbor Plan Service services and Extended Local Service charges. These are rolled into the monthly price of the Local Calling Plus Service.

6. Local Calling Plus is a flat rate unlimited service option only. There is no message/measured service option available.

C. RATES

| | <u>Monthly Rate</u> |
|--|------------------------|
| Local Calling Plus Per Residence Exchange Access Line | \$32.04 ⁽¹⁾ |

⁽¹⁾ Local Calling Plus may also be purchased as part of the Unlimited Long Distance Bundle that includes unlimited interLATA long distance service in the U.S. and Puerto Rico. The Unlimited Long Distance Bundles is \$49.99 per month. The interLATA long distance service is provided by the Company and is not regulated under this tariff.

*non regulated service

BUNDLED SERVICES

D. BUNDLE DISCOUNTS

Monthly discounts may apply when Regional Essentials is bundled with an unlimited long distance calling plan plus the following:

Local Calling Plus Discount for customers who initially enrolled before May 1, 2008.

| | <u>Discount</u> |
|---|-----------------|
| High Speed Internet | \$3.00 |
| Direct TV (Total Choice or Higher) | \$7.99 |
| High Speed Internet and Direct TV (Total Choice or Higher) | \$5.00 |

Local Calling Plus Discount for customers who initially enrolled between May 1, 2008 and October 31, 2008.

| | <u>Discount</u> |
|--|-----------------|
| High Speed Internet or High Speed Internet | \$3.00 |
| High Speed Internet with Direct TV (Total Choice or Higher) | \$5.00 |

Local Calling Plus Discount for customers who initially enrolled on or after November 1, 2008.

| | <u>Discount</u> |
|--|-----------------|
| High Speed Internet and/or Direct TV (Total Choice or Higher) | \$5.00 |

The applicable bundle discount will expire 12 months from the date it is implemented on a customer's account. Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by the Company. Bundle discounts are subject to billing system capability.

Qualifying unlimited domestic long distance calling plans must be consistent with the Plan O Service - Unlimited* as found in the Domestic Bell Atlantic Communications, Inc D/B/A Frontier Long Distance Posted Rates, Terms and Conditions.

For customers initially enrolling before November 1, 2008 only, High Speed Internet service must be up to 3M package or up to 7.1M package. These refer to specific Company offerings that offer a maximum speed of 3M or 7.1M respectively, and does not refer to other products that offer lower maximum speeds. Customers are limited to one discount and cannot combine other discount offerings.

* - Service not regulated under this tariff.

BUNDLED SERVICES

D. BUNDLE DISCOUNT (Cont'd)

At the expiration of a customer's twelve month term under the Bundle Discount Plan, the customer will automatically receive renewal discounts on a month-to-month basis as set forth below. The customer may instead elect to return to month-to-month rates or, if qualified, to enroll in an alternative discount plan. In such case, the customer must contact Frontier to arrange for the return to month-to-month rates or to enroll in an alternative plan.

1. Bundle Discount Renewals for customers who initially enrolled before April 1, 2009.

Monthly Discount

| | |
|--|--------|
| High Speed Internet alone or with any combination of Direct TV (Total Choice or Higher) | \$3.00 |
|--|--------|

2. Customers who initially enrolled on or after April 18, 2009 will receive a renewal discount equal to their current discount on a month-to-month basis.

* Service not regulated under this tariff.

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BUNDLED SERVICES

E. (Reserved for Future Use)

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BUNDLED SERVICES

E. (Reserved for Future Use)

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BUNDLED SERVICES

F. VOICE DISCOUNT PLAN - LOCAL CALLING PLUS

Voice Discount Plan (VDP) is an offering for which a residential customer can qualify, subject to the limitations described below, by agreeing to subscribe to Regional Essentials, either as an additional line or along with a qualifying unlimited long distance calling plan as described below, for a 12-month term.

Customers (i) who call Frontier Communications of Virginia, Inc. to disconnect their Frontier dial tone service and agree to re-establish such service; or (ii) establish dial tone service with Frontier Communications of Virginia, Inc., after disconnecting their dial tone service from another provider; or (iii) have initiated local service with Frontier within the last 30 days and specifically request these rates in response to Frontier direct mailings, advertising and/or other marketing activities; or (iv) agree to add an additional line(s); or (v) contact Frontier citing competitor's offers or otherwise indicate potential future disconnection based on price considerations; or (vi) respond to marketing activity or have been offered VDP by a Frontier Representative to negotiate service are eligible for the VDP.

Depending on the offer listed below, eligible customers may be required to subscribe to, or agree to subscribe to a unlimited domestic long distance calling plans consistent with the Plan O Service - Unlimited* as found in the Bell Atlantic Communications, Inc D/B/A Frontier Long Distance Posted Rates, Terms and Conditions.

Discontinuance of any one of the qualifying service will result in termination of the discount. Each product must be purchased through or billed by Frontier Communications of Virginia, Inc.

Discount for customers who enrolled on or before March 5, 2010:

Customers who order Regional Essentials and do not combine with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$17.05 for a twelve month period.

Customers who order Regional Essentials combined with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$10.00 for a twelve month period.

* Service not regulated under local tariff.

BUNDLED SERVICES

F. VOICE DISCOUNT PLAN - REGIONAL ESSENTIALS (Cont'd)

Discount for customers who enroll on or after March 6, 2010:

Customers who order Regional Essentials combined with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$5.00 for a twelve month period¹.

Customers who order Regional Essentials and do not combine with an unlimited domestic long distance calling plan service as described above will not be eligible for a discount.

RENEWAL

At the expiration of a customer's twelve month Voice Discount Plan, either as a promotion or through this tariff, the customer will automatically receive the discounts set forth below on a month-to-month basis.

| | |
|--|---|
| | Monthly Discount for customers renewing on or before March 31, 2009. |
| Without qualifying long distance plan (additional lines only) | \$7.05 |
| With qualifying long distance plan | 7.00 |
| | Monthly Discount for customers renewing April 1, 2009 through March 5, 2010. |
| Without qualifying long distance plan (additional lines only) | \$17.05 |
| With qualifying long distance plan | 10.00 |

Customers who initially enrolled on or after March 6, 2010, will receive renewal discounts equal to their original initial term discounts.

⁽¹⁾ Not available to customers who currently subscribe to package services: Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.

* Service not regulated under local tariff.

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BUNDLED SERVICES

G. LOCAL CALLING PLUS AND FEATURE PACKAGE

When Regional Essentials is bundled with an unlimited long distance calling plan, the following features may be added at no additional charge:

Call Forwarding, Three-way Calling and Frontier Call Assistant*

Qualifying unlimited long distance calling plans must be consistent with the Plan O Service - Unlimited* as found in the Frontier Long Distance Posted Rates, Terms and Conditions.

If the customer cancels any of the components: the qualifying Unlimited Long Distance Calling Plan* through Frontier Long Distance or Regional Essentials or Call Forwarding or Three Way Calling or Frontier Call Assistant, the remaining components will revert to the individual rate and or the tariff rate associated with each component.

* Service not regulated under local tariff.

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BUNDLED SERVICES

A. GENERAL

REGIONAL CALLING VALUE

Regional Calling Value is an optional residential service package which provides customers with a combination of offerings for one flat monthly rate.

