Title Sheet

PRODUCT GUIDE

OF

THE SOUTHERN NEW ENGLAND TELEPHONE COMPANY
d/b/a Frontier Communications of Connecticut

401 Merritt 7
Norwalk, CT 06851

SERVICES PROVIDED IN THIS PRODUCT GUIDE
are available to
BUSINESS CUSTOMERS

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[1] This service offering is limited to all existing subscribers at their existing locations as of May 29, 2020.

EXPLANATION OF SYMBOLS

Amendments and additions to this Product Guide will be covered by additional printed sheets or new sheets replacing those affected by changes.

The following symbols shall be used in this Product Guide for the purpose indicated below:

(C) To indicate changed rate or regulation
(D) To indicate discontinued rate or regulation
(I) To indicate Increase
(M) Material relocated without change
(N) To indicate new rate or regulation
(R) To indicate reduction
(T) To indicate a change in text but no change in regulation
(Z) To signify a correction

GENERAL REGULATIONS

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GENERAL REGULATIONS

General Regulations for Product Guide services are also in the General Exchange Tariff, Section 1.

1. COMPREHENSIVE BUSINESS SOLUTIONS

   In the case of business customers who commit for a term to a large volume comprehensive business solution encompassing different service categories, the company may enter into arrangements which allow the customer to meet its commitments by maintaining an agreed service volume consisting of a combination of services from the included service categories which may vary during the term consistent with changes in the customer's service needs.

2. BUSINESS GROWTH SOLUTIONS

   To provide business customers with greater flexibility to support their business objectives, growth services may be added to custom service arrangements at rates commensurate with the rates for services provided at initial installation.

3. SERVICE APPLICATION; CONTRACTS

   Where in the judgment of the Telephone Company it is deemed desirable, application for service may be required in writing, in such form as may be prescribed by the Telephone Company. An application for service, whether made orally or in writing, becomes a contract between the Telephone Company and the party to be billed upon the establishment of their service except that, in the instances outlined under Responsibility For Charges following, the party to be billed is responsible for certain costs incurred in connection with service on which installation is not completed. Neither the contract nor any rights thereunder may be assigned or in any manner transferred without the written consent of the Telephone Company. Requests for additional service become upon fulfillment part of the original contract. Any change in the Telephone Company's rates or regulations acts as a modification of the contract to the extent of the change. For purposes of this Product Guide the party to be billed for telephone service shall be deemed the subscriber.

   Subject to the application of Non-Recurring Charges as set forth in Section 3, an applicant, who otherwise qualified for the immediate establishment of service, may take over the existing service of a subscriber discontinuing that service if the subscriber discontinuing the service agrees in writing and an arrangement, suitable to the Telephone Company, is made for the payment of all outstanding charges and of all other contractual obligations against the service.

4. RETURNED CHECK CHARGE - BUSINESS

   A charge of $20.00 will apply to Business customers when a check or draft presented to the Telephone Company is not honored by the institution on, which it is drawn.

GENERAL REGULATIONS

General Regulations for Product Guide services are also in the General Exchange Tariff, Section 1.

5. LATE PAYMENT CHARGE - BUSINESS

Competitive Customers – Refers to a telecommunications service provided by a telephone company to a customer who subscribes to two or more telephone company services, including basic local exchange service, any vertical feature(s), non-regulated or interstate toll provided by a telephone company affiliate.

The late payment charge of $14.00 plus 1.5% of the unpaid balance applies to each customer's bill when the previous month's bill has not been paid in full. The late payment charge is applied to a total unpaid amount carried forward and is included in the total amount due on the bill. (I)

Amounts, which are subject to late payment charges are those charges previously billed and not paid by the due date. Payment must be received on or before the due date.

Collection procedures and security deposit requirements are unaffected by the application of the late payment charge.

6. COLLECTION CHARGE - BUSINESS

For those accounts where the Company sends a termination notice, the Business customer will be assessed a $20.00 collection charge. The charge will be assessed each time a termination notice is sent.

7. USE OF SUBSCRIBER SERVICE - BUSINESS

Business subscriber service, as distinguished from public and semi-public service, is furnished only for communications by the subscriber, his employees or representatives, except that, under joint user arrangements, usage may be extended to other individuals, firms or corporations located in the same office or suite of offices as the subscriber or as specified in the Joint or Shared Use, Section 14. Subscribers who resell FX or WATS [1] are considered business customers. Business exchange subscriber service may not be resold. This prohibition shall not apply to (1) a Composite Data Service Vendor in the provision of composite data service to its patrons; (2) to a communications common carrier in the provision of public telegram message service or overseas data message service (3) to intrastate WATS [1] service used for the termination of interstate traffic; (4) any subscriber who resells or shares any Foreign Exchange line leased from the Telephone Company, provided (a) the provision of telecommunications services is not the primary business of the subscriber and (b) the Wide Area Telephone Service [1] or Foreign Exchange line is leased primarily for the customer's own use and is resold to or shared with persons or entities occupying or granted the right to use the customer's premises.

The Telephone Company may refuse to install flat rate service or to permit such service to remain on premises of a public or semi-public character when an instrument is so located that the public in general or patrons of the subscriber may make use of the service. On such premises, however, flat rate service may be installed, provided the instrument is so located that it is not accessible for public use.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

GENERAL REGULATIONS

General Regulations for Product Guide services are also in the General Exchange Tariff, Section 1.

8. CANCELLATION OR DEFERMENT OF START OF SERVICES - BUSINESS

When Centrex service, private line facilities or other equipment involving extensive engineering and installation costs is ordered from the Telephone Company but the order is cancelled in whole or in part prior to complete installation or start of service, the applicant is responsible for payment of the non-recoverable expenses (consisting of the loss on equipment and facilities installed or in process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Telephone Company in connection with the order. Such payment shall in no event exceed the total of installation, Non-Recurring Charges and termination charges applicable to a completed installation, or such proportions thereof as would be applicable to the cancelled portion of the installation. Installation is considered to have started when, following receipt of the order, the Telephone Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred.

When, at the request of a subscriber, at any time after the required equipment has been purchased by the Telephone Company, the date for placing in service facilities) ordered by the subscriber and involving extensive investment and engineering and installation costs is deferred for a period of more than one month, a charge equal to the costs incurred applied for each month in excess of one that the deferment continues. Such costs include the recurring monthly carrying charges on the Telephone Company's investment in the facilities plus any other specific items of cost applicable to the deferment. In no case will the placing in service of facilities be deferred for more than 18 months; after 18 months the order will be considered as cancelled prior to establishment of service and the subscriber is responsible for the payment of non-recoverable expenses as set forth above.

9. USE OF COMMERCIAL POWER FOR OPERATION OF EQUIPMENT OR FACILITIES

Unless specifically provided otherwise in this Product Guide, when commercial power is used for the operation of Company equipment or facilities, the customer will provide the necessary power wiring, power outlets and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets and commercial power.

LOCAL SERVICE

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LOCAL SERVICE

Local Service Definitions and Regulations for Product Guide services are in the General Exchange Tariff, Section 2.

A. CLASS OF SERVICE

Telephone Service is classed as business, semi-public and public.

1. Business

a. Service is classified as business service where it is located on premises, which are of a business institutional or occupational type and the service includes a yellow page listing. In addition, business services and yellow page advertising are available; business repair intervals are provided.

b. Exception to a. above is made only in the following cases:

- Business rates apply to service installed in such locations as clubs and fraternity houses, where, although the use may be primarily of a social nature, the use of the service by a relatively large group of persons justifies the application of a business rate.

- Business service includes a Yellow Page Directory listing.

2. Semi-public service and Public service is as set forth in the Product Guide, Section 14, Pay Telephone Access Line Service.

B. CLASS I through V EXCHANGES – Rates and Charges

1. The rates for business message rate service include an allowance of 90 local messages per month per individual line.

2. RATES AND CHARES

Business	Flat Rate Service		Message Rate Service [1] (Grandfathered)	Messages above the allowance, each
a. Class I Exchanges	$100.00	(I)	$68.00	13.5 cents
b. Class II Exchanges	$100.00		$68.00	13.5 cents
Woodbury Exchange Only (NXX: 262, 263, 264, 266, 267, 486)	$100.00			13.5 cents
c. Class III Exchanges	$100.00		$68.00	13.5 cents
d. Class IV Exchanges	$100.00		$68.00	13.5 cents
Thimble Islands Area of the Branford Exchange	$100.00		$71.50	13.5 cents
e. Class V Exchanges	$100.00	(I)	$68.00	13.5 cents

[1] This service is different in scope and at different rates than Local Measured Service (Per Call) D. following.

LOCAL SERVICE

C. AUXILIARY LINE SERVICE

1. An auxiliary line is an additional individual line furnished only to a subscriber receiving individual line service at the same location.

2. Individual and auxiliary lines of the same subscriber may be grouped for incoming service provided the lines are of the same class (business) and terminate in the same premises and in the same building. Such grouping is termed "Central Office Line Hunting service", and is subject to additional rates and charges as set forth in Section 14.

3. For each auxiliary line, one listing is allowed without rate or charge, subject to the regulations for such listings in Section 6, Directory Listings.

4. For each auxiliary line furnished a flat rate subscriber, a monthly rate equivalent to the rate for individual line flat rate service is charged.

5. For each auxiliary line furnished a message rate subscriber, a monthly rate equivalent to the rate for individual line message rate service is charged, and the individual line message allowance applies. Computations of the subscriber's message allowance and usage of additional local messages are based on the total message allowance and the total usage from main and auxiliary lines.

   Additional local messages are charged for at the rates set forth in Section 2, B. preceding.

6. For each auxiliary line furnished a Per Call Service subscriber, a monthly rate equivalent to the rate for individual line Per Call Service is charged in addition to usage charges.

LOCAL SERVICE

D. PER CALL SERVICE

1. DEFINITION

Per Call service is available in all exchanges.

Per Call Service is an optional service offered to business individual line subscribers.

Per Call Service consists of an access line rate and a usage charge. The usage charge is based on a per minute basis for all calls within the expanded local calling area. Calls to all other exchanges are charged toll message rates as set forth in Section 18.

The basic access rate does not include inside wire or station set.

A usage statement will be rendered as the standard monthly bill and is included in the monthly rate.

This service is different in scope and at different rates than local message service listed elsewhere in this section.

2. REGULATIONS

a. Available only on individual line service where adequate central office equipment exists.

b. Per Call Service is not installed where another class and/or type of local exchange service is established on the same premises for either 1) the same customer or 2) two or more customers who are co-inhabitants of the same general space.

c. Per Call Service is not available in connection with Centrex, Hotel-Motel or Coin services.

3. RATES AND CHARGES - Business	Charge
a. Change from Per Call Service to another exchange service	$18.93
b. This charge to change from Per Call Service will be waived once, per customer for one year from the date the subscriber first has Per Call Service installed.	
c. A one-time charge will apply to Business customers whenever there is a change in class of service. For a six (6) month period, no charge will apply for business customers changing from one class of exchange service to Per Call Service.	$37.86
d. For six (6) months from the date the subscriber has Per Call installed, no charge will apply to change from Per Call to another class of exchange service.	
e. After the six (6) month period expires, a charge will apply to change to another class of exchange service.	$37.86
f. Appropriate non-recurring charges as specified in Section 3, will apply.	

LOCAL SERVICE

D. PER CALL SERVICE (Continued)

3. RATES AND CHARGES (Continued)

g. Per Call Service is available to business individual line subscribers and is comprised of two elements:

- Access Charge
- Usage Charges (frequency and time of day)

(1) Access Charge, per line

	Monthly Rate	
- Business	$68.00	(I)
- Business - Thimble Island, Branford	$68.00	(I)

(2) Usage Charges are based on a per minute basis for the exchange and the Extended Local Calling area. Calls to all other exchanges are charged toll message rates as set forth in Section 7.

4. LOCAL USAGE

The usage charges apply for Business.

- Initial minute	$.035
- Each additional minute	$.035

Time/Day Discount - Each local call is billed based upon the rates for the rate periods in effect during the call. The appropriate discount applies to the rates for the portion of a call, which occurs during the discounted period shown below:

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
8:00 AM to [1] 8:00 PM	DAY RATE PERIOD						
8:00 PM to [1] 8:00 AM	NIGHT & WEEKEND RATE PERIOD 30% DISCOUNT						

[1] To, but not including

LOCAL SERVICE

D. PER CALL SERVICE (Continued)

4. LOCAL USAGE (continued)

a. The one minute initial period is billed at the rate applying when the connection is established. Each additional minute or fraction is billed as a whole minute at the rate applying when each additional minute begins.

b. Fractional amounts of the total charges are rounded to the nearest whole cent.

c. The night rate applies to the holidays listed below.

- New Year's Day	January 1
- Independence Day	July 4
- Labor Day	--
- Thanksgiving Day	--
- Christmas Day	December 25

NO RISK GUARANTEE PER CALL

The company will guarantee for two (2) months business customers who change their present service to Per Call, that if their monthly bill is higher than that which the customer would have paid with their former service, the customer will pay no more than the current rate of their former service.

After two (2) months, the customer may request to return to their former service and be billed at their former rate.

The usage charges apply for Business.	Usage Charge
- Initial minute	$.035
- Each additional minute	$.035

OPTIONS

Call by call billing is available as a customer option on a forward going basis from the beginning of a billing period per message, plus per central office line, per month.

Call by call monthly billing includes each called number, the date, call area, time, duration and "to" location. Initial one-time charges do not apply for the offering of detailed monthly billing. The minimum service period for this feature is three months.

Monthly Rate

Business	Per Message	Per Central Office Line
Call by Call Billing	$.01	$.95

SERVICE CHARGES (T)

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SERVICE CHARGES (T)

A. GENERAL

1. The term "Service Charges" as used herein denotes charges applicable to: (T)

   a. The establishment of a new account and (T)

   b. Certain changes in connection with customer records. Also included herein as Service Charges are those specified in connection with service reconnections (after temporary denials of service for non-payment), premises visit charges, and specification of level of signal power; these charges are further defined following. (T) (T)

2. Service Charges as set forth herein consist of three separate elements: (T)

   a. Connections

   b. Changes

   c. Reconnections

   b. Premises Visit Charges

3. Service Charges are in addition to all other applicable rates and charges associated with the service being provided. (T)

4. Service Charges are in addition to all other applicable rates and charges associated with the service being provided. (T)

5. Reconnect Charge applies when exchange service, which has been temporarily denied for non-payment, is reconnected before the service has been removed. Service is restored upon receipt of payment of all sums due up to the time that such service was temporarily denied. Further, in accordance with the provisions of the General Exchange Tariff, General Regulation 4, a deposit may be required of the customer for the reconnection of service. The monthly service charge does not apply during the period when service is temporarily denied for non-payment. (T) (T)

6. Service Charges, as for a new installation, apply to the re-establishment of exchange service, which has been removed for non-payment. Service is re-established upon receipt of payment of sums due up to the time that such service was removed. Further, in accordance with the provisions of the General Exchange Tariff, General Regulation 4, a deposit may be required for the re-establishment of service. (T)

7. Service Charges do not apply to simple renewals of existing service under Continued Contracts or term arrangements. Charges may apply in the event that additional work is performed or additional service is added. (T)

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations.

SERVICE CHARGES (T)

B. DEFINITION OF TERMS

The term "complex services" as used herein applies to semi-public, WATS [1], Centrex Services, and multi-line customer provided equipment.

C. APPLICATION OF CHARGES

1. Service Charges apply as follows: (T)

a. Service Order Charge - Initial (N)

Applicable to work done in receiving, recording, and processing information necessary to execute an applicant's request for the initial establishment of telephone service at a premises. (N)

b. Service Order Charge - Subsequent (M)(T)

Applicable to work done in receiving, recording and processing information necessary to execute an applicant's request for additions, moves, or changes to existing service. (M)

c. Central Office Connection Charge

Applicable to work done in the central office, between the central office and station protector and on the protector in association with providing an exchange access line or making changes thereto.