B. REGULATIONS

1. Regional Calling Value consists of the following offerings:

- local exchange line with unlimited usage
- unlimited direct distance dialed intraLATA toll
- Extended Area Calling
- Neighbor Plan Service
- Extended Local Service
- waiver of the non-recurring service charges

2. Customers subscribing to Regional Value cannot have Local Calling Plus, Regional Calling Extra Option, Regional Calling Option, Local Calling Plus Option, Local Calling Option, Multi Package Residential Offer, Residence Service Variety Package, Residence Call Manager Package, Sensible Minute Plan, Free Weekend Calling Program, Hour Plus Plan, Circle Calling Service or Telephone Plan on the same line.

4. Regional Calling Value is not available with Virginia Universal Service Plan, residential PBX trunks or Dedicated Residential Service lines.

5. Customers who purchase Regional Calling Value will not have to pay separate charges for their Extended Area Calling, Neighbor plan Service services and Extended Local Service charges. These are rolled into the monthly price of the Regional Calling Value Service.

6. Regional Calling Value is a flat rate unlimited service option only. There is no message/measured service option available.

C. RATES`

| | <u>Monthly Rate</u> |
|--|------------------------|
| Regional Calling Value Per Residence Exchange Access Line | \$30.04 ⁽¹⁾ |

⁽¹⁾ Regional Calling Value may also be purchased as part of the Unlimited Long Distance Bundle that includes unlimited interLATA long distance service in the U.S. and Puerto Rico. The Unlimited Long Distance Bundle is \$47.99 per month. The interLATA long distance service is provided by the Company and is not regulated under this tariff.

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BUNDLED SERVICES

D. BUNDLE DISCOUNTS

A monthly discount may apply when Regional Calling Value is bundled with an unlimited long distance calling plan plus other services as specified by the Company below:

Regional Calling Value Discount for Customers enrolling before November 1, 2008.

Regional Calling Value Discount for Customers enrolling on or after November 1, 2008.

| | <u>Discount</u> |
|--|-----------------|
| With High Speed Internet (less than 1Mb per sec) | \$ 9.00 |
| With Direct TV (Total Choice or Higher) | 9.00 |
| With High Speed Internet (less than 1Mb per sec) and Direct TV (Total Choice or Higher) | 14.00 |
| Regional Calling Value Discount for Triple and Quad Play | |
| With High Speed Internet (less than 1Mb per sec) and Wireless One-Bill®* | 8.00 |
| With High Speed Internet (less than 1Mb per sec) and Direct TV (Total Choice or Higher) and | 8.00 |

The applicable bundle discount provided will expire 12 months from the date it is implemented on a customer's account. Discontinuance of any one of the services listed above will result in immediate termination of the discount. Customers are limited to one discount only and cannot combine discounts. Each product must be purchased through or billed by the Company.

The wireless plan must not include unlimited nights and weekends.

Qualifying unlimited long distance calling plans must be consistent with Plan O Service - Unlimited* as found in the Company's Long Distance Posted Rates, Terms and Conditions.

1. Renewal - for terms expiring before November 1, 2009

At the expiration of a customer's twelve month term under the Bundle Discount Plan, the customer will automatically receive the discounts set forth below for an additional twelve month term. The customer may instead elect to return to month-to-month rates or, if qualified, to enroll in an alternative discount plan. In such case, the customer must contact Frontier to arrange for the return to month-to-month rates or to enroll in an alternative plan.

Discount for customers initially enrolling before November 1, 2008.

ONE-BILL® with Wireless 200 Minute Plan* \$8.00

2. Renewal - for terms expiring on or after November 1, 2009

Customers who renew on or after November 1, 2009 will receive a discount equal to their current discount on a month-to-month basis.

* - Service not regulated under local state tariff.

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BUNDLED SERVICES

E. BUNDLE DISCOUNTS

VOICE DISCOUNT PLAN - REGIONAL CALLING VALUE

Voice Discount Plan (VDP) is an offering for which a residential customer can qualify, subject to the limitations described below, by agreeing to subscribe to Regional Calling Value, either as an additional line or along with a qualifying unlimited long distance calling plan as described below, for a 12-month term.

Customers (i) who call Frontier Communications of Virginia, Inc. to disconnect their Frontier dial tone service and agree to re-establish such service; or (ii) establish dial tone service with Frontier Communications of Virginia, Inc., after disconnecting their dial tone service from another provider; or (iii) have initiated local service with Frontier within the last 30 days and specifically request these rates in response to Frontier direct mailings, advertising and/or other marketing activities; or (iv) agree to add an additional line(s); or (v) contact Frontier citing competitor's offers or otherwise indicate potential future disconnection based on price considerations; or (vi) respond to marketing activity or have been offered VDP by a Frontier Representative to negotiate service are eligible for the VDP.

Depending on the offer listed below, eligible customers may be required to subscribe to, or agree to subscribe to a unlimited domestic long distance calling plans consistent with the Plan O Service - Unlimited* as found in the Company's Long Distance Posted Rates, Terms and Conditions.

Discontinuance of any one of the qualifying services will result in termination of the discount. Each product must be purchased through or billed by Frontier Communications of Virginia Inc.

Discount for customers who enroll on or before March 5, 2010:

Customers who order Regional Value and do not combine with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$20.05 for a twelve month period.

Customers who order Regional Value combined with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$18.00 for a twelve month period

* Service not regulated under local state tariff.

BUNDLED SERVICES

E. BUNDLE DISCOUNTS

VOICE DISCOUNT PLAN - REGIONAL VALUE (Cont'd)

Discount for customers who enroll on or after March 6, 2010:

Customers who order Regional Value and do not combine with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$20.05 for a twelve month period.

Customers who order Regional Value combined with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$13.00 for a twelve month period ¹.

Customers who order Regional Value combined with an unlimited domestic long distance calling plan service as described above will be eligible for a monthly credit of \$8.00 for a twelve month period ².

RENEWAL

At the expiration of a customer's twelve month Voice Discount Plan, either as a promotion or through this tariff, the customer will automatically receive the discounts set forth below on a month-to-month basis.

| | Monthly Discount for customers renewing on or before March 31, 2009. |
|--|---|
| Without qualifying long distance plan (additional lines only) | \$10.05 |
| With qualifying long distance plan | 15.00 |
| | Monthly Discount for customers renewing April 1, 2009 through March 5, 2010. |
| Without qualifying long distance plan (additional lines only) | \$20.05 |
| With qualifying long distance plan | 18.00 |

Customers who initially enrolled on or after March 6, 2010, will receive renewal discounts equal to their original initial term discounts.

(¹) Not available to customers who currently subscribe to package services: Local Package, Local Package Extra, Regional Package, Regional Package Extra, Regional Value and Regional Essentials.

(²) Available to customers who currently subscribe to package services.

* Service not regulated under local state tariff.

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UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED Communication System PACKAGES

A. GENERAL

Unlimited DTL and Unlimited Communication System Basic Packages are optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

The following two (2) options are available:

1. Unlimited DTL Basic Package includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one to five (1 - 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and Standard Business Voice Messaging Mailbox

a. Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and Standard Business Voice Messaging Mailbox.

(2) Expansion Lines without unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, and choice of one to five (1 to 5) of the following calling features:

Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and Standard Business Voice Messaging Mailbox.

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

A. GENERAL (Cont'd)

The following two (2) options are available: (Cont'd)

2. Unlimited Communication System Basic Package includes the following:

- One (1) Communication System Line
- Unlimited local calling
- Unlimited intraLATA toll calling
- Choice of one or both of the following calling features:

Caller ID and Standard Business Voice Messaging Mailbox

a. Unlimited Communication System Expansion Lines

At least one (1) Communication System Expansion Line is required with each Unlimited Communication System Basic Package. The following two (2) options are available:

(1) Expansion Lines with unlimited calling

Communication System Expansion Lines are available for a monthly rate, per line, with unlimited local and intraLATA toll usage calling and a choice of one or both the following calling features:

Caller ID and Standard Business Voice Messaging Mailbox.

(2) Expansion Lines without unlimited calling

Communication System Expansion Lines are available for a monthly rate, per line, and choice of one or both of the following calling features:

Caller ID and Standard Business Voice Messaging Mailbox.

UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

B. REGULATIONS

1. Unlimited DTL and Communication System Basic Packages are available only where facilities and conditions permit.
2. Unlimited DTL and Communication System Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.
3. Unlimited DTL and Communication System Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through the Company and Company high speed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through the Company.
4. Unlimited DTL and Communication System Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
5. Customers must purchase at least one (1) Expansion Line with each Unlimited DTL Basic Package or Unlimited Communication System Basic Package. Customers are allowed up to 24 Expansion Lines per customer location. A maximum of nine such lines per customer location can have Unlimited Calling either with this plan or any other unlimited local and/or toll product offered by the Company.
6. Customers may have any combination of Expansion Lines but the combined total number of Expansion Lines allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

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UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

B. REGULATIONS (Cont'd)

7. Unlimited DTL and Communication System Basic Packages are not available with the following services:
 - Digital Service, Voice, LD and Internet
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Corporate Rewards
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Rewarding Connections
 - Maximum Value Plan (MVP)
 - Foreign Zone Service
 - Limited Availability Optional Calling Plans
 - Pay Telephone Lines

8. Unlimited DTL and Communication System Basic Packages are not available in combination with other optional calling plans or virtual private network services.

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UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

B. REGULATIONS (Cont'd)

9. Unlimited DTL and Communication System Basic Packages do not apply to the following calls or services:
 - Collect Calls
 - Calling Card
 - Time, Lottery and Weather
 - 555,700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed
 - Intercept Call Completion
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)
10. Unlimited DTL and Communication System Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have an Unlimited DTL or Communication System Basic Packages.
13. Applicable Service Charges as specified in Section 3 of this Tariff following will be waived for customers subscribing to a three-year agreement.

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UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

C. TERMINATION LIABILITY

Unlimited DTL and Unlimited Communication System Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of an Unlimited DTL Basic Package or Unlimited Communication System Package term agreement by the customer will result in a one-time flat Termination Charge of:

| <u>1-year term agreement</u> | <u>3-year term agreement</u> |
|------------------------------|--|
| \$75 | \$225 for default within the 1st year of the term \$150 for default within the 2nd year of the term \$75 for default within the 3rd year of the term |

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the core, Basic Package, and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

- (1) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (2) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (3) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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UNLIMITED DIAL TONE LINE (DTL) AND UNLIMITED COMMUNICATION SYSTEM PACKAGES

C. RATES AND CHARGES

| | <u>Monthly Rate</u> | |
|--|---------------------|--------------------|
| | <u>1-Year Term</u> | <u>3-Year Term</u> |
| 1. <u>Unlimited DTL Basic Packages</u> ¹ | \$63.00 | \$48.00 |
| | <u>Monthly Rate</u> | |
| Expansion Line with Unlimited Calling, per line ² | \$47.00 | |
| Expansion Line without Unlimited Calling, per line ^{2,3} | 27.00 | |
| | <u>Monthly Rate</u> | |
| | <u>1-Year Term</u> | <u>3-Year Term</u> |
| 2. <u>Unlimited Communication System Basic Packages</u> ¹ | \$63.00 | \$48.00 |
| | <u>Monthly Rate</u> | |
| Expansion Line with Unlimited Calling, per line ² | \$47.00 | |
| Expansion Line without Unlimited Calling, per line ^{2,3} | 27.00 | |

¹ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Communication System Basic Package ordered.

² Customers may have any combination of Expansion Lines but the combined total number allowed is 24 per customer location and may not exceed nine (9) Expansion Lines with Unlimited Calling per customer location.

³ Usage rates apply in addition to the monthly rate.

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SINGLE LINE BUSINESS PAK

A. GENERAL

Single Line Business Pak is an optional business flat-rated usage package with a dial tone line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business Pak includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features:
Call Waiting, Three-Way Calling, Call Forwarding, Caller ID and standard business Voice Messaging Mailbox

(Additional credit will apply if provisioned with other specific Company services).

B. REGULATIONS

1. Single Line Business Pak is available only where facilities and conditions permit.
2. Single Line Business Pak is available only to customers who subscribe to the Company for their local usage and intraLATA toll calls.
3. Single Line Business Pak is available only on a one-year or three-year term agreement.
4. Single Line Business Pak is only available to business customers who agree to subscribe to specific business non-regulated services provided by the Company.
5. Single Line Business Pak is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
6. Customers may only have one Single Line Business Pak per account. A maximum of ten lines may have Unlimited Calling either with this plan or any other Unlimited Local or Unlimited Local and Toll Usage product offered by the Company. Customers may not combine this package with the Unlimited Dial Tone Line and Unlimited Communication System Packages.

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SINGLE LINE BUSINESS PAK

B. REGULATIONS (Cont'd)

7. Single Line Business Pak is not available with the following services:

- Centrex or Communication System
- Digital Service-Voice, LD and Internet
- ISDN Service
- Remote Call Forwarding Service
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Digital Hand Off
- Digital PBX Service
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Ground Start Lines or Trunks
- Business Optional Calling Plan
- Business Special Toll Plan
- Corporate Rewards
- VPNS
- Customer Specific Pricing (CSP)
- Optional Discount Term Plan
- Foreign Zone Service
- Pay Telephone Lines
- Unlimited Dial Tone Line and Unlimited Communication System Packages

8. Single Line Business Pak is not available in combination with other optional calling plans or virtual private network services.

9. Single Line Business Pak does not apply to the following calls or services:

- Collect Calls
- Calling Card
- Time, Lottery and Weather
- 555,700, 900, 976 Service
- Third Number Billed
- Intercept Call Completion

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SINGLE LINE BUSINESS PAK

B. REGULATIONS (Cont'd)

9. Single Line Business Pak does not apply to the following calls or services:
(Cont'd)
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Emergency Interrupt
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - Busy Line Verification
 - All other operator Handled Calls
 - Three-Way calling (per activation)
 - Busy Redial, *69, Call trace (per activation)
10. Single Line Business Pak may be used for voice grade service only. The Company may restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. The Company reserves the right to suspend, restrict or cancel the customer's Single Line Business PaK for use with inappropriate non-voice grade applications or violations of this tariff.
11. Details on calls made will not be available for this service.
12. Service Connection Charges will be waived in the event a class of service change is required in order to have the Single Line Business Pak.
13. Applicable Service Charges as specified in the General Services Tariff No. 203, will be waived for customers subscribing to a three-year agreement.