Applicable for work done in association with providing a Private Branch Exchange line or making changes thereto. (T)

For moves (or detachments and subsequent reattachments) of central office line (drop wire) terminations on same building a rearrangement of outside wiring charge of $155.00 applies. (M)

d. Reconnect Charge (T)

The non-pay reconnect charge applies where a customer re-establishes service on the same premises, with no changes in service after being disconnected for non-payment of a bill. This charge replaces the listed service charges and includes all services which were previously connected. If the customer does not take action to re-establish service within two weeks of the non-pay disconnect, the appropriate service charges will apply thereafter.

e. Installment Billing

Residential customers may select an installment billing option. This option provides for billing one-time charges in three (3) equal monthly installments. (M)(T)

(M) Service Order Charge – Subsequent relocated from Sheet 8. Reconnect Charge relocated from Sheet 9. Installment Billing relocated from Sheet 5. (N)(N)

SERVICE CHARGES (T)

D. RATES AND CHARGES (M)

Business	Non-Recurring Charge	
1. Service Order Charge – Initial, per order [1]	$0.00	(N)
2. Service Order Charge – Subsequent, per order	$37.00	(T)
3. Central Office Connection Charge, per line	$75.00	
4. Central Office Connection Discounted Charge, per line	$45.00	
5. Central Office Connection Charge, Off-premises Exchange Service Secretarial lines, each	$65.00	
6. Reconnect Charge	$35.00	(M)(T)

[1] Service Order Charge – Initial is included in the Central Office Connection Charge.

(M) Service Order Charge - Subsequent relocated from Sheet 5. (M)
(M) Central Office Connection Charge relocated from Sheet 5.
(M) Reconnect Charge relocated from Sheet 9. (M)

SERVICE CHARGES (T)

RESERVED FOR FUTURE USE (M)(T)

(M)

(N)

(M) Central Office Connection Charge relocated to Sheet 2.

SERVICE CHARGES (T)

(M)
(M)

E. PREMISES VISIT CHARGES (T)

1. General (T)

a. Customer premises inside wire, jacks and modular outlets will be provided and maintained by the customer. Where provided by the customer, the inside wire and jacks must be installed in accordance with Part 68 of the FCC rules and regulations, in conformance with the National Electrical Code, and with the technical standards and regulations furnished by the Company to the DPUC and available at Customer Service Centers and other designated locations. (T)

b. Customer premises inside wire provided by the customer will be connected to eligible business individual line exchange service, exchange trunks, and complex services furnished by the Company at the protector or other designated network interface. (T)

c. The protector, which serves as an interface to the access line, is provided as part of the exchange access line rate element for exchange service at no additional charge and will be installed at the customer's premises at a location determined by the Company, which is accessible to the customer. The normal location would be in close proximity to the access line entrance into the premises. (T)

d. In the event that the customer maintains or attempts to maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property, to death of or injury to any person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's negligence or that of his agent. (T)

2. Violation of Regulations (M)(T)

a. Where any customer-provided inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of standards furnished by the Company, so as to cause a hazardous condition or is suspected of causing a hazardous situation, the Company will promptly notify the customer of the violation. If there is an immediate hazard, the service may be discontinued; otherwise the provisions in (2) through (4) apply. (T)

b. The customer shall request a premises visit by the Company at charges specified in 2.c., (T)
or

c. The customer shall discontinue use of the wire or jacks, correct the potentially hazardous violation and so notify the Company in writing within l0 days. (T)

d. Failure of the customer to satisfy the provisions in (2) and (3) above will result in the suspension of service until such time as the customer complies with those regulations. (T)
(M)

(M) Installment Billing relocated to Sheet 2. (N)
(M) Item 2. relocated from Sheet 6. (N)

SERVICE CHARGES (T)

E. PREMISES VISIT CHARGES (Continued) (M)(T)

3. Non-Recurring Charges (T)

A premises visit charge will be applied for the period of time that Company personnel are dispatched in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided inside wire, terminal equipment or communications system connected to Telephone Company facilities (including terminal equipment or a communications system connected in violation of this Product Guide). (T)

Premises Visit will be subject to appropriate premises visit charges specified below. (T)

Billable Charges	Business
1. Inside Wire Installation Labor Charges	
Regular Daytime initial 30 minutes [1]	[4]
Regular Daytime additional 30 minute increments [1]	[4]
2. Inside Wire Repair Labor Charges	
Regular Daytime initial 30 minutes [1]	[4]
Regular Daytime additional 30 minute increments [1]	[4]
3. Customer Requested Overtime initial 30 minutes [2]	$200.00
Customer Requested Overtime additional 30 minute increments [2]	$100.00
4. Customer Requested Premium initial 30 minutes [3]	$240.00
Customer Requested Premium additional 30 minute increments [3]	$120.00
5. Isolation to customer side of NID 1st Hour	$100.00
Isolation additional 30 minute increments	$50.00

Customer Requested Appointment Time:

[1] Regular Hours Monday to Friday 8:00 am to 5:00 pm.
[2] Overtime Hours Monday to Friday after 5:00 pm and Saturday 8:00 am to 5:00 pm.
[3] Premium Sunday, Holidays and Saturday 12:00 am to 8:00 am and after 5:00 pm.
[4] Non-Regulated Charges. (M)

(M) 2. Violation of Regulations relocated to Sheet 5. (N)
(M) Material relocated from Sheet 7. (N)

SERVICE CHARGES (T)

RESERVED FOR FUTURE USE (T)

(M)

(M)

(M) Material relocated to Sheet 6. (N)

SERVICE CHARGES (T)

F. SPECIFICATION OF LEVEL OF SIGNAL POWER TO BE USED FOR ACOUSTIC OR INDUCTIVE CONNECTIONS OF CUSTOMER-PROVIDED DATA TRANSMITTING AND/OR RECEIVING TERMINAL EQUIPMENT (T)

1. Where acoustic or inductive connections are made at locations specified by the customer, the minimum network protection criteria will be as specified in Section 14, Customer-Provided Terminal Equipment and Section 17. To meet these criteria the Telephone Company will, upon request, visit the customer's premises to specify the maximum power level at which the customer may transmit into the Telephone Company line.

   Specification of such power levels will be subject to appropriate premises visit charges specified in this section. (T)

G. MOVES OF CABLE AND CABLE TERMINALS (T)

Actual labor costs apply to moves of cable and cable terminals, which are made at the request of the customer or necessitated by rearrangements of the customer's premises.

H. WORK PERFORMED OUTSIDE OF REGULAR WORKING HOURS (T)

The charges prescribed above contemplate that all work on customers' premises will be performed during regular working hours. Where, to meet a customer's request, the work is done outside of such hours, the customer is billed the additional costs incurred without regard to any limitations prescribed above.

I. SPECIAL ARRANGEMENTS (T)

1. The standard service offerings listed in this Product Guide meets the need of subscribers in general for items supplementary to telephone service. The rates quoted contemplate the use of equipment and facilities without modification. When special arrangements are provided, the rates and charges to apply are determined by the circumstances in each case.

2. A one-time Development Inquiry charge applies to each request for a special arrangement or assembly. Where an estimate of cost involves engineering design, an Engineering Design charge shall also apply. The Development Inquiry Charge and Engineering Design Charge shall not apply to requests for special assemblies for the Handicapped.

Business	Charge
One-time Development Inquiry	$47.32
Engineering Design	$141.97

(M) Service Order Charge – Subsequent relocated to Sheet 2. Reconnect Charge relocated to Sheet 2. (N)

SERVICE CHARGES (T)

I. SPECIAL ARRANGEMENTS (Continued) (T)

3. Economic Development rates, which offer price stability for up to ten years for a customized package of telecommunications services negotiated with the customer, are available to companies which:

(a) relocate from out of state to Connecticut;
(b) expand their Connecticut operations; or
(c) are considering relocating out of state.

Packages are subject to Commission review and approval.

(T)

J. ENHANCED PROVISIONING SERVICES (EPS)

1. DESCRIPTION OF SERVICE

Enhanced Provisioning Services (EPS) are available to subscribers who require special treatment other than that which is normally provided.

Due Date Confirmation Service

Due Date Confirmation Service provides a customer assurance that the products and/or services ordered by the customer will be available on the requested due date.

Expedite Service

Expedite Service gives a customer the opportunity to request that a service be provided on an earlier date than the currently offered due date.

Coordinated Cutover Service

Coordinated Cutover is available to a customer that requires an installation and/or conversion of a product or service from another carrier at a specific time of day during, or after, normal business hours.

Out of Hours Service

Out of Hours Service allows a customer to obtain a product or service during a commitment window that is outside of the normally scheduled business day of the Telephone Company.

SERVICE CHARGES (T)

J. ENHANCED PROVISIONING SERVICES (EPS) (Continued) (T)

2. RATES AND CHARGES - Business

The following charges for EPS may apply in addition to regular rates and charges applicable to the associated telephone service. The Company has discretion to waive these charges.

Due Date Confirmation Service	Non-Recurring Charge
Single Line Service	$219.28
Multiline and Complex Services	$244.40
Expedite Service	
Software Changes	$34.68
Single Line Service	$97.65
Multiline and Complex Services	$671.30
Coordinated Cut-over Service	
Software Changes	$41.53
Single Line Service	$131.40
Multiline and Complex Services	$337.48
Out of Hours Service	
Single Line Service	$130.73
Multiline and Complex Services	$332.25

TELEPHONE NUMBERS

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TELEPHONE NUMBERS

A. TELEPHONE NUMBERS

1. Telephone numbers are seven-digit central office numbers, which (in addition to serving their normal functions in connection with regular telephone service) may be utilized to permit unique identification of stations associated with Telephone Company or subscriber-provided communications systems. When so utilized, these numbers are assigned in blocks of twenty (20). Additional numbers, in blocks of twenty (20) numbers may be ordered by a subscriber subsequent to the provision of the initial blocks of twenty (20) numbers.

2. Customers who subscribe to telephone numbers in blocks of twenty (20) have the option of disassociating one or more of the numbers from the block for the purpose of subscribing to Local Exchange Service and /or Central Office Features. When this option is exercised, Customer shall continue to pay for the entire block of 20 numbers in addition to the rates and charges for Local Exchange Service and selected Central Office Features.

3. Customers who subscribe to Direct Inward Dialing service and blocks of telephone numbers may convert those numbers to CentraLink Services upon removal of the premises based equipment.

4. Telephone numbers assigned in blocks of twenty (20) under this Product Guide may not be used for Incomline service.

B. LIMITATION OF OFFERING

In recognition of the fact that telephone numbers are a basic resource of the Telephone Company, they are offered only where facilities permit and where they are not required for the provision of basic telephone service by the Telephone Company in the immediate or near future.

C. ASSIGNMENT OF OR A CHANGE IN TELEPHONE NUMBER

The user has no property right in any telephone number assigned to the user's service, nor any right to the provision of telephone numbers or continuance of telephone numbers in any particular exchange or through any particular central office or type of central office. The Telephone Company may change the telephone number, exchange or central office designation of a subscriber or the type of central office serving him whenever it deems it necessary in the conduct of its business.

D. RESERVATION OF TELEPHONE NUMBERS

1. In recognition of its responsibility for the administration of exchange service and central offices, the Telephone Company retains sole jurisdiction in connection with any reservation of telephone numbers not specifically subscribed to the provisions of this Product Guide.

2. Subscribers must pay for all telephone numbers assigned, whether or not those numbers have been used by the subscriber.

TELEPHONE NUMBERS

E. INTERCEPT FACILITIES

1. The subscriber shall provide for the manual or mechanical interception of calls placed to numbers that have been assigned to the subscriber but have not been assigned to a user within the subscribers system.

2. Upon complete removal of Direct Inward Dialing service, subscribers may request a reference of calls on individual telephone numbers or blocks of telephone numbers at rates and charges based on each individual circumstance.

F. DIRECTORY LISITNGS AND EXCHANGE SERVICE

The provision of telephone numbers for the identification of stations does not contemplate the furnishing of directory listings or exchange service normally associated with telephone numbers.

G. RATES AND CHARGES

The following rate applies for all assigned telephone numbers, without regard to whether they are utilized by a subscriber, in addition to any applicable charge as set forth in Section 3, Non-Recurring Charges.

Business Feature	Monthly Rate	Installation Charge
Telephone number blocks of twenty (20) assigned numbers, each block	$16.00	None
Disassociated number taken from a block of assigned numbers	None[1]	None

[1] See A.2., preceding.

TELEPHONE NUMBERS

H. VANITY TELEPHONE NUMBERS

1. DESCRIPTION

Vanity Telephone Numbers is a service, which allows business customers to request their own 4 digit telephone number. Subscribers may request numbers that were easy to remember and dial or numbers whose alpha-translation is significant to the subscriber. The Company will obtain specific directory number combinations from the customer. A search of maximum of 5 telephone numbers in 1 NXX or 1 specific number across 5 NXX's, where applicable in a wire center will be given per customer request.

2. CHARGE

The Non-Recurring charge is a One-Time Search fee for a maximum of 5 specialized telephone numbers. The Non-Recurring charge may not be waived or abated and will be applied even if the telephone numbers are not available.

Exceptions:

a. The customer will be informed and not be charged for this service when limitations exist in a Wire Center, or where an Exchange Line NXX is not available or allowed for assignment.

b. The alpha-translation of the telephone number will not be printed in the Telephone Directory.

c. In accordance with the General Exchange Tariff, General Regulations, Section 1, the Company may change the telephone number, exchange or central office designation of a subscriber or the type of central office serving him whenever it deems it necessary in the conduct of its business.

d. For existing customers a record order charge will also apply for changes and additions to their existing service as stated in Section 3.

	Non-Recurring Charge
Business (up to a max, of 5 numbers)	$30.00

TELEPHONE NUMBERS

I. CHARTER NUMBER

1. DESCRIPTIION

Charter Number is a service that allows a customer to retain and port their current telephone number to another wire center within the same Rate Center when the customer is faced with either changing locations and/or changing types of service. Charter Number will allow customers to maintain their existing telephone number while reducing the confusion and expense associated with changing telephone numbers. As indicated above, this service will only provide for the porting of telephone numbers within the same Rate Center.

2. REGULATIONS

a. Charter Number Service will be available to POTS, DID/PBX, Centrex, ISDN BRI and ISDN PRIME service customers.

b. Charter Number Service will only provide porting of a working in service telephone number within the same Rate Center.

c. InterLATA porting will not be allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.

d. No porting is allowed outside of MSA's as defined in FCC Tariff No. 11.

e. Once a telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. Additional Line) will be issued from the switch in which the main telephone number resides not from the original switch.

f. Charter Number Service is available where facilities and operating conditions permit.

g. The ported number will only function from one location.

h. Charter Number Service cannot be activated when NPAC is updating their database or Frontier Communications of Connecticut is installing upgrades to the network switches.

3. RATES AND CHARGES

	Non-Recurring Charge
Business, Per access line	$20.00

TEMPORARY SUSPENSION OF SERVICE

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TEMPORARY SUSPENSION OF SERVICE – Grandfathered as of May 29, 2020 (C)

A. GENERAL

1. Any subscriber service (business, flat, message or measured (Per Call) rate) may be temporarily suspended upon request.

2. Temporary suspension of service rates apply only where all local and foreign exchange services and facilities provided to the same subscriber at the same location are temporarily suspended.

   Exceptions: Private line services and channels are not subject to the regulations and rates specified in this Section 5 but are temporarily suspended under conditions set forth in Section 17.

3. Except as noted in a. below, temporary suspension of service rates apply only when the service is temporarily suspended for a period of one month or longer. When service is temporarily suspended for less than one-month full rates apply. Appropriate Non-Recurring Charges apply in either case.

   a. Temporary suspension of service rates are not offered during the first three months after service is established, nor for more than nine months in any twelve-month period.

B. RATES AND CHARGES

1. Business

		Non-Recurring Charge		
		Minimum	Maximum	Current
a. Local exchange service lines	50% of full rate	$ 25.00	$ 75.00	$ 45.00
b. Supplemental services and facilities	Full Rate			
c. Per Call	Full Rate	$ 25.00	$ 75.00	$ 45.00

DIRECTORY SERVICES

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DIRECTORY SERVICES

A. GENERAL

1. The rates and regulations for directory listings in this section apply only to that part of the telephone directory containing the regular alphabetical list of names of subscribers.

2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling persons of the telephone numbers of subscribers and those entitled to use subscribers' service. In recognition of this purpose, The Telephone Company will not knowingly accept or permit the continued appearance in any directory of a fictitious or contrived name; the provision of any form of listing which in the judgment of the Telephone Company does not facilitate directory service or is unnecessary for purposes of identification is not contemplated. Special arrangement of names designed to secure a preferential position in the alphabetical list, or listings which otherwise are objectionable, are not acceptable.