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SINGLE LINE BUSINESS PAK

C. TERMINATION LIABILITY

1. Single Line Business Pak is offered on a one-year or a three-year term agreement.
2. Early termination of Single Line Business Pak term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement:

\$75

3-year term agreement

\$125 for default within the 1st year of the term
\$100 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

3. If the customer cancels any of the components: non-regulated services provided by the Company, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.
4. If the Dial tone Line (DTL) is removed, the applicable termination charge shown above will apply.
5. Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.
6. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

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SINGLE LINE BUSINESS PAK

C. TERMINATION LIABILITY (Cont'd)

7. An early termination charge will not apply under the following circumstances:
- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
 - (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
 - (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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SINGLE LINE BUSINESS PAK

D. RATES

| | <u>Monthly Rate</u> | |
|-----------------------------|---------------------|--------------------|
| | <u>3-Year Term</u> | <u>1-Year Term</u> |
| 1. Single Line Business Pak | \$53.00 | \$55.00 |

| | <u>Monthly Discount</u> | |
|---|-------------------------|--------------------|
| | <u>3-Year Term</u> | <u>1-Year Term</u> |
| 2. Company Affiliate Broadband Bundle Discount | \$13.00 | \$0.00 |

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FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 3

(N)

A. GENERAL

The Frontier Digital State Unlimited with Essentials 3 is a package offering available to residential customers that subscribe to flat rate service. The package includes one basic Flat Rate Access Line and local features.

Basic Bundle

| | |
|------------------------------|----------------------------------|
| Flat Rate Access Line | Call Waiting/Cancel Call Waiting |
| Extended Area Calling | Touch Tone |
| Caller ID | Busy Redial |
| Call Forwarding | Call Waiting ID |
| Speed Dialing 8 ¹ | |

B. REGULATIONS

1. The Frontier Digital State Unlimited with Essentials 3 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
5. The bundles are offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Features will be available to the Digital Phone State Unlimited with Essentials 3 bundle at a special price. The following features are available:

| | |
|-------------------------------|--------------------------|
| Speed Dialing 30 ¹ | Anonymous Call Rejection |
| Priority Call | *69 |
| Call Trace | Three Way Calling |

¹ Service not regulated under this tariff.

(N)

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FRONTIER DIGITAL STATE UNLIMITED WITH ESSENTIALS 3

C. STAY CONNECTED SEASONAL OFFERING - Grandfathered ¹

(C)

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital State Unlimited with Essentials 3 while they are away, for a minimum of one month or up to nine months for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.

D. RATES

| | <u>Monthly Rate</u> |
|---|---------------------|
| Digital Phone State Unlimited with Essentials 3 | \$23.99 |
| One Feature | 5.99 |
| Two Features | 7.99 |
| Three Features | 9.99 |
| All listed features | 12.99 |
| Stay Connected Seasonal Offering ¹ | 9.99 |

(C)

¹ This service offering is limited to all existing subscribers at their existing locations as of June 11, 2022.

(N)

(N)

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FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3

(N)

A. GENERAL

The Frontier Digital Phone Nationwide Unlimited with Essentials 3 Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services shown in the Basic Bundle.

Basic Bundle

Call Forward Busy/No Answer (Variable)
Caller ID
Call Waiting/Cancel Call Waiting
Busy Redial
Speed Dialing 8 ¹
*69
Voice Mail with Message Waiting Indication ¹

An additional package of features will be available to the Digital Phone Nationwide Unlimited with Essentials 3 bundle at a special price. The feature package will be billed in accordance with the rate listed in D. The following services are included in the Feature Pack.

Digital Phone Enhanced Feature Pack

Speed Dialing 30 ¹
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Priority Call
Call Block
Three Way Calling

¹ Service not regulated under this tariff.

(N)

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FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3

(N)

B. REGULATIONS

1. The Frontier Digital Phone Nationwide Unlimited with Essentials 3 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

(N)

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FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3

C. STAY CONNECTED SEASONAL OFFERING - Grandfathered ¹ (C)

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Nationwide Unlimited with Essentials 3 while they are away, for a minimum of one month or up to nine months for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.

D. RATES

| | <u>Monthly Rate</u> | |
|--|---------------------|-----|
| Digital Phone Nationwide Unlimited with Essentials 3 | \$29.99 | |
| Digital Phone Enhanced Feature Pack | 2.99 | |
| Stay Connected Seasonal Offering ¹ | 9.00 | (C) |

¹ This service offering is limited to all existing subscribers at their existing locations as of June 11, 2022. (N)
(N)

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FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3

(N)

A. GENERAL

The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 Service is a package offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services shown in the Basic Bundle. Features are only available on the primary line.

Basic Bundle

Call Forward Busy/No Answer (Variable)
Caller ID
Call Waiting/Cancel Call Waiting
Busy Redial
Speed Dialing 8 ¹
*69
Voice Mail with Message Waiting Indication ¹

An additional package of features will be available to the Digital Phone Nationwide Unlimited Plus with Essentials 3 bundle at a special price. The feature package will be billed in accordance with the rate listed in D. The following services are included in the Feature Pack.

Digital Phone Enhanced Feature Pack

Speed Dialing 30 ¹
Call Forwarding Busy/No Answer (Fixed)
Call Forwarding Busy Line (Fixed)
Priority Call
Call Block
Three Way Calling

¹ Service not regulated under this tariff.

(N)

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FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3

(N)

B. REGULATIONS

1. The Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

(N)

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FRONTIER DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3

C. STAY CONNECTED SEASONAL OFFERING - Grandfathered ¹ (C)

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Nationwide Unlimited Plus with Essentials 3 while they are away, for a minimum of one month or up to nine months for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.

D. RATES

| | <u>Monthly Rate</u> | |
|---|---------------------|-----|
| Digital Phone Nationwide Unlimited Plus with Essentials 3 | \$29.99 | |
| Digital Phone Enhanced Feature Pack | 2.99 | |
| Stay Connected Seasonal Offering ¹ | 9.99 | (C) |

¹ This service offering is limited to all existing subscribers at their existing locations as of June 11, 2022. (N)
(N)

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FRONTIER DIGITAL PHONE UNLIMITED

(N)

A. GENERAL

The Frontier Digital Phone Unlimited Service is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services shown in the Basic Bundle.

Basic Bundle

Caller ID
Call Waiting ID
Call Waiting/Cancel Call Waiting
Busy Redial
Speed Dialing 8 ¹
*69
Voice Mail with Message Waiting Indication and Call Forward ¹

An additional package of features will be available to the Digital Phone Unlimited bundle at a special price. The feature package will be billed in accordance with the rate listed in D. The following services are included in the Feature Pack.

Digital Phone Enhanced Feature Pack

Speed Dialing 30 ¹
Call Forwarding (Variable or Fixed)
Call Forwarding Busy Line (Fixed)
Priority Call
Call Block
Three Way Calling
Anonymous Call Rejection
Distinctive Ring

¹ Service not regulated under this tariff.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED

(N)

B. REGULATIONS

1. The Frontier Digital Phone Unlimited Service is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED

C. STAY CONNECTED SEASONAL OFFERING - Grandfathered ¹ (C)

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Unlimited while they are away, for a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. RATES

| | <u>Monthly Rate</u> | |
|---|---------------------|-----|
| Frontier Digital Phone Unlimited | \$31.99 | |
| Feature Package | 2.99 | |
| Stay Connected Seasonal Offering ¹ | 9.99 | (C) |

¹ This service offering is limited to all existing subscribers at their existing locations as of June 11, 2022. (N)
(N)

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FRONTIER DIGITAL PHONE UNLIMITED PLUS

(N)

A. GENERAL

The Frontier Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services shown in the Basic Bundle. Features are only available on the primary line.

Basic Bundle

Caller ID
Call Waiting ID
Call Waiting/Cancel Call Waiting
Busy Redial
Speed Dialing 8 ¹
*69
Voice Mail with Message Waiting Indication and Call Forward ¹

An additional package of features will be available to the Digital Phone Unlimited Plus bundle at a special price. The feature package will be billed in accordance with the rate listed in D. The following services are included in the Feature Pack.

Digital Phone Enhanced Feature Pack

Anonymous Call Rejection
Call Forwarding (Variable or Fixed)
Call Forwarding Busy Line (Fixed)
Priority Call
Call Block
Three Way Calling
Distinctive Ring

¹ Service not regulated under this tariff.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED PLUS

(N)

B. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED PLUS

C. STAY CONNECTED SEASONAL OFFERING - Grandfathered ¹ (C)

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Unlimited Plus while they are away, for a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. RATES

| | <u>Monthly Rate</u> | |
|---|---------------------|-----|
| Frontier Digital Phone Unlimited Plus | \$31.99 | |
| Feature Package | 2.99 | |
| Stay Connected Seasonal Offering ¹ | 9.99 | (C) |

¹ This service offering is limited to all existing subscribers at their existing locations as of June 11, 2022. (N)
(N)

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FRONTIER DIGITAL PHONE UNLIMITED-CHALLENGER

(N)

A. GENERAL

The Frontier Digital Phone Unlimited Service-Challenger is a package offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services shown in the Basic Bundle.

Basic Bundle

Caller ID
Call Waiting ID
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forward ¹

An additional package of features will be available to the Digital Phone Unlimited-Challenger bundle at a special price. The feature package will be billed in accordance with the rate listed in D. The following services are included in the Feature Pack.

Digital Phone Enhanced Feature Pack

Speed Dialing 8 or 30 ¹
Call Forwarding (Variable or Fixed)
Call Forwarding Busy Line (Fixed)
Priority Call
Call Block
Three Way Calling
Anonymous Call Rejection
Distinctive Ring
Busy Redial
*69
Deluxe Voice Mail ¹

¹ Service not regulated under this tariff.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED-CHALLENGER

(N)

B. REGULATIONS

1. The Frontier Digital Phone Unlimited Service-Challenger is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED-CHALLENGER

(N)

C. STAY CONNECTED SEASONAL OFFERING

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Unlimited-Challenger while they are away, for a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. RATES

| | <u>Monthly Rate</u> |
|---|---------------------|
| Frontier Digital Phone Unlimited-Challenger | \$21.99 |
| Feature Package | 2.99 |
| Stay Connected Seasonal Offering | 9.99 |

(N)

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FRONTIER DIGITAL PHONE UNLIMITED PLUS-CHALLENGER

(N)

A. GENERAL

The Frontier Digital Phone Unlimited Plus Service-Challenger is a package offering available to residential customers and includes two flat-rate residential one-party service access lines and the customer's choice of the features and services shown in the Basic Bundle. Features are only available on the primary line.

Basic Bundle

Caller ID
Call Waiting ID
Call Waiting/Cancel Call Waiting
Voice Mail with Message Waiting Indication and Call Forward ¹

An additional package of features will be available to the Digital Phone Unlimited Plus-Challenger bundle at a special price. The feature package will be billed in accordance with the rate listed in D. The following services are included in the Feature Pack.

Digital Phone Enhanced Feature Pack

Anonymous Call Rejection
Call Forwarding (Variable or Fixed)
Call Forwarding Busy Line (Fixed)
Priority Call
Call Block
Three Way Calling
Distinctive Ring
Busy Redial
Speed Dialing 8 or 30 ¹
*69
Deluxe Voice Mail ¹

¹ Service not regulated under this tariff.

(N)

FRONTIER DIGITAL PHONE UNLIMITED PLUS-CHALLENGER

(N)

B. REGULATIONS

1. The Frontier Digital Phone Unlimited Plus-Challenger is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundles offering. All other surcharges and taxes will apply.
7. The bundles are offered on a month to month.
8. The bundle will appear as a single line item on the bill.

(N)

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FRONTIER DIGITAL PHONE UNLIMITED PLUS-CHALLENGER

(N)

C. STAY CONNECTED SEASONAL OFFERING

Stay Connected Seasonal Offering allows the customer to suspend their Frontier Digital Phone Unlimited Plus-Challenger while they are away, for a minimum of one month and up to nine months in a rolling year for a reduced rate.

1. The customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given, then re-activation fees will not apply.
2. A \$25.00 re-activation fee will apply if the customer does not provide a reconnect date at the time the order is placed to add the service.
3. During the time of suspension, the line will be available for 911 calls only.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count toward the fulfillment of any contract associated with the suspended bundle.
5. Customer will be removed from the Stay Connected discount after the nine month period if no date is given.
6. This service does not change any other terms and conditions of the bundle being suspended.
7. The monthly rate includes the Federal Subscribe Line Charge.
8. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.

D. RATES

| | <u>Monthly Rate</u> |
|--|---------------------|
| Frontier Digital Phone Unlimited Plus-Challenger | \$21.99 |
| Feature Package | 2.99 |
| Stay Connected Seasonal Offering | 9.99 |

(N)

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FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

A. General

The Frontier Residential Unlimited Voice Service is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance Inc. The description and pricing for this component are located in the Frontier Communications Online and Long Distance Inc. Domestic Price List.

Basic Bundle

| | |
|------------------------------------|--------------------------------|
| Local Exchange Network Access Line | Call Waiting ID |
| Caller ID with Name | Anonymous Call Block/Rejection |
| Unlimited Extended Area Service | Basic Voicemail |
| Call Waiting/Cancel Call Waiting | Touch-tone |

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually Tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The bundle is offered on a month-to-month basis.
8. The bundle will appear as a single line item on the bill.
9. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

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FRONTIER RESIDENTIAL UNLIMITED VOICE SERVICE

(N)

B. Regulations (Cont'd)

10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications Online and Long Distance Inc. Domestic Price List.

C. Rates and Charges

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
3. Frontier Residential Unlimited Voice Service is provided at the following rates:

| | <u>Monthly Rate</u> |
|--|---------------------|
| Frontier Residential Unlimited Voice Service | \$20.00 |

(N)

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FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

A. General

The Frontier Unlimited Voice and Feature Bundle is a bundle offering available to residential customers. The bundle includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. This bundle also includes an unlimited long-distance component through Frontier Communications Online and Long Distance Inc. The description and pricing for this component are located in the Frontier Communications Online and Long Distance Inc. Domestic Price List.