3. Listings must conform to the Telephone Company's specifications for its directories.

4. The Telephone Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations, when, in its judgment, the clearness of the listing or the identification of the subscriber is not impaired thereby.

B. TEXT, FORM AND ORDER OF LISTINGS

1. Regular directory listings consist of the listed name, a designation in business listings, the address and the telephone number, and are entered in the directory in alphabetical order. Business designations are omitted where unnecessary; for example, where the name listed is indicative of the type of business.

2. At a customer's request, some or all of the address portion of a listing, may be omitted. In such cases Directory Assistance records may not contain information needed to provide the customer's telephone number.

3. Sub-listings are listings similar in form to regular listings but entered, inset from the margin, under other listings to which they are related. Where the name, if included in a sub-listing, would be repetitive it is omitted. The address is omitted from a sub-listing where unnecessary for directive purposes. Sub-listings ordinarily are additional listings of names, which appear elsewhere in the directory in alphabetical order. Sub-listings of names, which do not appear elsewhere in alphabetical order, are permitted only in the following cases:

   (a) The surname of the sub-listed party is the same as the index name in the listing under which it is to be indented (or the same except for the possessive form).
   (b) The name, if included in the sub-listing, would be a repetition of the name in the listing under which it is to be indented.
   (c) The sub-listing is to be an alternate listing.
   (The alternate listing of residence service sub-listed under a business listing is permitted only on an additional listing basis)
   (d) The sub-listing is to be a foreign listing.

DIRECTORY SERVICES

B. TEXT, FORM AND ORDER OF LISTINGS (Continued)

4. Reference listings, alternate listings and foreign listings are listings modified in form to meet special requirements. Descriptions of these specialized listings are given hereinafter.

5. Listings are omitted from the directory upon the request of the subscriber Regulations and rates pertaining to the omission of regular directory listings are set forth in J. and K. following.

   Where listings of announcement facilities are omitted, upon request of the sub-scriber, from the directory, such listings will not be omitted from Telephone Company information service records. Also, the Telephone Company will reveal, on request and to the extent the information is available from its records, the name and address of the individual responsible for service to which announcement facilities have been connected physically, acoustically or otherwise.

C. PRIMARY LISTINGS

1. One listing without charge, termed the primary listing, is provided for each separate subscriber service and semi-public service and for each joint user.

2. The primary listing of the contractor for the service or of the joint user ordinarily is the name of the individual, firm or corporation, or a name under which the business is regularly conducted. Where 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.

3. The primary listing in connection with Centrex service or in connection with a group of private branch exchange or turret trunks or main and auxiliary lines must be a listing of the index number of the group.

4. The address included in the primary listing must be that at which the service is located except that some other appropriate address may be used when in the opinion of the Telephone Company it appears necessary as an aid in the identification of the subscriber.

D. ADDITIONAL LISTINGS

The term "additional listing" is a general one and denotes any listing, regard-less of form, in addition to the primary listing.

DIRECTORY SERVICES

E. REGULAR ADDITIONAL LISTINGS

1. GENERAL

(a) Only such listings are allowed as, in the opinion of the Telephone Company, serve a useful directive purpose.

(b) Ordinarily all additional listings of a service must be of the same address as the primary listing. Exceptions to this rule are made only as provided below.

(1) The listing of the address of a private branch exchange or Centrex station installed on premises of the subscriber but at an address different from that given in the primary listing is permitted where, in the opinion of the Telephone Company, it appears necessary as an aid to the use of the directory. Such a listing of an extension station also is permitted, provided the extension is on the same premises as the main station. No listings of off-premises extension stations are permitted.

(2) Where a subscriber's business and residence are on the same premises under different addresses, residence additional listings of the business service may show the proper residence address.

(c) Additional listings in connection with Centrex service are listings of the index number associated with the service or of Centrex station line numbers.

2. ADDITIONAL LISTINGS IN CONNECTION WITH BUSINESS SERVICE

(a) Business additional listings may be the following: if the subscriber or joint user is a partnership or firm, names of partners or members of the firm; if the subscriber or joint user is a corporation, names of officers of the corporation; for any business establishment, names of associates or employees of the subscriber or joint user. Business additional listings also may be the bona fide names of firms or corporations which the sub-scriber owns or controls or is duly authorized to represent, or names under which business is regularly conducted.

(b) Additional listings of abbreviated names, nicknames, names which are commonly spelled in more than one way and rearrangements of names are permitted where, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber or joint user and are not desired to secure a preferential position in the directory or for advertising purposes.

(c) Where the corporate or registered name of the subscriber or joint user (or of the firm represented by the subscriber or joint user) is different from the product name and does not give sufficient identification, listings of trade names followed by such designations as "manufacturer," "agency" and the like are permitted where apparently they meet a real public need for telephone number service. The applicant for such a listing must present satisfactory proof of his right to use names other than his own. Such listings are permitted in connection with specific trade names, as in "Radiola Sales and Service, "Buick Agency," etc. Additional listings of generic type, as "Radio Sales and Service, "Battery Service Station," etc., are permitted only where the requested name is that of a corporation or a name under which the subscriber is actually doing business, except in the following case: gas, water and electric utility companies may have additional listings of generic type, as "Gas Company," inasmuch as the listing may be of directive value to the public and, the company having an exclusive franchise, cannot be unfair to competitors.

DIRECTORY SERVICES

E. REGULAR ADDITIONAL LISTINGS (Continued)

2. ADDITIONAL LISTINGS IN CONNECTION WITH BUSINESS SERVICE (Continued)

(d) Where a business subscriber desires to have listed against his number the name of an unassociated individual or concern doing business at the same location, such listing is furnished in accordance with the provisions for joint user service in the section of this Product Guide pertaining thereto. Additional listings of the joint user, as described in (a), (b) and (c) above, are available at the regular additional listing rate upon application of the subscriber.

(e) Where a subscriber has business service on the same premises as his residence, residence listings are permitted against the business telephone number. Such a listing, however, is not provided in connection with an off-premises extension station.

(f) In connection with business service in a rooming house, apartment house or hotel, residence additional listings are permitted in the names of permanent guests or tenants. Business additional listings of the subscriber or joint user are available also, except that in connection with private branch exchange service in a hotel or apartment house no business listings of individuals or concerns unassociated with the subscriber are permitted, as joint user service is not available in connection with such private branch exchanges.

3. RATES AND CHARGES FOR REGULAR ADDITIONAL LISTING

(a) The following monthly rates apply to each regular additional listing, except as provided in (c), (d) and (e) below.

	Monthly Rate	
Regular Business Additional Listings, each	$34.00	(I)

(b) The above monthly rates apply from the day the information records are posted. Information records are posted, according to the desire of the subscriber, on the date the directory containing the listing becomes effective or any date prior thereto.

(c) Where a subscriber has auxiliary lines or additional private branch exchange or turret trunks, one regular additional listing is allowed at no monthly rate for each such line or trunk subject to the following provisions:

(1) The listing must, in the opinion of the Telephone Company, serve a useful directive purpose. A sub-listing of a department or of a variation of the same general line of business, which does not add materially to the information contained in the primary listing or which is designed merely to advertise the extent of the subscriber's business is not permitted.

(2) The listing must designate no business other than that controlled, operated or represented by the subscriber.

(3) The listing may be in connection with no telephone number other than the following: the index number of the group, the number of a special listing terminal, or the number of an additional trunk or auxiliary line which is not in sequence with the index number.

DIRECTORY SERVICES

E. REGULAR ADDITIONAL LISTINGS (Continued)

3. RATES AND CHARGES FOR REGULAR ADDITIONAL LISTING (Continued)

(d) For each special listing terminal, one regular additional listing is allowed at no monthly rate. Such a listing must be of the number of the terminal in connection with which it is allowed.

(e) For each special listing terminal, one regular additional listing is allowed at no monthly rate. Such a listing must be of the number of the terminal in connection with which it is allowed.

(f) For each Star Ring Service, code ringing or divided ringing extension station, one regular additional listing is allowed at no monthly rate. This listing must be of the number of the station and must designate no business other than that controlled, operated or represented by the subscriber.

(g) Unless regular additional listings are provided at the time of the installation of an auxiliary line, an additional PBX or turret trunk, a special listing terminal, or a code or divided ringing extension, a Service Order Charge – Subsequent as set forth in Section 3, applies.

(h) All additional listings of Centrex service are provided at the monthly rate for regular additional listings specified in (a) above, in addition to a Service Order Charge – Subsequent as set forth in Section 3, Non-Recurring Charges.

F. EXTRA LINES OF INFORMATION

1. Descriptive text that does not have a telephone number.

Business	Monthly Rate	
Extra Lines of Information	$34.00	(I)

G. REFERENCE LISTINGS

1. Reference listings are for use in connection with names which are spelled in more than one way, rearrangements of names, changes in firm names, new companies superseding old, abbreviated firm names or nicknames, or names of government departments or agencies whose complete listings appear elsewhere in the alphabetical list of the complete group of listings.

2. Reference listings are permitted where in the opinion of the Telephone Company their use will facilitate the use of the directory.

3. The regular additional listing rates and charges apply to each reference listing, unless provided in place of a regular additional listing to which the subscriber is entitled at no monthly rate. Service Order Charge – Subsequent as set forth in Section 3, apply subject to the circumstances stated in E.3.(f) preceding.

No rate or charge applies to reference listings in connection with service furnished Federal, State, County or Municipal governments.

DIRECTORY SERVICES

H. ALTERNATE LISTINGS

1. Alternate listings, i.e., listings which refer calling parties to an alternate telephone number either outside of business hours or in case no answer is received at the first listed telephone number, are permitted for subscribers to all classes of service.

2. The alternate number may be the number of other business service of the same subscriber; the number of service of another subscriber with whom the applicant for the alternate listing has made suitable arrangements; or, in connection with private branch exchange service, the number of a special listing terminal or of a trunk not in sequence with the index number.

3. The regular additional listing rate and charge applies to each alternate listing, except as follows:

   (a) If the alternate listing is the primary listing of the station in question, no rate or charge applies. (The alternate listing of residence service sub-listed under a business listing is permitted only on an additional listing basis.)

   (b) If the alternate number is that of a special listing terminal or of a private branch exchange trunk not in sequence with the index number or of a code or divided ringing extension, the alternate listing may be provided in place of a regular additional listing to which the sub-scriber is entitled at no monthly rate. Service Order Charge – Subsequent as set forth in Section 3, apply subject to the circumstances stated in E. 3.(f) preceding.

4. Where the alternate listing requirement is met by the use of a special note employed as a sub-heading with one or more sub-listings thereunder, a monthly rate equivalent to that for a regular additional listing applies.

I. FOREIGN LISTINGS

1. A foreign listing is a listing entered in the alphabetical list of an exchange other than that in which the listed service is furnished. Except where the foreign listing is to appear in the form of an alternate listing, a foreign listing is furnished only where a listing of the same name and telephone number is to appear in the normal directory.

2. Except as provided below the regular additional listing rate applies to each foreign listing entered in an alphabetical list of an exchange of this Company. Foreign listings are permitted without charge only in the following cases:

   (a) Where a subscriber is served by an exchange other than the exchange which serves the principal part of the town[1] in which the subscriber is located, in addition to a listing in the directory of the normal exchange, a foreign listing in the directory of the exchange serving the principal part of the town is provided without additional charge.

3. RATES AND CHARGES

Business	Monthly Rate	
Foreign Listings	$11.50	(I)

DIRECTORY SERVICES

J. NON-PUBLISHED SERVICE

1. GENERAL

The telephone numbers of non-published services are not listed in either the Telephone Company's directories or directory assistance records available to the general public.

2. REGULATIONS

a. Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscribers' request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

b. The Telephone Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Product Guide. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer or others for damages associated with publishing the telephone number of non-published service in the directory or disclosing said number to any person, the Telephone Company's liability, if any, shall not exceed the monthly charges which the Telephone Company may have made for such unpublished service for the period during which the service was affected.

c. The subscriber indemnifies and saves the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.

3. RATES AND CHARGES

a. Non-published service is furnished at the following rate which applies in addition to all other rates and charges applicable to the associated telephone service, except as provided in b. below.

Business	Monthly Rate	
Non-published service	$7.00	(I)

b. The monthly rate for non-published service set forth above is not applicable in the following cases.

(1) When there is other service listed for the same subscriber's name in the directory of the same exchange.

(2) In connection with foreign exchange service, mobile telephone service, special reversed charge toll service and service involving data terminals where there is no voice use contemplated.

(3) When a foreign listing customarily provided without charge under the provisions set forth in I.2.(b) preceding is requested by a subscriber to be omitted.

DIRECTORY SERVICES

K. NON-LISTED SERVICE

1. GENERAL

The telephone numbers of non-listed services are not listed in the Telephone Company's directories but are included in directory assistance records available to the general public.

2. REGULATIONS

The regulations set forth in J.2.b. and c. preceding for non-published service also apply to non-listed service.

3. RATES AND CHARGES

Subject to the exceptions set forth in J.3.b. preceding for non-published service, a monthly rate applies for non-listed service.

Business	Monthly Rate	
Non-listed Service	$6.50	(I)

DIRECTORY SERVICES

L. DIRECTORY ASSISTANCE SERVICE

1. DEFINITION

Directory Assistance Service provides the calling party with telephone number listing information. A customer may provide a name and locality to the directory assistance operator and request the associated listed telephone number or a customer may provide a Connecticut telephone number to the directory assistance operator and request the associated listing information. Directory Assistance Listing Information provided is from Telephone Company's Directory Assistance records, other companies, and in some circumstances specific numbers provided by a Business Customer or its representative. Information pertaining to non-published telephone numbers is located in Section 6 and is not available from Directory Assistance Service.

2. GENERAL

a. The regulations and charges set forth herein apply to calls placed to Directory Assistance Service from within the State of Connecticut and handled exclusively by The Southern New England Telephone Company. These regulations and charges are in addition to the regulations, rates and charges of The Telephone Company found elsewhere in this Product Guide.

b. The Telephone Company shall not be liable for damages arising from mistakes, errors, omissions, interruptions, delays or defects occurring in the course of, or as a result of, furnishing Directory Assistance Service, whether due to the negligence of the Telephone Company or otherwise.

c. One listing will be provided per call to Directory Assistance. A single request consists of any or all information relative to one (1) telephone listing, i.e. telephone number, name, address, and/or zip code.

d. A call to Directory Assistance is considered complete and will be billed when the directory assistance operator is reached, whether or not the number requested is obtained.

e. Where a customer bills the Directory Assistance call to a third number or requests operator assistance to place a call to Directory Assistance, the appropriate surcharge (shown in Section 18) will apply in addition to the Directory Assistance charge. A call placed in this way will not be included in the monthly Directory Assistance allowance.

DIRECTORY SERVICES

L. DIRECTORY ASSISTANCE SERVICE (Continued)

3. EXEMPTIONS

a. Directory Assistance Service charges will not apply to calls originating from the following:

(1) A business account, which is solely owned and operated by a disabled person who is certified as being unable to use the telephone directory due to a visual or motor impairment.

b. Disabled persons may obtain certification of eligibility for Exemption from Directory Assistance Charges forms from the Company. The form must be signed by a competent authority including a doctor of medicine, and ophthalmologist, optometrist, registered nurse, therapist or a staff member of a hospital, institution or public agency, who will verify the physical disability and qualification for exemption status. A qualified person to certify illiteracy includes teachers, social workers, or professional staff of literacy agencies, social service agencies or community service centers (including literacy volunteers). The certification of disability is subject to any reasonable verification by the Company of eligibility.

c. Calls placed to Directory Assistance Service by a certified disabled person will be exempt only up to a 100 call limit. Calls placed over this limit will incur the normal Directory Assistance charge. Operator surcharges associated with Directory Assistance calls will not apply to exempt disabled accounts.

4. RATES AND CHARGES

The rates shown below are in addition to all rates and charges applicable for service with which Directory Assistance Service may be furnished.

Business	Pay Per Use	
Completed directly dialed Directory Assistance call, Business each	*	(I)

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

DIRECTORY SERVICES

M. DIRECTORY ASSISTANCE CALL COMPLETION (DACC)

1. DEFINITION

Directory Assistance Call Completion (DACC) provides a customer calling Directory Assistance with the option of having the call to the requested intrastate number completed. DACC Service is furnished only where facilities are available.

2. REGULATIONS

a. The regulations and charges set forth herein apply to calls placed to Directory Assistance from within the State of Connecticut and handled exclusively by The Southern New England Telephone Company. Calls will not be completed to the Greenwich/Byram exchange. These regulations and charges are in addition to the regulations, rates and charges of the Telephone Company found elsewhere in this Product Guide.

b. The Telephone Company shall not be liable for damages arising from mistakes, errors, omissions, interruptions, delays or defects occurring in the course of, or as a result of, furnishing Directory Assistance Call Completion service, whether due to the negligence of the Telephone Company or otherwise.

c. A maximum of two (2) Directory Assistance listings are available to Directory Assistance Call Completion customers. However, call completion can only be provided to one number.

d. The DACC charge will only apply to completed calls.

e. When such calls are made via the non-automated platform and technical capabilities exist, customers may request Collect, Bill to Third, or Person-to-Person alternative billing options. The surcharge associated with the option requested will apply in addition to the Directory Assistance and DACC charges. Calls completed to a number outside the local calling area (Per Call charges apply), will also incur applicable message toll rates.

f. The Directory Assistance charge will apply, if over the allowance, in addition to the DACC charge.

g. DACC calls will not be completed to non-published numbers, 700 or 900 prefixes, 252, 660, 936, 941, 942, or 976 NXXs, mobile phones, Enterprise or FAX numbers.

h. There are no call allowances for DACC, however, appropriate allowances for the Directory Assistance charge, as stated in Section 6, shall apply.

i. DACC can only be accessed through touch tone telephones.

j. Toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the DA serving location.

k. Where DACC is available to cellular customers, payment options may be limited to alternately billing.

DIRECTORY SERVICES

M. DIRECTORY ASSISTANCE CALL COMPLETION (DACC) (Continued)

3. RATES AND CHARGES

The rate shown below is in addition to all rates and charges applicable for service with which Directory Assistance Call Completion may be furnished.

Business	Pay Per Use	
Call completed by DACC, Business each	*	(I)

4. BLOCKING

a. Blocking is primarily offered for business customers where the use of DACC would interfere with internal chargeback or toll abuse mechanisms. This feature is available to other customers subject to capacity limitations. For non-Centrex customers, a Record Order charge as found in Section 3 will apply to each billing number or TLI upon which a block is placed. Requests from Centrex customers will be handled on an individual case basis for which time and material will be charged.

b. A customer who requests DACC blocking must provide the Company with the telephone number of each line requested to be blocked.

5. EXEMPTIONS

The DACC surcharge will not apply for calls placed by certified disabled persons, as defined in L.3.b. Exemptions preceding whose physical or visual disabilities prevent them from dialing the call themselves. All other applicable charges will apply.

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

OPERATOR SERVICES

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OPERATOR SERVICES

A. OPERATOR ASSISTED LOCAL TELEPHONE CALLS SUBJECT TO SURCHARGES

Operator assisted Local telephone calls are subject to surcharges at the amounts specified for operator-assisted message toll telephone calls in Section 18. The application of these surcharges is as specified in Section 18.

B. LIVE OPERATOR FEE

1. GENERAL

In addition to other operator service charges set forth in this section (or wherever the other operator service charges reside in the tariff), a Live Operator fee is applied when the customer chooses to speak with a live operator. The customer is informed by the automated system of the applicable charges prior to connection to the operator. The charge will be collected at the time of payment processing.

This fee will not apply if:

- The automated payment systems are unavailable due to system outages.
- Customer is requesting a call to an emergency service.
- Call cannot be made by the automated system.

2. RATES AND CHARGES

	Nonrecurring Charge	
Live Operator Fee, per occurrence	*	(C)

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

CUSTOM CALLING SERVICES

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CUSTOM CALLING SERVICES

A. CUSTOM CALLING FEATURES (T)

1. GENERAL

a. Custom Calling Services are furnished to enable the subscriber to enhance their basic telephone service. The facilities and equipment for these services are in the central office and service is furnished subject to the availability of these facilities.

b. The Non-Recurring Charges, specified in Section 3, provide for new installation of telephone service. When Custom Calling Service(s) are installed coincident with new service, the Service Establishment Charge also does not apply when subscribers require a telephone number change to obtain a Custom Calling Service.

c. Only one Service Establishment Charge per line applies for all Custom Calling Service(s) ordered at the same time.

2. DESCRIPTION OF SERVICE

a. Basic Call Forward (T)

This feature provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are being transferred. Enables the customer to forward incoming calls to another telephone number by dialing *72 and the number to which calls are being forwarded to.

b. Call Forward Busy (M)

This feature provides for calls terminating to a subscriber's busy directory number to be forwarded to another telephone number on a premise other than the provisioned premises.

c. Call Forward Busy/No Answer

A permanently activated service which automatically redirects calls placed to a customer's telephone number to another predetermined telephone number if the caller encounters either a no-answer condition after a specified number of rings or a normal busy-line condition.

d. Call Forward No Answer

This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer pre-selected interval, to another telephone number. (M)(T)

(M) Call Forward relocated from Sheet 16 and 17. Call Waiting/Cancel Call Waiting and Speed Call relocated to Sheet 2. (N) (N)

CUSTOM CALLING SERVICES

A. CUSTOM CALLING FEATURES (Continued)

2. DESCRIPTION OF SERVICE (Continued)

e. Call Waiting/Cancel 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 alternative conversation between parties.

Cancel Call Waiting allows a Call Waiting subscriber to disable the Call Waiting feature of their telephone for the duration of a telephone call. The subscriber dials a code prior to placing a call to temporarily disable the Call Waiting feature.

f. 3 Way Calling

Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.

The pay per use charge is activated irrespective of whether the call is completed or not.

g. Speed Call 30

This provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. This arrangement is available in a thirty-number capacity.

3. RATES AND CHARGES

a. Business - All Service Areas, each service, per line equipped

	Monthly Rate		Per Activation	Service Establishment Charge
Basic Call Forward	$8.50			$25.00
Call Forward Busy	$8.50			$25.00
Call Forward Busy/No Answer	$8.50			$25.00
Call Forward No Answer	$8.00			$25.00
Call Waiting/Cancel Call Waiting	$24.00	(I)		$25.00
3 Way Calling	$8.75		$3.00 [1]	$25.00
Speed Call 30	$6.50			$25.00

[1] The maximum monthly pay per use charge is $15.00 for business customers, regardless of the number of times the service is activated within a month.

CUSTOM CALLING SERVICES

B. CUSTOM CALLING FEATURES PACKAGED SERVICE [1] - Grandfathered (T)

1. GENERAL

Custom Calling Features Packaged Service is a packaged arrangement of the following four custom calling features. These features are also available individually: (T)

- Call Waiting/Cancel Call Waiting (T)
- Basic Call Forward
- 3 Way Calling
- Speed Call 30 (T)

2. AVAILABILITY OF SERVICE

a. Custom Calling Features Packaged Service, or any of the individual features, in addition to the provisions set forth in a. and b. below, is furnished only from central offices equipped to provide the service. (T)

b. Custom Calling Features Packaged Service, or any of the individual features, is available with Expanded Area Service, Per Call Service or message rate business service where facilities permit. (T)

3. RATES AND CHARGES

Custom Calling Features Packaged Service, or any of the individual features, is furnished, installed and maintained at the following rates, which apply in addition to regular rates and charges applicable to the associated telephone service. (T)

Business

	Monthly Rate	Service Establishment Charge	(T)
Custom Calling Features Packaged Service, each access line equipped	$15.00	$25.00	(T)

The following individual features of Custom Calling Features Packaged Service are furnished, installed and maintained at the rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service. (T)

4. APPLICATION OF CHARGES

a. The Service Establishment charges as specified in B.3., preceding provide for the change of Touch Tone lines to Custom Calling Features Packaged Service lines or lines equipped with individual features. (T)

b. Only one SmartLink or Custom Calling Features Packaged Service single or first service feature applies per line. (T)

c. As specified on the following, when Caller Identification or Caller ID with Name is ordered in conjunction with any of the above features it will always be considered the first feature. (T)

(D)

[1] Custom Calling Features Packaged Service for business is Grandfathered, effective 3/31/2012, however features are available individually. (T)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (T)

1. GENERAL

CLASS Services are the following set of call management services or features that manage incoming and outgoing calls based on customer directions to the network: (T)

a. *69 Call Return (T)

This feature enables a customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered, or the number is known. The customer can dial a code to request that the network place the call. If the called line is not busy, the call is placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *69. The user can press *89 to deactivate this feature.

The pay per use charge is activated irrespective of whether the call is completed or not. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

b. *66 Busy Number Redial

When activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes both the calling and the called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. The activation code is *66. The user can press *86 to deactivate.

Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature.

c. Priority Call

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. A Distinctive Ring pattern accompanies incoming calls from numbers on that list. If the customer is engaged in another call, and a call from one of the designated numbers arrives, a distinctive Call Waiting tone accompanies the incoming call. (T)

d. Priority Call Forward

Allows a customer to have incoming calls from a maximum of six specified telephone numbers forwarded to another number.

(D)

(M) Call Trace relocated to Sheet 5. Selective Call Forward and Selective Call Rejection relocated to Sheet 8. (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

e. Distinctive Ring (M)(T)

Provides two or more different phone numbers and rings for a single telephone line. Used to distinguish incoming calls. The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns.

f. Call Trace

Allows a customer to automatically activate (*57 or 1157 from a rotary phone) a trace record of the last incoming call tracing feature. The customer automatically authorizes and requests the Company to release the results of any and all traces initiated by the customer directly to the customer's servicing law enforcement agency. The customer must contact the Company within ten (10) days after activating a call trace or the trace record will automatically be deleted from the system.

Call Trace is available on a monthly subscription basis, or on a pay per use basis. Pay per use customers will be charged upon dialing the activation code without any specific prior request for the feature. (M)(T)

g. Caller Identification (ID) (T)

This feature enables the customer to view on a display unit the Directory Number (DN) [1] of the calling party (incoming call). The Telephone Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with non-published and non-listed service. (T)

Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of the Telephone Company's network and calls carried over facilities that do not transmit Caller ID information. If the incoming call is from a caller served by PBX, multi-line hunt group, Centrex or Star Ring Service, the telephone number transmitted may be the main number.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited.

Any customer subscribing to Caller ID will be responsible for the provision of a display device, which will be located on the customer's premises. The installation, repair, and technical compatibility of that equipment to function in conjunction with the features specified herein will be the responsibility of the customer.

(D)

[1] If a subscriber receives a telephone number that has been ported, the number delivered to the Caller ID subscriber is the ported-to-number, not necessarily the listed directory number.

(M) Call Trace relocated from Sheet 4. Distinctive Ring relocated from Sheet 17. Anonymous Call Block/Rejection (ACR) relocated to Sheet 8. (N) (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

h. Caller ID with Name (T)

Permits a customer to receive the calling name and telephone number for calls placed to that customer, if the call is not placed from outside of the Call ID area, through an operator or via telephone credit card, provided the calling party has not activated the per call restrict options and where technologically feasible. Before placing an outgoing local telephone call, customers with per call restrict may designate their number as private and prevent the delivery of their name and telephone number to the called party through the Call ID feature for that call by dialing the Call ID restrict activation code. (T)

i. Caller ID Blocking - Per Call (*67) (M)(T)

Allows the calling party to temporarily prevent the transmission of the calling party's directory number and name to the called party who may subscribe to Caller ID or Caller ID with Name. This feature must be customer activated on a Per-Call basis. (T)

j. Caller ID Blocking - Per Call Unblocking (*82) (T)

Allows the calling party to send their name and number to the called party who may subscribe to Caller ID or Caller ID with Name even if the calling party's line is equipped with Per Line Blocking. This feature must be customer activated on a Per-Call basis. (M)(T)

(M) Caller ID Blocking - Per Call and Caller ID Blocking - Per Call Unblocking relocated from Sheet 7. Enhanced Call Forward (ECF) and Multiple Simultaneous Call Forward relocated to Sheet 9. (D) (N) (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

k. Caller ID Blocking – Per Line (T)

Allows the calling party to permanently prevent the transmission of the calling party's directory number and name to the called party who may subscribe to Caller ID or Caller ID with Name. Per-Line Blocking subscribers have the capability of allowing transmission of their number and name on a per-call basis through the use of Per Call Unblocking (*82). Per-Line Blocking is available to the following categories: (T)

(1) Shelters for domestic violence intervention, non-profit crisis intervention centers and helplines, upon written request to the Telephone Company.

(2) Federal, state and local law enforcement agency offices upon written request to the Telephone Company.

(3) Subscribers who have an immediate, verifiable safety concern with disclosure of their telephone number or name through Caller ID or Caller ID with Name. These subscribers must provide either i) written verification by a shelter for victims of domestic violence that the subscriber is a client, a staff member or volunteer worker at the shelter, or ii) written verification by a law enforcement agency that the subscriber has filed a complaint with the law enforcement agency concerning harassment, threats or other similar circumstances. (T)

(4) Subscribers who certify in writing that i) identification of their telephone number or name to called parties who subscribe to Caller ID or Caller ID with Name would create a risk to their safety or the) personal safety of members of their household/business or others authorized to use their telephone and ii) that the ability to block identification of the telephone number and name as each call is dialed is not adequate to protect their safety or that of members of their household/business or others authorized to use their telephone. The subscriber's certification must be sworn before an individual authorized to administer oaths. (T)

(5) Subscribers who subscribe to Non-published or Non-listed telephone Service.

(6) Any subscriber that does not fall into category (1) through (5) can subscribe to per line blocking as described in C. 1.

l. Remote Activated Call Forward (M)(T)

Call forward remote activation allows subscribers to activate or deactivate call forward or to change the forward-to destination when they are away from home or office. Call forward remote activation can be accessed from any touch tone telephone simply by dialing the access code and a personal identification number (PIN) assigned by the Company. If call forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination. This service is especially useful to persons who frequently change locations and desire to have their communications follow them. (M)

(D)

(M) Caller ID Blocking - Per Call and Caller ID Blocking - Per Call Unblocking relocated to Sheet 6. Remote Activated Call Forward relocated from Sheet 8. (N)
(N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

m. Selective Call Forward (M)(T)

Allows a customer to program up to 15 telephone numbers to be forwarded automatically to another telephone number. Incoming calls that are on the Selective Call Forward list will be forwarded to the predetermined telephone number. Selective Call Forward is accessed by dialing "*63" or “1163” from a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. Entries on the Selective Call Forward list, as well as the forward-to telephone number, can be changed at any time.

n. Selective Call Rejection

Allows a customer to reject call attempts from up to 15 telephone numbers. To use this service, the customer preprograms telephone numbers of calling parties they wish to reject. Any call attempts to the customer's telephone from these specified numbers will be prevented from being completed to that customer. The calling party will get a recording advising the caller that the called party is not receiving calls. The customer can also add an "unknown" caller to the Selective Call Rejection list by activating the feature immediately after receiving an unwanted call. Selective Call Rejection is activated by dialing "*60" for "1160" form a rotary telephone. After gaining access to the service, the customer can activate or deactivate by dialing an activation/deactivation code as directed by an announcement. (M)(T)

o. Selective Call Acceptance (T)

Allows a customer to select specific telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller that the customer is not accepting calls. Selective Call Acceptance is accessed by dialing "*64” or “1164” on a rotary telephone.

p. Anonymous Call Block/Rejection (ACR) (M)(T)

Customers who do not wish to receive calls from callers that withhold their telephone number and name or other identifying information through per line or per call blocking can reject anonymous calls. Upon dialing a specific code, Caller ID with Name subscriber can automatically reject calls from customers who have chosen to block the passage of their telephone numbers and names on outgoing calls. The caller will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone numbers and names. This feature can be activated by dialing "*77" ("1177" on rotary phones) and can be deactivated by dialing "*87" ("1187" on rotary phones). ACR is included with Caller ID with Name. A call can be completed to a Caller ID with Name subscriber who has activated ACR by (1) placing the call through an operator, (2) placing the call with a telephone credit card, or (3) placing the call after unblocking the telephone number and name. (M)(T)

(D)

(M) Selective Call Forward and Selective Call Rejection relocated from Sheet 4. Anonymous Call Block/Rejection (ACR) relocated from Sheet 7. Regulations 2.a. (1) through (3) relocated to Sheet 8. (N) (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

1. GENERAL (Continued)

q. Enhanced Call Forward (ECF) (T)

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Enhanced Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Basic Call Forward, Call Forward Busy and Call Forward No Answer. Enhanced Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI. (T)

r. Multiple Simultaneous Call Forward

This feature provides a business customer with the capability to specify the number of calling paths that will be forwarded from one subscriber line to another telephone number. The feature is offered where facilities permit and at no time will this service take precedent over the requirement for these facilities to provide a customer with telephone service. Multiple Simultaneous Call Forward is restricted to voice use only. The feature is available only as an enhancement to one or more of the following features: Call Forwarding, Call Forward Busy and Call Forward No Answer. Multiple Simultaneous Call Forward is limited to ten (10) call forwarding paths per telephone number. It can be used with any of the following services: B1, PBX, Centrex and ISDN BRI.