Basic Bundle

| | |
|------------------------------------|---------------------------|
| Local Exchange Network Access Line | 3 Way Calling |
| Caller ID with Name | Basic Call Forward |
| Unlimited Extended Area Service | Distinctive Ring |
| Call Waiting/Cancel Call Waiting | Priority Call |
| Call Waiting ID | *66 Busy Number Redial |
| Anonymous Call Block/Rejection | *69 Call Return |
| Basic Voicemail | Selective Call Acceptance |
| Touch-tone | Selective Call Rejection |
| Speed Call 30 | Selective Call Forward |
| Wire Care (Non-regulated) | Directory Listing |

B. Regulations

1. The bundle is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the Service Catalog.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing Service Catalog rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The bundle is offered on a month-to-month basis.
7. The bundle will appear as a single line item on the bill.
8. The bundled rate includes all available Extended Area Service (EAS) calling, both mandatory and optional, in exchanges where EAS is offered.

(N)

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FRONTIER UNLIMITED VOICE AND FEATURE BUNDLE

(N)

B. Regulations (Cont'd)

9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
10. A customer selecting this bundle is required to subscribe to a Frontier Long Distance company and must purchase a qualifying long-distance bundle located in the Frontier Communications Online and Long Distance Inc. Domestic Price List.
11. Directory Listing Feature-Customer can pick from Additional Listing, Extra Line of Information, Non-Listing, Non-Published and Foreign Exchange Listing.
12. Wire Care Services include work performed on or at the customer premises by the Utility or a Utility representative at the customer's request and is not covered by other charges. The Bundle includes work preparation, actual work, materials and cleanup. Frontier Wire Care covers all wiring, jacks, dispatch charges, labor and materials for each telephone line in the home. In addition, Frontier Wire Care covers any damage to the phone line that was caused by lightning, accidental customer damage and problem isolation within the home.

C. Rates and Charges

1. All other surcharges and taxes apply and will be billed in addition to the bundle.
2. An Activation charge of \$35.00 will replace the Initial Service Order and Central Office Connection Charge.
3. Frontier Unlimited Voice and Feature Bundle is provided at the following rates:

| | <u>Monthly Rate</u> |
|---|---------------------|
| Frontier Unlimited Voice and Feature Bundle | \$50.00 |

(N)

CUSTOM REDIRECT SERVICE

A. GENERAL

Custom Redirect Service (CRS) allows the customer to control the way in which incoming calls are terminated. Telephone numbers equipped with this service have multiple pre-programmed routing destinations. Depending on the active routing option, calls can be redirected on a permanent basis, automatically according to predetermined parameters, and/or upon command by the customer.

Basic CRS offers three options to redirect calls to as many as three telephone numbers. It is assumed that the first option will be a basic redirect to the dialed number, but that is not a requirement. If the dialed number is not part of one of the options, then calls will always be redirected away from the dialed number. The customer may designate that the basic redirection feature be used in each of the options, or, the customer may select a CRS Optional Feature as described in B. following.

B. REGULATIONS

1. Explanation of Terms

Equipped Number

Equipped Number is the subscriber's called telephone number that has Custom Redirect Service.

Group

A group is the collection of Equipped Numbers that will be redirected in the same way, at the same time. For example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three "active" in a particular group, and then all equipped numbers in the group will be redirected according to the direction in option three.

Every group must have the same optional features in each of the options. For example, if the option column has time of day redirection, then the times that the numbers are redirected are the same for all the numbers in that group. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.

CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

Option Column

An Option Column is a column of telephone numbers that are treated the same. CRS has three option columns per group with the basic service. Up to 6 additional options may be provisioned as an enhancement. If more than three options are chosen the Additional Option charge applies per additional option chosen. Only one option is active for a group at any given time. For example, in a particular group the first option may be the original dialed number, the second option may be the home telephone number, and the third option might be a telephone number in an affiliate office in another city. If option two is selected, all telephone numbers in this group will be redirected to the respective telephone number in option column two. Similarly, if the customer selected option column three to be in effect and option three was provisioned with a CRS optional feature then all telephone numbers in this option column would have the optional feature.

Redirecting Telephone Number

A Redirecting Telephone Number will have no office equipment associated with it and will be used solely for the purpose of redirecting call traffic from the telephone number dialed to the CRS customer's intended destination.

Modification of Active Option

When the customer elects to redirect calls, the customer calls into the Telephone Company platform using a touch-tone telephone. Upon reaching the platform, the customer must pass through a series of security blocks to get into the system. Calls may also be redirected by calling a live attendant, who, after verifying security information, will establish the redirection of the calls.

After authorization is confirmed, the customer specifies which group and which option is to be activated. A group may be a floor, department, building, or some other customer-defined list of numbers. These groups are pre-assigned upon the establishment of the service.

The customer may call in to have the active option modified as frequently as desired. When calls are terminated to any number other than the originally dialed number redirection charges will apply.

CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

Optional Features

Auto-Attendant Redirecting

As an optional feature, the Telephone Company will load a customer defined, company approved, pre-recorded message. After incoming callers hear the message, they may be disconnected, or transferred without requiring a response, or the caller may be prompted to enter a "1", "2" or "3" on their touch-tone pad.

The call will then be redirected to a telephone number that the customer designated for that selection. The customer may select up to three redirect choices for each equipped number. The Auto-Attendant Redirecting feature may be used with any of the option columns. If this feature were used in more than one option, the optional feature charge would apply to each option utilizing the feature.

Number Identification Redirecting

Number Identification Redirecting allows the customer to redirect calls based upon the originating telephone number, NXX, LATA, or NPA of the incoming caller. This will allow the customer to direct particular callers to specific numbers based upon their telephone number. If an incoming caller's number is on the list, the call will be redirected to the "on-list" number. If the incoming caller's telephone number is not on the list, the call will be completed as dialed.

The customer may have as many numbers as desired on the list. The customer will be billed for each 100 numbers or any fraction thereof. Number Identification Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge will apply to each option utilizing the feature.

Number Identification may not be used to pass the calling party's number to the customer.

Percentage Redirecting

Percentage Redirecting allows redirecting by percentages. For example, when Percentage Redirecting is activated, the customer may direct 20% of the incoming calls to location A, 30% to location B and 50% to location C. The customer may choose up to ten percentages, but the total must always equal 100%. The Percentage Redirecting feature may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge will apply to each option utilizing the feature.

Time-of-Day/Day-of-Week Redirecting

This feature allows customers to redirect the customer's calls to another location at pre-designated times. For example, particular numbers can be redirected to another location after 5 PM, or, just on Saturdays. The system will automatically route these calls until the customer changes the specifications. This will allow the customer to use a single office to perform the work of many locations during the off-peak hours. Time-of-Day/Day-of-Week Redirecting may be used with any of the option columns. If this feature is used in more than one option, the optional feature charge will apply to each option utilizing the feature.

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CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

SuperGroups

The customer may choose to group their groups into SuperGroups. A SuperGroup is similar to a distribution list of groups that will allow the customer to modify the active option of multiple groups at the same time. For example, if groups 101, 102, and 105 belong to SuperGroup 001, setting SuperGroup 001 to option 3 would set 101, 102 and 105 to option 3.

The same group may belong to multiple SuperGroups and the active option would be the last option set. For example, using the definition of SuperGroup 001 above and an additional SuperGroup 002 includes groups 103, 104 and 105. If after SuperGroup 001 is set to option 3, SuperGroup 002 is set to option 2. Group 105 would be set to option 2.

Single Number Destination Service

This feature will allow customers to redirect an entire group to a single number provided at the time of activation. At the time of provisioning, customers must designate an interexchange carrier of their choice to carry the redirected traffic.