(M) Enhanced Call Forward (ECF) and Multiple Simultaneous Call Forward relocated from Sheet 6. Regulations 2.a. (1) through (3) relocated to Sheet 10. (N) (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

2. REGULATIONS (M)

a. The application of these features to both incoming and outgoing calls are limited to the following conditions:

(1) When both the call originating customer and the call terminating customer are served from the same central office, even if the call originating or call terminating customer does not subscribe to CLASS Services. (T)

(2) When both the call originating customer and the call terminating customer are served from different central offices equipped for CLASS Services and/or linked by appropriate facilities, even if the call originating or call terminating customer does not subscribe to CLASS Services. (T)

(3) Feature screening lists can only contain telephone numbers served out of CLASS capable offices and/or offices linked by appropriate facilities. (T) (M)

(4) For technical reasons, activation of Caller ID Blocking - Per Call, Caller ID Blocking - Per Call Unblocking and Caller ID Blocking – Per Line and/or Per-Line Blocking may not be possible on calls: (T) (T)

Originating from:

1. Toll terminals
2. PBX's
3. Centrex
4. Multi-line hunt groups
5. Outwats
6. On some intrastate/interstate service provided by an interstate carrier

Terminating to:

1. 800, 888, 900, 950 and 700 numbers
2. Intrastate/interstate automatic number identification
3. On some intrastate/interstate service provided by an interstate carrier
4. Interstate calls where the carrier will not honor blocking
5. Certain qualifying companies as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281 adopted January 4, 2002. Such companies must certify compliance with the Company.

(5) Caller ID Blocking - Per Call and Caller ID Blocking - Per Call Unblocking will be available on Company coin/coinless telephones. Caller ID Blocking – Per Line will not be available on Company coin/coinless telephones except at shelters for domestic violence, non-profit crisis intervention centers and helplines, and federal, state and local law enforcement agency offices upon written request to the Telephone Company. (T) (T)

(6) Caller ID Blocking - Per Call and Caller ID Blocking – Per Line will not affect calls terminating at E9-1-1 PSAP's. (T)

(D)

(M) Regulations 2.a. (1) through (3) relocated from Sheet 9. Regulation 7. relocated to Sheet 11. (N)

CUSTOM CALLING SERVICES

(T)

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

2. REGULATIONS (Continued)

a. The application of these features to both incoming and outgoing calls are limited to the following conditions: (Continued)

(7) In conjunction with the *66 Busy Number Redial and *69 Call Return features, the following types of calls cannot be automatically redialed or recalled: (M)(T)

1. Calls to 700, 800, 888, and 900 numbers
2. Calls preceded by an interexchange carrier access code
3. International direct distance dialed calls
4. Calls to directory assistance
5. Calls to E9-1-1
6. Calls to Company coin/coinless telephones
7. Calls to Cellular (M)

(8) *66 Busy Number Redial, *69 Call Return and Priority Call may not be compatible with all types of customer provided telephone equipment. Cordless telephones and telephones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent from the central office. (T)

(9) If a customer who subscribes to Caller ID with Name dials a party and receives a busy signal, and subsequently completes the call using *66 Busy Number Redial, then the called party's number and name may be displayed on the customer's display unit, unless the called party is subscribes to the Company's Caller ID Blocking - Per Line. (T) (T) (T)

b. The Telephone Company's liability for any damages arising from mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing CLASS Services, and CLASS Services features or associated equipment shall be as provided in the General Exchange Tariff, Section 1, General Regulations, Item No. 17, Liability. (T) (T)

3. AVAILABILITY OF SERVICE

a. CLASS Services are available to individual line business customers where facilities allow, from 1A, 5ESS, Siemens and DMS Central Offices equipped to provide the service. Not all Central Offices will be equipped to provide all the features. (T)

b. CLAS Services offered on a monthly subscription basis are not available with Public and Semi-Public telephone service, toll terminals, trunks, multi-line hunt groups, key systems, PBX Service, Centrex, Foreign Exchange lines and Off Premise Extensions. Caller ID with Name will not be available on 800 Service and Digital Enhancer. (T) (T)

c. CLAS Services offered on a Pay-Per-Use basis are not available with Public and Semi-Public telephone service, toll terminals, trunks, PBX Service, and Centrex Service. (T)

(D)

(M) Regulation 7. relocated from Sheet 10. (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

4. RATES AND CHARGES

a. Per Call and Per Line Blocking

CLASS Services will be offered on a subscription basis only, except for the following: (T)

Caller ID Blocking - Per Call (*67)
Caller ID Blocking - Per Call Unblocking (*82)

Caller ID Blocking - Per Call and Caller ID Blocking - Per Call Unblocking will be available to all customers free of charge. (T)

Caller ID Blocking - Per Line will be available free of charge to: (T)

(1) shelters for domestic violence intervention, non-profit crisis intervention centers and helplines,

(2) Federal, State and local law enforcement agency offices

(3) subscribers who have an immediate, verifiable safety concern with disclosure of their telephone number or name through Caller ID or Caller ID with Name, and provide either written verification by a shelter for victims of domestic violence that the subscriber is a client, a staff member or volunteer worker at the shelter, or written verification by a law enforcement agency that the subscriber has filed a complaint with the law enforcement agency concerning harassment, threats or other similar circumstances, (T)

(4) subscribers who self-certify in writing that identification of their telephone number or name to called parties who subscribe to Caller ID or Caller ID with Name would create a risk to their safety or the personal safety of members of their household or others authorized to use their telephone and ii) that the ability to block identification of the telephone number or name as each call is dialed is not adequate to protect their safety or that of members of their household or others authorized to use their telephone. The subscriber's certification must be sworn before an individual authorized to administer oaths. (T) (T)

(5) subscribers who have non-published or non-listed telephone service, Caller ID Blocking - Per Line will be available on a subscription basis to any subscriber who does not meet the requirement for free Caller ID Blocking - Per Line. (T)

(T)

(M)

(M)

(D)

(M) Rates and footnote relocated to Sheet 13. (N)

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued)

4. RATES AND CHARGES (Continued)

b. CLASS Services - Monthly Subscription

The following CLASS Services are furnished, installed and maintained at the rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service.

(1) Business - All Service Areas, each service, per line equipped

	Monthly Rate		Per Activation	Service Establishment Charge [5]
*69 Call Return	$6.50		$3.00 [3]	$25.00
*66 Busy Number Redial	$6.50		$3.00 [3]	$25.00
Priority Call	$6.50			$25.00
Priority Call Forward	$8.50			$25.00
Distinctive Ring	$2.95			$25.00
Change Distinctive Ring Telephone Numbers	$0.00			$25.00
Call Trace			$6.50 [4]	$25.00
Caller Identification (ID) [2]	$27.00	(I)		$25.00
Caller ID with Name	$31.85	(I)		$25.00
Caller ID Blocking – Per Call	$0.00			$25.00
Caller ID Blocking - Per Call Unblocking	$0.00			$25.00
Caller ID Blocking - Per Line [1]	$2.00			$33.00
Remote Activated Call Forward	$6.99			$25.00
Selective Call Forward	$6.99			$25.00
Selective Call Rejection	$6.99			$25.00
Selective Call Acceptance	$6.99			$25.00
Anonymous Call Block/Rejection (ACR)	$6.50			$25.00
Enhanced Call Forward (ECF)	$13.00			$25.00
Multiple Simultaneous Call Forward	$11.00			$25.00

[1] This charge will be waived once, per customer. All subsequent requests beyond the first for Per-Line Blocking will be charged the applicable service establishment charge. This subsequent request charge applies to subscribers who pay a monthly fee for per-line blocking and also to non-published and non-listed subscribers.

[2] If Caller ID or Caller ID with Name is ordered, it will always be considered the first feature.

[3] The maximum monthly pay per use charge is $15.00 for business customers, regardless of the number of times the service is activated within a month.

[4] The maximum monthly pay per use charge is $32.50 for business customers, regardless of the number of times the service is activated within a month.

CUSTOM CALLING SERVICES

C. CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (CLASS) (Continued) (T)

5. APPLICATION OF CHARGES

a. The Service Establishment Charge will not apply when a customer currently using a feature on a pay per use basis changes to monthly subscription for that feature.

b. The Service Establishment Charge will not apply when a Caller ID subscriber changes to Caller ID with Name. (T)

(D)

CUSTOM CALLING SERVICES

D. STAR RING SERVICE

1. GENERAL

a. Star Ring Service will enable a subscriber to have up to three telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided to customers who subscribe to Call Waiting service.

b. Star Ring Service is offered in the following format. Star Ring Service I consists of one additional telephone number associated with a single line. Star Ring Service II consists of two additional telephone numbers associated with a single line. Star Ring Service II subscribers must also subscribe to Star Ring Service I.

c. Star Ring Service subscribers will be entitled to one listing with each Star Ring Service number. Listings for Star Ring Service are subject to regulations specified in Section 4.

2. AVAILABILITY OF SERVICE

Star Ring Service, in addition to the provisions set forth in a. and b. below, is furnished only from 1A and 5ESS central offices equipped to provide the service.

Star Ring Service is available with flat, message or Per Call rate individual line business service where facilities permit.

Star Ring Service may not be compatible with all types of customer provided telephone equipment. Cordless telephones and telephones with electronic ringers may not be able to reproduce the distinctive ringing patterns that are sent from the central office.

3. RATES AND CHARGES

Star Ring Service is furnished, installed and maintained at the following rates, which apply in addition to regular rates and charges applicable to the associated telephone service.

Business

	Monthly Rate	Service Establishment Charge
Star Ring Service I	$6.95	$25.00
Star Ring Service II	$3.00	$25.00

CUSTOM CALLING SERVICES

D. STAR RING SERVICE (Continued)

4. APPLICATION OF CHARGES

a. The Non-Recurring Charges specified in Section 3 provide for new installation of telephone service. Where Star Ring Service is included as part of that service, the Service Establishment Charge does not apply.

b. The Non-Recurring Charges as specified in Section 3 provide for customers who require a telephone number change to obtain Star Ring Service. In such cases the Service Establishment Charge does not apply.

c. A Service Establishment Charge will apply for telephone number changes on established Star Ring Service for other than annoyance call reasons.

CUSTOM CALLING SERVICES

E. CUSTOM CALLING BUSINESS PACKAGES (T)

1. GENERAL

Custom calling features as defined elsewhere in this section are available as the following packaged arrangements to business customers, where facilities permit.

2. DEFINITION OF PACKAGES

Business Package A

Caller ID with Name with Caller ID on Call Waiting/Cancel Call Waiting (T)
Custom Calling Features of Call Waiting/Cancel Call Waiting, Basic Call Forward, 3 Way Calling, and Speed Call 8 [1] (T)

3. REGULATIONS

On multiline accounts, if the first line is equipped with Business Package A, each subsequent line cannot subscribe individually to Caller ID or Custom Calling Features, the line can only be equipped with Feature Package A. (T)

4. RATES AND CHARGES

Business Package is furnished, installed and maintained at the following rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service.

	Monthly Rate	Service Establishment Charge	
Business Package A, per line equipped	$18.45	None	(T)

[1] Speed Calling 8 is longer available to business customers effective October 31, 2013.

CUSTOM CALLING SERVICES

F. OUTGOING CALL CONTROL (OCC) (T)

1. GENERAL

Outgoing Call Control (OCC) allows subscribers to selectively prevent certain types of originating calls from their telephone line and provides subscribers with an authorization code to override the restriction. OCC enables the subscriber to restrict all or some of the calls in each of the following categories:

- Intrastate and Interstate Message Toll Service
- International Calls
- 900 or 976 Calls
- Directory Assistance (411 and 1+NPA-555-1212)

Subscribers will dial a toll-free number to access a menu that will allow the subscriber to create a user profile. The profile can be configured to allow or restrict long distance, international, 900/976, and/or Directory Assistance calls (411 and 1+NPA 555-1212) from originating from the subscriber's phone. Subscribers will also be able to set-up an exception list, if they wish to allow specific numbers to complete. Subscribers may designate up to twenty long distance numbers, ten international numbers, and ten 900/976 numbers as being allowable for completion. Subscribers will not be able to restrict local or 911 calls from originating from their phone with Outgoing Call Control. The subscriber will also have the ability, through the use of a four-digit authorization code (PIN), to override any of the restrictions at any time. Subscribers have the option to reset their PIN online without incurring the service establishment charge below. Subscribing to the OCC service will prevent any operator-completed calls from being charged to the OCC equipped line. The OCC subscriber requesting the operator to complete a call will be asked to use alternate billing, such as collect.

2. REGULATIONS

OCC is offered subject to the following limitations:

a. This service is only available to business, and CentraLink 1100 individual line exchange service, where facilities permit.
b. For technical reasons, regardless of the OCC settings currently in effect, lines with OCC may not originate sent-paid, operator handled calls, including sent-paid calls using Directory Assistance Call Completion.
c. When multiple services are activated on the line, certain services may take precedence over others, affect the interaction of features, or may not be able to be provisioned.
d. Toll restriction service is not available with OCC. Customers with toll restriction for credit and collections purposes are not eligible for OCC.

3. RATES AND CHARGES

Outgoing Call Control is furnished and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

	Monthly Rate	Service Establishment Charge
Business	$5.00	$25.00
Reset PIN	-	$2.00

CUSTOM CALLING SERVICES

G. PRIVACY MANAGER (Grandfathered for Business) [1] - Grandfathered (T)

1. GENERAL

Privacy Manager enables a subscriber to appropriately handle incoming calls that have been identified by Caller ID with Name service as “anonymous,” “out-of-area,” “unavailable,” or “private” before the subscriber’s telephone rings. Unidentified incoming calls are intercepted and a recording is played informing the caller that the number they have dialed does not accept calls from unidentified telephone numbers. At the tone, the caller will be asked to record his or her name, so the call can be announced. If the caller elects to record his or her name, the call will be completed. If the caller chooses not to record his or her name, the call will be disconnected. (T)

After the caller identifies himself, the subscriber's telephone will ring, and the Caller ID equipment will register a "Privacy Manager" message to indicate the subscriber is receiving a screened call. The subscriber will then hear a recording of the caller's name and may elect one of the following options:

- Accept the call.
- Decline the call by playing a pre-recorded announcement stating that the called party is unavailable.
- Send the caller to a voice mailbox or an answering machine.
- Decline a sales/telemarketing call by playing a pre-recorded announcement that requests that the solicitors remove the customer's name from their lists and not call again.
- If no action is taken, the call will be directly forwarded to the customer's voice mail or answering service. If the customer does not have an answering service or Call Forward Busy/No Answer, then Privacy Manager will intercept the call after the 6th ring and advise the caller that the customer is unavailable. (T)

Subscribers have the option to reset their PIN online without incurring the service establishment charge below.

Subscribers can provide frequent callers whose numbers are unidentified with an access code that will allow the frequent caller to bypass the recording announcement.

2. REGULATIONS

This service is offered subject to the following limitations:

a. This service is only available to business and CentraLink 1100 individual line exchange service, where facilities permit.

b. The customer must subscribe to Calling ID with Name. (T)

c. Privacy Manager provides Anonymous Call Block/Rejection (ACR) functionality, so subscribers that already have ACR must disable the ACR feature. (T)

d. When multiple services are activated on the line, certain services may take precedence over others, affect the interaction of features, or may not be able to be provisioned.

[1] Privacy Manager is Grandfathered for business customers effective October 31, 2012.

CUSTOM CALLING SERVICES

G. PRIVACY MANAGER - Grandfathered for Business [1] (T)

3. RATES AND CHARGES

Privacy Manager is furnished and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

	Monthly Rate	Service Establishment Charge
Business	$19.50	$25.00
Reset PIN	-	$2.00

[1] Privacy Manager is Grandfathered for business customers effective October 31, 2012.

BUNDLED SERVICES

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BUNDLED SERVICES

A. GENERAL

This section consists of service offerings, which are marketed under competitive conditions or are designed to meet a particular competitive initiative.

Bundles and packages are groups of specific component products and services sold under a special pricing arrangement. A customer must purchase and retain all required components in order to be eligible for special pricing. Bundles and packages may consist of both products and services offered individually under this Product Guide as well as products and services not subject to this Product Guide.

B. REGULATIONS

1. All components of a bundle offered individually under this Product Guide are subject to all terms and conditions of the individual offering which are not inconsistent with the provision of the bundle or package.

2. Components not subject to this Product Guide are subject to their own terms and conditions provided upon subscription.

C. PROMOTIONAL CAMPAIGNS

Periodically, the Company may offer various “save incentives” in the event of a competitive threat. Such incentives may be limited to specific dates, specific products or specific pricing plans or customers who have received offers from competing service providers. Term requirements and termination liabilities may be a condition of the Save Incentive Offer.

BUNDLED SERVICES

D. COMPLETE CONNECT

1. GENERAL

a. Complete Connect is an optional access and usage volume discount plan for business customers. Customers subscribing to Complete Connect receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). Complete Connect requires a local access connection.

b. The following definitions apply to the Complete Connect Plan:

(1) Minimum Annual Revenue Commitment (MARC)
The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

(2) Contributory Services
Those services for which billed charges count towards achievement of the customer's selected MARC.

(3) Eligible Services
Those services that are eligible for discounts based on achievement of a specified MARC.

2. REGULATIONS

a. MARC revenue is the sum total of the customer's annual billed charges for services specified in Complete Connect, for all customer's eligible business accounts located in Connecticut, before discounts are applied.

b. Services contributing towards the MARC include, except as noted below, all regulated services (monthly recurring revenue, usage revenue, and Other Charges and Credits, including prorated recurring and non-recurring charges).

c. Any services provided by the Company's affiliates, and any charges for services provided by any other service provider and billed on behalf of that other service provider, and taxes and other fees and surcharges, such as , but not limited to, E-911 and the Connecticut Service Fund (CSF), are also excluded from contributing toward the MARC.

d. The Complete Connect plan is available with one year, two year, three year [2], or five year [1] term plans. Customers will be required to sign a Confirmation of Service Order to indicate their selection.

e. Complete Connect customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the annual revenue billed.

[1] Five year term plan will no longer be available for new agreements established on or after October 10, 2012.
[2] For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

BUNDLED SERVICES

D. COMPLETE CONNECT (Continued)

2. REGULATIONS (Continued)

f. MARC volume discounts apply to the following eligible services:

CentraLink 1100,[1] CentraLink 2100,[1] CentraLink 3100 [1]
Enhanced Multipath
Message Toll Service

g. With the exception of a local access connection, Complete Connect customers are not required to purchase any of the MARC contributory services. Recurring and non-recurring charges apply to the installation and use of these services.

h. Credits will be applied within two bill periods following the implementation of the plan in the Company's billing system.

i. A customer's MARC volume discount may not exceed the following maximums per plan, per year:

MARC Discount	
Minimum Annual Revenue	Maximum Annual Revenue
$3,000	$600
7,000	1,080
12,000	1,750
18,000	2,450
25,000	4,000
35,000	6,000
50,000	9,000
75,000	12,500
100,000	16,500
125,000	22,000
150,000	24,000
Over 200,000	36,000

j. An eligible Complete Connect customer may include up to, but not exceed, 250 of its locations under one Complete Connect plan. A customer may subscribe to only one Complete Connect plan at a time.

k. Except as required by law, a Complete Connect plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

l. Individual products and services are subject to the terms and conditions associated with those services.

[1] Including custom calling features associated with CentraLink Service.

BUNDLED SERVICES

D. COMPLETE CONNECT (Continued)

3. RATES AND CHARGES

a. Service Elements - Business

MARC	Maximum Annual Discount	Percent Discount on Eligible Services 1 Year	2 Years	3 Years [2]	5 Years [1]
$3,000	$ 600	2%	3%	4%	5%
7,000	1,080	3%	4%	5%	6%
12,000	1,750	4%	5%	6%	7%
18,000	2,450	4%	5%	6%	7%
25,000	4,000	5%	6%	7%	8%
35,000	6,000	5%	6%	7%	8%
50,000	9,000	6%	7%	8%	9%
75,000	12,500	7%	8%	9%	10%
100,000	16,500	8%	9%	10%	11%
125,000	22,000	8%	9%	10%	11%
150,000	24,000	9%	10%	11%	12%
Over 200,000	36,000	10%	11%	12%	13%

b. Other Applicable Charges and Payments

Service connection charges are not applicable when establishing or changing to Complete Connect.

4. TERMINATION LIABILITY

a. Termination Charge

Customers terminating a Complete Connect plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year billed revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the Complete Connect term period the customer converts to another Company access or usage plan with a term equal to or greater than the remaining Complete Connect plan, and a revenue commitment equal to or greater than the Complete Connect MARC. [3]

[1] Five year term plan will no longer be available for new agreements established on or after October 10, 2012.
[2] For agreements established on or after October 3, 2013, the 3year term agreement will no longer be available.
[3] For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

BUNDLED SERVICES

D. COMPLETE CONNECT (Continued)

4. TERMINATION LIABILITY (Continued)

b. MARC Downgrade Allowance for Technology Upgrade

Termination liability charges will not apply if during the term of the Complete Connect plan the Customer disconnects one or more of the eligible service(s), and replaces the service(s) with another service(s) contributory to their Complete Connect MARC, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing Customer's current spending on the removed services and the anticipated Customer spending for the replacement services), and that reduction results in a 50% or greater difference between the Customer's current MARC and the next lower MARC. At the Customer's option and request, the Customer may terminate the existing Complete Connect agreement without termination liability provided: a) the Customer enters into a new Complete Connect service agreement for a term period which is equal to or greater than the time remaining on their current agreement*, and b) the MARC on the new agreement is the next lower MARC. Complete Connect $3,000 MARC service agreements are not eligible, however, to be used as replacement agreements. The waiver of termination charges as a result of replacing a contributory service(s) with other contributory service(s) will be allowed only once per Customer, per agreement term.

For purposes of the waiver, "as a direct result [1] means that the new service(s) must be installed at the same customer service location(s) and in the same relative quantity(s) as those being displaced. In addition, the service change must constitute the substitution of a functionally equivalent service(s) for the original service(s). It is at the Company's sole determination whether a service change satisfies the requirements for waiver of the termination liability under this provision.

This MARC Downgrade Allowance waiver applies only to the termination charges applicable to the Complete Connect agreement. Termination charges may apply on individual disconnected services, and the application of those termination charges are not affected by this waiver. All applicable recurring and non-recurring charges apply to the installation and removal of services. Services are subscribed to separately and not as a part of the Complete Connect subscription. As a result of selecting a reduced MARC level, discounts provided under the new Complete Connect agreement may be less than those received under the higher MARC level agreement. Discounts for the new agreement will be those applicable to the new MARC level under the Complete Connect in effect at the time the new agreement is executed.

5. SERVICE GUARANTEE

Within ninety (90) days of subscribing to a Complete Connect 2-year, 3-year [2] or 5-year [1] term plan, customers may cancel this service without incurring the termination liability charges specified in this Product Guide. MARC volume discounts applied to customer accounts during this time period will, however, be charged back to the customer. This avoidance of termination liability does not apply to customers who terminate other Company toll, access and/or usage commitment products for the purpose of subscribing to Complete Connect.

[1] Five-year term plan will no longer be available for new agreements established on or after October 10, 2012.

[2] For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

BUNDLED SERVICES

E. BUSINESS LOCAL CALLING ("BLC")[1] – GRANDFATHERED (N)

1. DESCRIPTION

Business Local Calling ("BLC") is an optional business package offering that provides multiple line option packages which include varying combinations of a network access line, unlimited local usage, select vertical features, and hunting (optional). Additional vertical feature options are also available.

2. TERMS AND CONDITIONS

a. Business Local Calling is available to business customers who agree to a 12-Month, 24-Month, or 36-Month term and who commit to the line option packages and prices as shown in (F) Prices following. Effective May 2, 2011, customers may also subscribe to Business Local Calling on a Month- to- Month basis at prices as shown in (F) Prices, following. Effective July 1, 2013, eligible customers may also subscribe to a 6-Month term as defined in E.2.s., following.

b. Business Local Calling is not available on FX Service, Remote Switching Service, WATS access lines, PBX Trunks, CentraLink, ISDN, Hotel/Motel Service, 800/9000 Service, or Semi-Public Coin services.

c. Business Local Calling is only available where facilities and equipment are available.

d. All lines in a Business Local Calling account must be subscribed to a line option package as listed in E.6. Prices following. Multiple options per account are permissible.

e. Lines subscribed to Business Local Calling cannot be subscribed to any other optional local calling plans.

f. An Business Local Calling plan is not transferable to, nor may it be assumed by, a customer or customers other than the customer of record.

g. Volume Price Level rates as listed in E.6. Prices following will apply for the life of the term plan based on the number of lines subscribed to on the initial order.

h. Business Local Calling line option packages contain certain core components as well as a variety of optional components. Optional components are included in the Business Local Calling line option prices and are activated at the customer's discretion. There is no reduction in price for any optional feature not activated. Optional features selected for activation by the customer are provided on a per line basis. Core components are not optional and cannot be removed from the package.

[1]Business Local Calling (BLC) is grandfathered as of March 24, 2025 and limited to existing subscribers at their existing locations. (N) (N)

BUNDLED SERVICES

E. BUSINESS LOCAL CALLING ("BLC")[1] (Continued) - GRANDFATHERED (N)

2. TERMS AND CONDITIONS (Continued)

i. Certain standalone vertical features not designated as either core or optional components in any line option package may be added on an a la carte basis at the rate listed in E.6. Prices following. These standalone vertical features are limited to 3 Way Calling, Basic Call Forward, Call Waiting/Cancel Call Waiting, Speed Call 30, *69 Call Return, *66 Busy Number Redial, and Call Blocking. Other standalone features may be added on an a la carte basis at their individually rates.

j. A customer may subscribe to multiple agreements for Business Local Calling at the same time, but a telephone number may only be included under one agreement.

k. There is no non-recurring service charge or set-up charge to establish a Business Local Calling account.

l. Customers will receive a waiver of normally applicable Service Ordering and Line Connection non-recurring charges (NRCs) associated with the establishment of all local exchange access lines that are subscribed to Business Local Calling, as well as a waiver of NRCs, if applicable, associated with vertical features ordered at the time of initial subscription to Business Local Calling. Service charges associated with changing to/from hunting service, if applicable, will also be waived for Business Local Calling customers. Standard NRCs will apply to stand alone features added to an existing Business Local Calling account when such features are added subsequent to the initial subscription. This waiver of NRCs and service charges is not applicable for customers subscribing to a Month-to-Month plan nor to the 6-Month term with option to re-subscribe.

m. Applicable local, state, and federal charges, taxes, 911 fees, and the End User Common Line charge are in addition to the line option prices listed in E.6. Prices following.

n. If a customer does not commit to a new term plan or an alternate plan by the last date of the existing term plan, the customer's existing Business Local Calling plan, discounts and rates will terminate and the customer's services will be billed at the Month- to- Month rates as shown in E.6. Prices following[1].

o. Lines subscribed to a Business Local Calling account cannot be placed on customer initiated Temporary Suspension.

Note: Effective 5/02/2011 Business Local Calling will be available on a Month-to-Month basis without having previously subscribed to a term plan.

[1]Business Local Calling (BLC) is grandfathered as of March 24, 2025 and limited to existing subscribers at their existing locations. (N) (N)

BUNDLED SERVICES

E. BUSINESS LOCAL CALLING ("BLC")[1] (Continued) - GRANDFATHERED (N)

2. TERMS AND CONDITIONS (Continued)

p. Customers who return to the Company from another local service provider and subscribe to a Business Local Calling agreement will receive a bill credit amounting to one month's recurring package charges. This credit will be applied in month 6 for a 12 month term; in months 12 & 24 for a 24 month term; and in months 12, 24 and 36 for a 36 month term. Credit is determined based upon services returned to the Company only and may not be determined based on existing services. When a Business Local Calling agreement consists of both existing and services returned to the Company from another provider, the returned services will not be eligible to receive credits.

q. Business Local Calling customers may combine subscribed lines from any state where The Southern New England Telephone Company ILEC provides local service and where Business Local Calling is available, into one agreement to meet line commitments.

r. Effective for new agreements established on or after October 26, 2012, each business customer may establish multiple 1-19 line Business Local Calling agreements, but will be limited to a maximum of one 20+ line Business Local Calling agreement at any given time. The total number of lines subscribed under all agreement types combined is limited to 35,000 per customer. This limitation applies for each business customer across all states where The Southern New England Telephone Company ILEC provides local service and where Business Local Calling is also available.

s. Effective July 1, 2013, eligible customers may also subscribe to a 6-Month term with option to re-subscribe to Business Local Calling, at prices as shown in E.6. Prices following. Eligible customers for the 6-Month term with option to re-subscribe are existing business customers within 60 days prior to or following the expiration of a term agreement for Business Local Calling. Termination charges will not apply for customers subscribed to this 6-Month term with option to re-subscribe. This term is available as an oral agreement (for 1-19 line customers) and a written agreement (for 1-19 line and 20+ line customers). The term will renew for a maximum of one additional 6-month interval. Customers selecting the oral agreement will receive written notification of their selection outlining the details of the agreement, plus subsequent notification regarding their re-subscription options prior to the expiration of the initial 6-month term. The customer is under no obligation to re-subscribe after completion of the initial 6-month term period. Customers will be provided the rates established in the first 6-month term for the successive 6-month term.

[1]Business Local Calling (BLC) is grandfathered as of March 24, 2025 and limited to existing subscribers at their existing locations. (N) (N)

BUNDLED SERVICES

E. BUSINESS LOCAL CALLING ("BLC")[1] (Continued) GRANDFATHERED (N)

3. LINE OPTION PACKAGES

a. "Unlimited A" (Option A) – Core Components: network access line, unlimited local usage, Caller ID with Name, 3 Way Calling, Basic Call Forward.

Optional Components: Call Waiting/Cancel Call Waiting, Speed Call 30, *69 Call Return, *66 Busy Number Redial, Call Blocking, Call Forward No Answer, Call Forward Busy, Voicemail Lamp and Tone, and Hunting.

b. "Unlimited B" (Option B) – Core Components: network access line, unlimited local usage, Caller ID with Name.

Optional Components: Call Forward No Answer, Call Forward Busy, Voicemail Lamp and Tone, and Hunting.

4. TERMINATION LIABILITY AND SHORFALL

a. Except as provided for elsewhere in this Product Guide, customers who terminate their entire Business Local Calling account prior to completion of the selected term period are subject to termination charges.

Termination charges are equal to $15.00 times the number of months remaining on the term commitment times the number of lines subscribed to on the initial order.

b. Termination charges are not applicable if, during the term period:

(1) the customer converts to another Company access and local usage plan with a term equal to or greater than the time remaining on the Business Local Calling term plan. For 20+ line agreements established on or after October 26, 2012, the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.; or

(2) the customer converts to an upgraded technology with the Company (e.g., network access lines to PBX Trunks, Centrex, ISDN Prime) and commits to a term equal to or greater than the time remaining on the Business Local Calling term plan. It is at the Company's sole determination whether a product change satisfies the requirements for waiver of the termination liability under this clause; or

(3) the customer chooses to terminate their agreement and to negotiate a new Business Local Calling agreement with a term period greater than the time remaining on the existing Business Local Calling agreement. The new service agreement will be based on the term plan rates in effect at the time of establishing the new agreement. For 20+ line agreements established on or after October 26, 2012, the customer must also establish a new line commitment at least as great as in their initial subscription in order to qualify.