Custom Applications

Although most Customer applications are provided using the optional features listed above, custom applications may also be provisioned. Custom applications will include the inclusion in the call processing record a single table or single field manipulation to meet a specific customer's need. Next Event List (NEL) and Dialed Number Recovery (DNR) are examples of Custom Applications.

Next Event List (NEL) is a Custom Application that provides redirection of numbers conditional upon network status, i.e., complete this number as dialed unless the following condition is encountered. NEL triggers are placed in the terminating office. NEL is not used to monitor Central Office outages, it is used to monitor for PRI outages and does not monitor for station busy or no answer.

Dialed Number Recovery (DNR) is a Custom Application where the original dialed number is presented to a new customer location.

It is not the intent to provide all custom applications through this tariff item. Very complex applications, and applications for purposes other than the directing of incoming calls will not be considered part of this feature and will require special assemblies.

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CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

Alternate Central Office Switch Triggers

The ability to place triggers in central office switches, other than the original terminating central office switch allows customers to redirect from the office in which the call originates without requiring the call to complete to the terminating central office. In the event that the terminating central office switch is out of service, the customer's Custom Redirect Service may be activated and all calls processing in an office with an alternate office switch trigger will be redirected per the current active option at that time.

Allowing triggers to be placed in more than the terminating central office, may increase the call volumes processed because a portion of the calls may actually be processed by more than one office. The customer's Group charges would be reflective of this increased call volume. Triggers are associated with a specific customer NPA-NNX.

CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

2. Conditions

This service is subject to the following conditions:

- a. CRS is available where Telephone Company facilities permit.
- b. CRS may be provisioned with group sizes as small as one.
- c. Each group may have up to three options for the basic rate. In most cases, the first option will be the called number leaving two additional options for the customer to define. If more than three options are requested, the Additional Option charges apply per additional option chosen. Up to six additional options may be provisioned as an enhancement to the Basic service.
- d. Calls to telephone numbers associated with CRS must be redirected to a customer-assigned number terminating in either a customer location, an Interexchange Carrier's point of presence, a voice mail system, an auto attendant system, or an announcement frame within the LATA of call termination. A redirecting telephone number cannot be used to trigger another redirecting telephone number.
- e. It is the responsibility of the CRS Customer redirecting calls to a third party to obtain, when appropriate, that third party's permission prior to the calls being redirected.
- f. Charges for calls between the CRS equipped telephone number and the telephone number to which these calls are redirected are the responsibility of the CRS customer.
- g. The customer must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with exchange or toll service. The Telephone Company reserves the right to disconnect the service immediately in accordance with the regulations contained in the General Regulations Tariff.
- h. CRS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, the Company reserves the right to disconnect the service immediately and bill all appropriate toll charges.
- i. CRS will not be provided in connection with Public Telephone Service.
- j. When the service is originally ordered, a twelve-month termination liability will apply. If CRS is cancelled prior to the twelve-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration shall not constitute a cancellation.

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CUSTOM REDIRECT SERVICE

B. REGULATIONS (Cont'd)

2. Conditions (Cont'd)

- k. Customers with more than 500 lines provisioned may choose to sign a five-year contract, which will lower the monthly line rate. In the event the customer wishes to terminate the service prior to the end of the commitment period, the rate will be recalculated to the month-by-month rate and the twelve-month termination liability will apply.
- l. The Telephone Company assumes no liability for the redirecting of calls to numbers that are inaccurately provided to the Telephone Company by the customer.
- m. Initial Average Monthly Query Volumes are estimates only. After installation, the Company will periodically and at our discretion, complete audits of number of queries and billing will be corrected if necessary to make adjustments to the monthly charges based upon the results of the audit.

CUSTOM REDIRECT SERVICE

C. RATES

1. Application of Rates

a. Service Establishment Charge

This charge will apply to New Orders of CRS per Service Order or per Account. If a customer were modifying the existing order, including adding additional numbers, the Rearrangement Charge would apply. The addition of a new group, or a request for additional security forms, will result in a Service Establishment Charge.

b. Equipped Number

There will be a monthly charge for each equipped number. The monthly rate per number will be based on the number of equipped numbers within the group. In addition to the monthly rate, a nonrecurring charge will apply to each number installed.

c. Partition/Group Charge (Average Monthly Query Volume)

A monthly charge, in addition to a nonrecurring charge, will apply for each group of equipped numbers the customer designates. The monthly charge will be based on the estimated monthly volume of queries expected by the equipped numbers. A query is launched to the AIN database when a trigger is encountered. In basic implementations, query volume is equal to the call volume. As enhancements to the call processing logic are added and additional triggers placed, the query volume may exceed the call volume.

d. Rearrangement Charges

A nonrecurring charge will apply to each rearrangement. Each change to a equipped number, the addition of a telephone number to an existing group, or a telephone number moved from one group to another group incurs a rearrangement charge.

e. Password Initialization

This charge applies each time, after service establishment, the customer requests that the Telephone Company initialize the password back to the default password.

f. Usage Charges

There is no charge associated with modifying the active option. Customers may select to activate options as frequently as desired.

When calls are redirected, the CRS Subscriber will pay the portion of the call from the original called office to the termination number. The rate charged will be in accordance with the customer's current usage plan similar to a call transfer or a call forward.

CUSTOM REDIRECT SERVICE

C. RATES

1. Application of Rates (Cont'd)

g. Optional Feature Charges

Time-of-Day/Day-of-Week and Percentage Redirecting

A per month and nonrecurring charge applies for each column equipped. In addition, a per month rate per telephone number equipped with this feature applies. Subsequent changes to the routing schedule made by the customer via a touch-tone equipped telephone may be made at no additional charge. Changes made by the Telephone Company will incur a rearrangement charge.

Auto Attendant Redirecting

A per month and nonrecurring charge applies per recording, in addition to a per month charge per redirected telephone number so equipped.

Number Identification Redirecting

A per month charge and a nonrecurring charge applies for any combination of 100 telephone numbers, NXX's, NPA's, or LATA's, or fraction thereof, listed for Number Identification Redirecting.

CUSTOM REDIRECT SERVICE

C. RATES

1. Application of Rates (Cont'd)

g. Optional Feature Charges (Cont'd)

SuperGroups

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each group with this feature. For changes made by the Company, on behalf of the customer, rearrangement charges will apply.

Single Number Destination

A monthly and nonrecurring charge will apply for each group for which this feature is ordered.

Custom Application

A nonrecurring charge will apply at the time of the establishment of this feature and a flat monthly rate will be billed for each option with this feature. For changes made by the Company, on behalf of the customer, rearrangement charges will apply.

Alternate Central Office Switch Trigger

A nonrecurring charge will apply at the time of the establishment of the trigger; and a flat monthly rate will be billed for each NPA-NNX trigger in each central office switch in which a trigger placed. For changes made by the Company, on behalf of the customer, rearrangement charges will apply.

h. Special CRS Transactions

Occasionally, customers will require a one-time effort related to their CRS service. This may include the generation of a special report, out of hours programming support for testing, or other special handling of the service that was not included in the rate development for the service. This item will allow customers to request such services and the Company to recover the costs associated with these special requests. A nonrecurring charge negotiated based on estimated time/effort/value prior to the transaction will be charged.