[1]Business Local Calling (BLC) is grandfathered as of March 24, 2025 and limited to existing subscribers at their existing locations. (N) (N)

BUNDLED SERVICES

E. BUSINESS LOCAL CALLING ("BLC")[1] (Continued) GRANDFATHERED (N)

4. TERMINATION LIABILITY AND SHORFALL (Continued)

c. For customers who initially subscribe to 20+ lines: in any month during the term of an Business Local Calling agreement if the customer's total number of subscribed lines falls below 80% of the number of lines subscribed to on the agreement, then a shortfall adjustment charge will be applicable and will appear on the customer's bill for each of those months.

This shortfall adjustment charge is equal to $10.00 times the number of lines below the 80% requirement.

5. REFERENCES

The Business Local Calling plan components are provided in accordance with the Terms and Conditions as identified in this Product Guide and in the Sections noted below.

Subject	Reference
Business Network Access Lines	Section 2
Business Local Usage	Section 2
Custom Calling Features	Section 8

6. RATES AND CHARGES

a. Service Elements - Business

		Term & Volume Monthly Prices Per Line				
Volume Price Level	Line Option	6-Month [2]	1-Year	2-Year	3-Year	Month-to-Month
1 – 19 Lines	Option A	$35.00	$35.00	$34.00	$33.00	$75.00 (I)
	Option B	$30.00	$30.00	$29.00	$28.00	$69.00 (I)
20 + Lines	Option A	$34.00	$34.00	$33.00	$32.00	$75.00 (I)
	Option B	$29.00	$29.00	$28.00	$27.00	$69.00 (I)

	Monthly Rate
Vertical Features Listed in 2.i. preceding, per feature, per line	$3.00

[1]Business Local Calling (BLC) is grandfathered as of March 24, 2025 and limited to existing subscribers at their existing locations. (N) (N)

[2] Effective July 1, 2013, a 6-Month term is available to eligible customers.

BUNDLED SERVICES

F. FRONTIER SIMPLY UNLIMITED (CHALLENGER) [1] – excludes Thimble Island Exchange - Grandfathered as of December 20, 2017

1. GENERAL

Frontier Simply Unlimited (Challenger) is a bundle offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the Subscriber Line Charge and the Access Recovery Surcharge that is found in the Federal Tariff. Customers may select any or all of the following services and features for a monthly rate charge.

a. Basic Bundle

Single Party Flat Rate Business Access Line
Call Forward Busy/Call Forward No Answer
Unlimited Extended Area Service
Caller ID with Name
Four features from the feature package listed below

b. Frontier Business All in Feature Package

Call Waiting/Call Waiting ID/Cancel Call Waiting	Selective Call Acceptance	
3 Way Calling	Speed Call 30	
Priority Call	*69 Call Return	(T)
*66 Busy Number Redial	Basic Call Forward	(T)
Multiline Hunt Service	Call Forward Busy	
Anonymous Call Block/Rejection	Selective Call Forward	(T)
Call Forward No Answer		

2. SPECIAL CONDITIONS

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Unlimited Extended Area Service is only available in designated exchange areas as defined in this Product Guide.

e. Frontier Simply Unlimited (Challenger) includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

F. FRONTIER SIMPLY UNLIMITED (CHALLENGER) [1] – excludes Thimble Island Exchange - Grandfathered as of December 20, 2017 (Continued)

2. SPECIAL CONDITIONS (Continued)

f. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

g. The bundle rate will appear as a single line item on the customer's bill.

h. The bundle is available only to customers who are served from a central office in which services in the package are offered and can be provided by the Company to the customer.

i. The bundle cannot be used in association with a PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

j. The bundle is offered on a month-to-month basis.

k. Bundles four through twelve are given an additional discount.

3. RATES AND CHARGES

a. The End User Common Line Charge and the Access Recovery charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundled rate.

b. Unless otherwise stated elsewhere in this section, Non-Recurring Charges as specified in the Section 3 apply to the installation of individual components of the bundle.

	Monthly Rate	
Frontier Simply Unlimited (Challenger)	$57.99	(I)
Additional Bundle (4 to 12 lines)	$42.99	(I)
All in Feature Package	$4.99	

[1] This service offering is limited to existing subscribers.

BUNDLED SERVICES

G. FRONTIER ONEVOICE – excludes Thimble Island Exchange

1. APPLICABILITY

Applicable to Single-party Business Flat rate service.

2. TERRITORY

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Frontier OneVoice Service as said exchanges are defined on the maps contained in this Product Guide.

3. GENERAL

Frontier OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

a. Basic Bundle

Single Party Flat Rate Access Line	Anonymous Call Block/Rejection	(T)
Call Forward Busy/No Answer	Basic Call Forward	(T)
Unlimited Extended Area Service	Multiline Hunting	
Call Waiting/Cancel Call Waiting	3 Way Calling	(T)
Caller ID with Name		(T)

b. Premium Feature Package

*69 Call Return	Selective Call Forward	(T)
Distinctive Ring	Selective Call Acceptance	
*66 Busy Number Redial	Selective Call Rejection	(T)
Priority Call	Speed Call 30	(T)

4. SPECIAL CONDITIONS

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

BUNDLED SERVICES

G. FRONTIER ONEVOICE – excludes Thimble Island Exchange (Continued)

4. SPECIAL CONDITIONS (Continued)

e. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

h. The bundle cannot be used in association with a Remote Call Forward Service, ISDN Service, Centrex, and Foreign Exchange Services.

i. The bundle is offered on a month-to-month, or one year term basis. (D)

5. RATES AND CHARGES

a. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. New customers will incur a nonrecurring charge up to $95.00, per account. This charge supersedes the Initial Order and Connection charges.

	Monthly Rate	
Basic Bundle	$57.99	(I)
Term Price with a one year commitment	$42.99	(I) (D)
Premium Feature Package	$9.99	

BUNDLED SERVICES

H. FRONTIER COMMERCIAL VOICE UNLIMITED – excludes Thimble Island Exchange [1] - Grandfathered as of December 20, 2017 (C)

1. APPLICABILITY

Applicable to Single-party Business Flat rate service.

2. GENERAL

a. Frontier Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is in the appropriate FCC tariff.

b. Basic Bundle

Single Party Flat Rate Access Line
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
3 Way Calling
Hunting

3. SPECIAL CONDITIONS

a. The bundle is available only where facilities and operating systems are available and technically feasible.

b. The features are provided subject to their individual service regulations as specified in the applicable sections of this Product Guide.

c. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

d. Frontier Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

e. Customers may add or delete any features offered within the bundle without incurring a Non-Recurring Charge.

f. The bundle rate will appear as a single line item on the customer's bill.

g. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

H. FRONTIER COMMERCIAL VOICE UNLIMITED – excludes Thimble Island Exchange [1] - Grandfathered as of December 20, 2017 (Continued) (C)

3. SPECIAL CONDITIONS (Continued)

h. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forward Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.

i. The bundle is offered on a month-to-month, one or two year term basis.

j. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.

k. At the end of the one or two year term, customers will be moved to the month to month pricing.

4. RATES AND CHARGES

a. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.

b. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

Basic Bundle	Monthly Rate
Month to Month	$33.00
One Year Term	$28.00
Two Year Term	$28.00

[1] This service offering is limited to existing subscribers. (N)

BUNDLED SERVICES

I. COMPLETE CONNECT

1. GENERAL

a. Complete Connect is an optional access and usage volume discount plan for business customers. Customers subscribing to Complete Connect receive monthly discounts on selected services based on the customer's Minimum Annual Revenue Commitment (MARC). Complete Connect requires a local access connection.

b. The following definitions apply to the Complete Connect Plan:

(1) Minimum Annual Revenue Commitment (MARC)
The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

(2) Contributory Services
Those services for which billed charges count towards achievement of the customer's selected MARC.

(3) Eligible Services
Those services that are eligible for discounts based on achievement of a specified MARC.

2. REGULATIONS

a. MARC revenue is the sum total of the customer's annual billed charges for services specified in Complete Connect, Section 9 for all customer's eligible business accounts located in Connecticut, before discounts are applied.

b. Services contributing towards the MARC include, except as noted below, all regulated services (monthly recurring revenue, usage revenue, and Other Charges and Credits, including prorated recurring and non-recurring charges).

c. Any services provided by the Company's affiliates, and any charges for services provided by any other service provider and billed on behalf of that other service provider, and taxes and other fees and surcharges, such as , but not limited to, E-911 and the Connecticut Service Fund (CSF), are also excluded from contributing toward the MARC.

d. The Complete Connect plan is available with one year, two year, three year[2], or five year[1] term plans. Customers will be required to sign a Confirmation of Service Order to indicate their selection.

[1] Five year term plan will no longer be available for new agreements established on or after October 10, 2012.

[2] For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

BUNDLED SERVICES

I. COMPLETE CONNECT (Continued)

2. REGULATIONS (Continued)

e. Complete Connect customers who fail to meet their selected MARC will be billed the difference between the selected MARC and the annual revenue billed.

f. MARC volume discounts apply to the following eligible services:
CentraLink 1100,[1] CentraLink 2100,[1] CentraLink 3100 [1]
Enhanced Multipath
Message Toll Service

g. With the exception of a local access connection, Complete Connect customers are not required to purchase any of the MARC contributory services. Recurring and non-recurring charges apply to the installation and use of these services.

h. Credits will be applied within two bill periods following the implementation of the plan in the Company's billing system.

i. A customer's MARC volume discount may not exceed the following maximums per plan, per year:

MARC Discount	
Minimum Annual Revenue	Maximum Annual Revenue
$ 3,000	$ 600
7,000	1,080
12,000	1,750
18,000	2,450
25,000	4,000
35,000	6,000
50,000	9,000
75,000	12,500
100,000	16,500
125,000	22,000
150,000	24,000
Over $200,000	$ 36,000

j. An eligible Complete Connect customer may include up to, but not exceed, 250 of its locations under one Complete Connect plan. A customer may subscribe to only one Complete Connect plan at a time.

k. Except as required by law, a Complete Connect plan is not transferable to, or may not be assumed by, a customer or customers other than the customer of record without prior written consent of the Company.

l. Individual products and services are subject to the terms and conditions associated with those services.

[1] Including custom calling features associated with CentraLink Service.

BUNDLED SERVICES

I. COMPLETE CONNECT (Continued)

3. RATES AND CHARGES

a. Service Elements

		Percent Discount on Eligible Services			
MARC	Maximum Annual Discount	1 Year	2 Years	3 Years[2]	5 Years[1]
$3,000	$600	2%	3%	4%	5%
$7,000	$1,080	3%	4%	5%	6%
$12,000	$1,750	4%	5%	6%	7%
$18,000	$2,450	4%	5%	6%	7%
$25,000	$4,000	5%	6%	7%	8%
$35,000	$6,000	5%	6%	7%	8%
$50,000	$9,000	6%	7%	8%	9%
$75,000	$12,500	7%	8%	9%	10%
$100,000	$16,500	8%	9%	10%	11%
$125,000	$22,000	8%	9%	10%	11%
$150,000	$24,000	9%	10%	11%	12%
Over $200,000	$36,000	10%	11%	12%	13%

b. Other Applicable Charges and Payments

Service connection charges are not applicable when establishing or changing to Complete Connect.

4. TERMINATION LIABILITY

a. Termination Charge

Customers terminating a Complete Connect plan prior to the expiration of the selected term period are subject to termination charges.

Termination charges are equal to 50% of the MARC multiplied by the number of years remaining in the customer's term period. For a partial year, if the partial year billed revenue is less than the MARC, the customer is liable for 50% of the difference between the MARC and the actual billed revenue.

Termination liability charges are not applicable if during the Complete Connect term period the customer converts to another Company access or usage plan with a term equal to or greater than the remaining Complete Connect plan, and a revenue commitment equal to or greater than the Complete Connect MARC.[3]

[1] Five year term plan will no longer be available for new agreements established on or after October 10, 2012.
[2] For agreements established on or after October 3, 2013, the 3year term agreement will no longer be available.
[3] For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

BUNDLED SERVICES

I. COMPLETE CONNECT (Continued)

4. TERMINATION LIABILITY (Continued)

b. MARC Downgrade Allowance for Technology Upgrade

Termination liability charges will not apply if during the term of the Complete Connect plan the Customer disconnects one or more of the eligible service(s), and replaces the service(s) with another service(s) contributory to their Complete Connect MARC, and as a direct result of that replacement the Customer's annual spending on those services is reduced (comparing Customer's current spending on the removed services and the anticipated Customer spending for the replacement services), and that reduction results in a 50% or greater difference between the Customer's current MARC and the next lower MARC. At the Customer's option and request, the Customer may terminate the existing Complete Connect agreement without termination liability provided: a) the Customer enters into a new Complete Connect service agreement for a term period which is equal to or greater than the time remaining on their current agreement*, and b) the MARC on the new agreement is the next lower MARC. Complete Connect $3,000 MARC service agreements are not eligible, however, to be used as replacement agreements. The waiver of termination charges as a result of replacing a contributory service(s) with other contributory service(s) will be allowed only once per Customer, per agreement term.

For purposes of the waiver, "as a direct result" means that the new service(s) must be installed at the same customer service location(s) and in the same relative quantity(ies) as those being displaced. In addition, the service change must constitute the substitution of a functionally equivalent service(s) for the original service(s). It is at the Company's sole determination whether a service change satisfies the requirements for waiver of the termination liability under this provision.

This MARC Downgrade Allowance waiver applies only to the termination charges applicable to the Complete Connect agreement. Termination charges may apply on individual disconnected services, and the application of those termination charges are not affected by this waiver. All applicable recurring and non-recurring charges apply to the installation and removal of services. Services are subscribed to separately and not as a part of the Complete Connect subscription. As a result of selecting a reduced MARC level, discounts provided under the new Complete Connect agreement may be less than those received under the higher MARC level agreement. Discounts for the new agreement will be those applicable to the new MARC level under the Complete Connect, Section 9 in effect at the time the new agreement is executed.

5. SERVICE GUARANTEE

Within ninety (90) days of subscribing to a Complete Connect 2-year, 3-year[2] or 5-year[1] term plan, customers may cancel this service without incurring the termination liability charges specified in this Product Guide. MARC volume discounts applied to customer accounts during this time period will, however, be charged back to the customer. This avoidance of termination liability does not apply to customers who terminate other Company toll, access and/or usage commitment products for the purpose of subscribing to Complete Connect.

[1] Five-year term plan will no longer be available for new agreements established on or after October 10, 2012.

[2] For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

CENTRALINK SERVICES

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CENTRALINK SERVICES

CENTRALINK 1100

A. GENERAL

1. CentraLink 1100 is available as a flat rate business service that is furnished, subject to availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and customer provided telephone equipment.

2. The following definitions apply to CentraLink 1100 Service:

   a. CentraLink 1100 System

      The term CentraLink 1100 denotes all CentraLink 1100 Service provided to a single customer both at the principal or at secondary locations. Only one principal location is associated with each CentraLink 1100 System.

   b. CentraLink 1100 Station Line

      1. The term CentraLink 1100 Station Line denotes a line connecting CentraLink 1100 switching equipment to a customer's premises. CentraLink 1100 station lines include the provision of adequate transmission for exchange and toll connections.

      2. CentraLink 1100 Station Lines and Bridged Station Lines may alternatively be provisioned over a
         Company provided Interstate Access Advantage Plus (AA+) service facility as defined in the company's FCC Tariff 11, Section 7.

   c. Secondary Locations

      CentraLink 1100 station lines can be furnished at locations other than the principal location providing that these secondary locations are owned or leased by the same subscriber as the principal location, and are served by the same central office. For secondary locations in different central offices within the same exchange, an interoffice local channel will apply.

3. Description of CentraLink 1100 Standard Features

   a. Direct Inward Dialing

      Permits incoming calls from the general exchange and toll network to be completed directly to station lines. To accomplish this each station line is assigned a regular telephone number.

   b. Direct Outward Dialing

      Permits the user of a CentraLink 1100 station line to gain direct access to the general exchange network.

CENTRALINK SERVICES

CENTRALINK 1100 (Continued)

A. GENERAL (Continued)

3. Description of CentraLink 1100 Standard Features (Continued)

c. Station Hunting

This feature provides hunting to an idle station in a predetermined group of station numbers when the called number is busy.

d. Consultation

Permits a station user to hold any existing call without the use of key equipment, while originating a call to another telephone number for the purpose of consultation. After consultation the station user may return to the initial call.

e. Three Way Calling

Permits a station user to add a third station, within the same CentraLink 1100 system to any established call, or add an outside connection to an established call between two stations of the same CentraLink 1100 system or add an additional outside connection to an established call already including an outside connection without the use of key equipment.

f. Call Waiting

Alerts a CentraLink 1100 user talking on a station line that an incoming call is waiting and allows the user to hold the first call and answer the second call. This feature can be temporarily deactivated by the customer.

g. Call Forwarding

Permits incoming calls made to CentraLink 1100 station lines to be rerouted to another station within the same CentraLink 1100 system or to a number outside the system, facilities permitting, by means of the following types of call forwarding.