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CUSTOM REDIRECT SERVICE

C. RATES

2. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| a. Service Establishment Charge (per Service Order or Per Account) | \$500.00 | - |
| b. Equipped Number (per telephone number equipped) | | |
| 1 - 50 | \$ 2.35 | \$ 2.50 |
| 51 - 100 | 2.35 | 2.35 |
| 101 - 500 | 2.35 | 2.00 |
| 501 - 1000 | 2.35 | 1.50 |
| 1000+ | 2.35 | 1.10 |
| 5 year contract rate per line (min. 500)..... | 2.35 | 1.10 |
| c. Rearrangement | | |
| Per occasion | \$250.00 | - |
| Per number changed/moved/added | 2.35 | - |
| d. Redirecting Telephone Number, each..... | \$ 5.00 | \$ 1.00 |
| e. Monthly Group Volumes (Queries/Mo./Group) | | |
| Up to 1,000 calls per month | 50.00 | 25.00 |
| Up to 10,000 calls per month | 50.00 | 80.00 |
| Up to 25,000 calls per month | 50.00 | 150.00 |
| Up to 50,000 calls per month | 50.00 | 280.00 |
| Up to 75,000 calls per month | 50.00 | 425.00 |
| Up to 100,000 calls per month | 50.00 | 550.00 |
| Up to 250,000 calls per month | 50.00 | 1,300.00 |
| Up to 500,000 calls per month | 50.00 | 2,500.00 |
| Up to 750,000 calls per month | 50.00 | 3,600.00 |
| Up to 1,000,000 calls per month | 50.00 | 4,500.00 |
| Over 1,000,000 calls per month | 50.00 | * |

Note:

* Use combination of previous volumes for Monthly Rate, i.e., if count equals 1,500,000, use rate for Group up to 500,000 and Group up to 1,000,000 for Monthly Rate of \$7,000.00

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CUSTOM REDIRECT SERVICE

C. RATES (Cont'd)

2. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Per Month</u> |
|---|--------------------------------|----------------------|
| f. Optional features | | |
| (1) Additional Options (per option over three) | \$200.00 | \$ 25.00 |
| (2) Auto-Attendant Redirecting | ICB | - |
| (3) Number Identification Redirecting | | |
| Initial 100 numbers | 500.00 | 50.00 |
| Each additional 100 numbers or fraction of | 100.00 | 10.00 |
| (4) Percentage Redirecting | | |
| per arrangement | 100.00 | 25.00 |
| (5) Time-of-Day/Day-of-Week routing | | |
| per arrangement | 100.00 | 25.00 |
| g. Password Initialization, per occasion.. | 50.00 | - |
| h. SuperGroups | | |
| per SuperGroup | 50.00 | 1.00 |
| i. Single Number Destination | | |
| per Group | 50.00 | 10.00 |
| j. Custom Application | 200.00 | 25.00 |
| k. Alternate Central Office Switch Trigger per trigger, per switch | 500.00 | 1.00 |
| l. Special CRS Transaction | ICB | - |

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Frontier Communications of Virginia, Inc.

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UNLIMITED LOCAL USAGE FOR BUSINESS

A. GENERAL

Unlimited Local Usage for Business is an optional calling plan which includes unlimited local voice usage for a flat monthly rate. Unlimited Local Usage for Business is only available to business customers with Business exchange service and/or Communication System Service, as set forth below. Exchange Access line rate is not included.

B. REGULATIONS

1. Unlimited Local Usage for Business is available on Business exchange service, and Communication system lines where facilities permit.
2. Unlimited Local Usage for Business is available only to customers who subscribe to the Telephone Company as their carrier for all local and intraLATA toll calls.
3. Unlimited Local Usage for Business applies per telephone line.

Unlimited Local Usage for Business includes Extended Local Service, Extended Area Calling and Community Choice Plan.

4. Unlimited Local Usage for Business packages are available to business customers who subscribe to 25 or fewer Telephone Company lines (voice grade or voice grade equivalent) per customer location at the time service is initiated.
5. Eligible business customers may subscribe to the Unlimited Local Usage for Business plan for a maximum of ten (10) lines per customer location.
6. Unlimited Local Usage for Business is not available with Digital Service-Voice, LD and Internet, PBX trunks, ground start lines or trunks, ISDN Basic Service, ISDN Primary Service, Remote Call Forwarding Service, Foreign Exchange Service, Pay Telephone Lines, Foreign Central Office Service*, and Foreign Zone Service*.
7. Unlimited Local Usage for Business is not available with the following business packages or optional plans: Corporate Rewards, Customer Specific Pricing Plans (CSP), Virtual Private Network Service (VPNS) and limited availability Optional Calling Plans.

* Effective: July 1, 2010 May 18, 2005, Unlimited Local Usage for Business is no longer available to new customers with Foreign Central Office Service or Foreign Zone Service. Moves, additions or changes to subscribers' existing service are not permitted.

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UNLIMITED LOCAL USAGE FOR BUSINESS

B. REGULATIONS (Continued)

8. Unlimited Local Usage for Business does not apply to the following calls and services:

- Collect Calls
- Calling Card
- Time and Weather
- 555, 700, 900, 976 Service
- Third Number Billed
- Directory Assistance Call Completion
- Directory Assistance
- Group Bridging Service
- Emergency Interrupt
- Repeat Calls, Return Calls (per activation)
- Person-to-Person calls
- Busy Line Verification
- Intercept Call Completion
- All Other Operator Handled Calls
- Three-Way Calling (per activation)

9. Unlimited Local Usage for Business is available with Month-to-Month or a 1 Year Term. Term agreements are applied per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive 1 Year Terms on the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless Frontier has provided 30 days notice of any change.

10. In the event the customer terminates the 1 Year Term service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the month-to-month charges up to the date of termination, and any termination liability will be waived. If the customer terminates service after 60 calendar days, but prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for each month remaining during the term.

An early termination charge will not apply under the following circumstances:

- (a) Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- (b) Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- (c) Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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UNLIMITED LOCAL USAGE FOR BUSINESS

B. REGULATIONS (Continued)

11. Customer may discontinue their enrollment in the Month-to-Month package at any time upon request to the Company.

12. Unlimited Local Usage for Business applies to voice grade traffic only. The Company reserves the right to terminate a customer's Unlimited Local Usage for Business plan for use with inappropriate non-voice traffic or violations of this tariff.

C. APPLICATION OF RATES AND CHARGES

1. The Unlimited Local Usage for Business monthly rate applies in addition to and does not include a Basic Exchange Dial Tone Line or Communication System line.

2. Service and Equipment connection charges do not apply to an existing customer who chooses to add Unlimited Local Usage for Business to their line or changes from Basic Exchange Business 1-Party Unlimited usage service to enroll in Unlimited Local Usage for Business.

D. RATES

Unlimited Local Usage for Business

| | <u>Monthly</u> | <u>1-Year Term</u> |
|-------------------------------|----------------|--------------------|
| Unlimited Local Usage | | |
| Per Exchange Access Line | \$24.00 | \$20.00 |
| Per Communication System Line | 24.00 | 20.00 |

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CONVENIENCE FEE

(N)

A. GENERAL

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

B. REGULATIONS

This fee will not apply if:

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

C. RATES

Nonrecurring Charge

Convenience Fee, per occurrence

4.50

(N)