(1) Call Forwarding - All Calls

Permits the routing of all calls made to the station, to any other CentraLink 1100 station, or to a number outside of the system.

(2) Call Forwarding - Busy Line

Permits the routing of all calls made to the station to a pre-determined number when the called station is busy.

(3) Call Forwarding - Don’t Answer

Permits the routing of all calls made to the station to a pre-determined number when the called station does not answer within a specified period of time.

CENTRALINK SERVICES

CENTRALINK 1100 (Continued)

A. GENERAL (Continued)

4. Description of CentraLink 1100 Optional Features

a. CentraLink 1100 Bridged Station Line

A bridged station line is defined as a single telephone number, which appears at a primary and secondary location.

b. Telephone Number Reservation

Allows a customer to reserve specific telephone numbers for future use in their CentraLink 1100 system.

c. Call Forwarding – All Calls – Additional Paths

Permits the routing of up to five simultaneous calls made to the station, to any other CentraLink station or to a number outside the system. First path is included with basic Call Forward – All Calls feature.

5. One listing, termed primary listing, is provided without charge. Additional directory listings are provided subject to regulations and rates set forth in Section 6, Directory Listings.

6. Customer provided telephone equipment must be compatible with the features of the CentraLink 1100 system to which they are connected.

B. REGULATIONS

1. CentraLink 1100 Service is not available for use with MultiLink Service.

2. Feature interaction limitations may apply depending on use and mix of features on any one line. All features are available where facilities permit.

3. All Custom Calling Service and SmartLink Service features, as set forth in Section 8, are available for use with CentraLink 1100 Service, where facilities permit, and subject to feature interaction limitations.

4. Toll Restriction, as set forth in Section 18 is available on a CentraLink 1100 station line.

5. The minimum service period is one month.

CENTRALINK SERVICES

CENTRALINK 1100 (Continued)

C. RATES AND CHARGES

(N)

(D)
(D)

1. Rate Schedule

All Rate Groups	Common Equipment	Month to Month Rate	12 Months	24 Months	36 Months	Bridge Station Line	Non-Recurring Charge
1100 Rates*	$35.00	$138.25	$78.75	$77.75	$74.75	$25.25	$65.00

(I)

*Centralink 1100 rates also apply to Centralink 1100 Trunks

(N)

CENTRALINK SERVICES

CENTRALINK 1100 (Continued)

C. RATES AND CHARGES (Continued)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 1100 (Continued)

D. TERMINATION LIABILITY

For service term agreements which become effective on or after August 2, 2006:

1. CentraLink 1100 Service sold under a term plan (i.e. 12 to 23 months, 24 to 35 months, etc.) is subject to a termination liability, if any service or equipment is terminated by Customer for any reason other than breach by Frontier or by Frontier due to Customer's breach, then the Customer shall pay Frontier a termination charges equal to the applicable Monthly Recurring Charge (MRC) and all related taxes and surcharges multiplied by the number of months remaining in the Service Term. Partial months shall be subjected to proration. Termination charges will not apply if the customer upgrades the existing committed service to a contracted service in greater duration [1] of the original plan. (C) (C)

(D) (D)

For service term agreements in effect on or prior to August 1, 2006:

1. CentraLink 1100 Service sold under a term plan (i.e. 12 to 23 months, 24 to 35 months, etc.) is subject to a termination liability. If the entire CentraLink service is removed, or changed to another type of telephone service, excluding DCOSS, CentraLink 2100, CentraLink 3100, or other like Company service, provided the customer has a term plan of similar or greater in duration* for the upgraded service, prior to the end of the established payment period, a termination charge to the subscriber applies. The termination charge is one-half the monthly rate for stations, based on the number of primary stations in service at the time of removal, multiplied by the number of months remaining. The customer shall be allowed to increase and/or decrease the line size of the system at any time.

2. CentraLink 1100 Service sold under a term plan to a single end user customer who has committed to a minimum of ten (10) separate, individual CentraLink 1100 locations is subject to a termination liability if they fail to maintain a minimum of ninety (90) percent of the number of locations subscribed to at installation. A termination charge applies to any location(s) which cause(s) the customer to fall below the minimum or is terminated while the customer is below the minimum. The Termination charge, per terminated location, is one-half the monthly rate for stations, based on the number of primary stations in service, at the time of removal at that location multiplied by the number of months remaining in the term.

[1] Effective September 1, 2013, the 60 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of CentraLink 2100 Service. CentraLink 2100 customers currently on a 60-month TPP term period may continue service at their existing TPP rate until the contact term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will apply.

CENTRALINK SERVICES

CENTRALINK 1100 (Continued)

E. CANCELLATION

1. In accordance with Section 1, General Regulation 10, if a contract for CentraLink 1100 Service is canceled prior to complete installation or the start of service, the applicant is responsible for payment of the actual non-recoverable expenses incurred by the Telephone Company in connection with the order, such payment not to exceed the total of:

   a. One half the monthly rate of the CentraLink 1100 Service for the minimum service period as specified in Section C. 2., preceding, based on the maximum number of primary stations ordered to be connected.

   b. All installation and non-recurring charges that would be applicable to the completed installation as ordered.

2. If a contract for CentraLink 1100 Service is canceled in part by the applicant prior to complete installation or the start of service for the purpose of reducing the quantities of facilities and service to be provided, charges as specified above apply computed proportionately on the basis of quantities of facilities and service requested to be canceled from the contract.

F. PROMOTIONAL CAMPAIGNS

Company may periodically offer promotional campaigns.

CENTRALINK SERVICES

CENTRALINK 2100

A. GENERAL

1. CentraLink 2100 is available as a flat rate business service which is furnished, subject to the availability of facilities, by means of 5ESS, 1AESS, EWSD, and DMS central offices and customer-provided non-key telephone instruments or non-switched key systems.

2. The service provides for intercommunications between stations of a single system and exchange service and toll connections for such stations. The service will not be provided for systems with less than two (2) lines with no maximum limitations.

3. The following definitions apply to terms used in connection with CentraLink 2100 service.

   a. CentraLink 2100 System

      The term "CentraLink 2100" denotes all CentraLink 2100 service provided to a single customer, both at the principal or at secondary locations. Only one principal location is associated with each CentraLink 2100 system. One primary listing is provided for each location which may include the address of the principal or secondary location within the same exchange. The listed number must be working at the address listed.

   b. CentraLink 2100 Station Line

      1. The term "CentraLink 2100 station line" denotes a line connecting CentraLink 2100 dial switching equipment to a station. CentraLink 2100 station lines include the provision of adequate transmission for exchange and toll connections.

      2. CentraLink 2100 station lines and Bridged station lines may alternatively be provisioned over a Company provided Interstate Access Advantage Plus (AA+) service facility as defined in the Company's FCC Tariff 11, Section 7.

   c. Secondary Locations

      CentraLink 2100 station lines can be furnished at locations other than the principal location providing that these secondary locations are owned or leased by the same subscriber as the principal location, served from the same central office. For secondary locations in different central offices within the same exchange an interoffice local channel will apply, and for secondary locations in different exchanges mileage charges are applicable.

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

A. GENERAL (Continued)

4. Description of CentraLink 2100 Standard Features

a. Station to Station Calling

Permits a station user to call another station within the same CentraLink 2100 system.

b. Direct Inward Dialing

Permits incoming calls from the general exchange and toll network to be completed directly to stations. To accomplish this each station is assigned a regular telephone number.

c. Direct Outward Dialing

Permits the user of a CentraLink 2100 station to gain direct access to the general exchange network.

d. Identified Outward Toll Dialing

Outward toll calls are recorded and billed by individual CentraLink 2100 station numbers.

e. Station Hunting

This feature provides hunting to an idle station in a predetermined group of station numbers when the called number is busy.

f. Call Transfer

Permits a station user to transfer any call in progress to another station within the same CentraLink 2100 system or to a telephone number outside the system. When a call is transferred outside the system and beyond the local calling area, applicable message toll rates will apply.

g. Consultation

Permits a station user to hold any existing call without the use of key equipment while originating a call to another station within the same CentraLink 2100 system, for the purpose of consultation. After consultation the station user may return to the initial call.

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

A. GENERAL (Continued)

4. Description of CentraLink 2100 Standard Features (Continued)

h. Three Way Calling

Permits a station user to add a third station, within the same CentraLink 2100 system to any established call, or to add an outside connection to an established call between two stations of the same CentraLink 2100 system or add an additional outside connection to an established call already including an outside connection without the use of key equipment.

i. Touch Tone Calling

Touch Tone Calling Service is provided as a basic feature of CentraLink 2100.

j. Call Pick-Up

Permits a station user, without the use of key equipment, to answer incoming calls directed to other stations in a predetermined group of station numbers.

k. Call Hold

Permits a station user to place any call in a hold condition thus allowing the same line to originate any other call or answer an incoming call by means of the Call Pick-Up feature.

l. Trunk Answer from any Station

Permits any station user to answer incoming calls to the index number and to transfer the answered call to any other station within the same CentraLink 2100 system.

m. Speed Call

Permits station users to place calls by means of abbreviated dialing with speed call lists, which are established and changed by the customer.

n. Distinctive Ringing

Permits the identification of incoming calls placed to a station by differentiation in rings for internal and external incoming calls.

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

A. GENERAL (Continued)

4. Description of CentraLink 2100 Standard Features (Continued)

o. Call Forward

Permits incoming calls made to CentraLink 2100 stations to be rerouted to another station within the same CentraLink 2100 system to a number outside the system, facilities permitting, by means of the following types of call forwarding.

(1) Call Forward - All Calls
Permits the routing of all calls made to the station, to any other CentraLink 2100 station or to a number outside of the system.

(2) Call Forward - Busy
Permits the routing of all calls made to the station to a pre-determined number when the called station is busy.

(3) Call Forward - No Answer
Permits the routing of all calls made to the station to a pre-determined number when the called station does not answer within a specified period of time.

p. Automatic Call Back Calling

Permits a main station line user who attempts an intercommunication call to a busy station line to be automatically connected to that line when both called and calling lines are subsequently idle by dialing an access code.

q. Calling Restrictions

(1) Unrestricted Station Lines

Provides for unlimited access to all dial access codes, including those provided for connection to the general exchange and toll network.

(2) Toll Restricted Station Lines

Provides for access to the dial access codes, which provide for connection to the general exchange for local calling only and prohibits access to the toll network.

(3) Fully Restricted Station Lines

Provides for intercom calling only within the CentraLink 2100 and prohibits access to the general exchange and toll network.

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

A. GENERAL (Continued)

5. Description of CentraLink 2100 Optional Features

Additional optional features, as set forth in Section 8, are available for use with CentraLink 2100 Service, where facilities permit, and are subject to any feature interaction limitations.

a. CentraLink 2100 Bridged Station Line

A bridged station line is defined as a single telephone number, which appears at a primary and secondary location.

b. Telephone Number Reservation

Allows a customer to reserve specific telephone numbers for future use in their CentraLink 2100 system.

6. One listing without charge, termed primary listing, is provided for each location within the exchange. The listed number must be working at the address listed. Additional directory listings in connection with CentraLink 2100 service are provided subject to regulations and rates set forth in 6, Directory Listings.

7. Customer-provided non-key telephone instruments or non-switched key systems must be compatible with the features of the CentraLink 2100 system to which they are connected.

8. SmartLink Service Features, as set forth in Section 8, are available for use with CentraLink 2100 Services, where facilities permit, and subject to feature interaction limitations.

B. RATES AND CHARGES

1. General

a. The rates applicable thereto are subject to a minimum rate of two (2) station lines with no maximum limitations.

b. With respect to the minimum and maximum rates, the Telephone Company shall not charge any rate other than the current effective rate until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate.

c. As set forth in 2, below, monthly rates for primary station lines are based upon the number of main stations, PBX trunks and equivalent Centrex central office lines within the exchange's local service area.

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

B. RATES AND CHARGES (Continued)

2. Rate Schedule

(D)

All Rate Groups	Common Equipment	Month to Month Rate	12 Months	24 Months	36 Months	Bridge Station Line	Non-Recurring Charge
2100 Rates	$70.00	$54.00	$78.75	N/A	$74.75	$25.25	$65.00

(I)

(D)

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

B. RATES AND CHARGES (Continued)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

B. RATES AND CHARGES (Continued)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

B. RATES AND CHARGES (Continued)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

C. TERMINATION LIABILITY

For service term agreements which become effective on or after August 2, 2006:

1. Rates and charges for CentraLink 2100 service are based on service periods of 12, 36 or 60 [1] months, and is subject to a termination liability, if any service or equipment is terminated by Customer for any reason other than breach by Frontier or by Frontier due to Customer's breach, then the Customer shall pay Frontier a termination charges equal to the applicable Monthly Recurring Charge (MRC) and all related taxes and surcharges multiplied by the number of months remaining in the Service Term. Partial months shall be subjected to proration. Termination charges will not apply if the customer upgrades the existing committed service to a contracted service in greater duration of the original plan. (C) (C)

2. The customer must maintain a two (2) line minimum or be subject to termination charges. There is no maximum line size limitation. (C) (C)

(D) (D)

For service term agreements in effect on or prior to August 1, 2006:

1. Rates and charges for CentraLink 2100 service are based on a service periods of 12, 36 or 60 [1] months. If the entire CentraLink 2100 service is removed, or changed to another type of telephone service, excluding DCOSS CentraLink 1100, CentraLink 3100, or other like Company service, provided the customer has a term plan of similar or greater in duration* for the service, prior to the end of the established payment period, a termination charge to the subscriber applies. The termination charge is one-half the monthly rate for the stations, based on the number of primary stations in service at the time of removal, multiplied by the number of months remaining.

2. The customer will be allowed to increase and/or decrease the line size of the system at any time with a two (2) line minimum and with no maximum line size limitation.

3. CentraLink 2100 Service sold under a term plan to a single end user customer who has committed to a minimum of ten (10) separate, individual CentraLink 2100 locations. The customer is subject to a termination liability if they fail to maintain a minimum of ninety (90) percent of the number of locations subscribed to at installation. A termination charge applies to any location(s) which cause(s) the customer to fall below the minimum or is terminated while the customer is below the minimum. The Termination charge, per terminated location, is one-half the monthly rate for stations, based on the number of primary stations in service, at the time of removal at that location multiplied by the number of months remaining in the term.

[1] Effective September 1, 2013, the 60 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of CentraLink 2100 Service. CentraLink 2100 customers currently on a 60-month TPP term period may continue service at their existing TPP rate until the contact term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will apply.

CENTRALINK SERVICES

CENTRALINK 2100 (Continued)

D. CANCELLATION

1. In accordance with Section 1, General Regulation 8, if a contract for CentraLink 2100 service is canceled prior to complete installation or start of service, the applicant is responsible for payment of the actual non-recoverable expenses incurred by the Telephone Company in connection with the order, such payment not to exceed the total of:

   - one half of the monthly rate of CentraLink 2100 service for the minimum service period as specified in C.1. preceding, based on the maximum number of primary stations ordered to be connected.

   - all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

2. If a contract for CentraLink 2100 service is canceled in part by the applicant prior to complete installation or start of service for the purpose of reducing the quantities of facilities and service to be provided, charges as specified above apply computed proportionately on the basis of the quantities of facilities and service requested to be canceled from the contract.

E. COMPETITIVE PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

CENTRALINK SERVICES

CENTRALINK 3100

A. GENERAL REGULATIONS

1. CentraLink 3100 is an exchange rate business service which is furnished, subject to the availability of facilities, by means of 5ESS, EWSD, 1AESS, and DMS central offices and customer-provided standard telephone instruments or non-switched key systems.

2. The following definitions apply to terms used in connection with CentraLink 3100.

   a. CentraLink 3100 System

      The term “CentraLink 3100” denotes all CentraLink 3100 service provided to a customer both at the principal or at secondary locations. Only one principal location is associated with each CentraLink 3100 system.

   b. Network Access Paths

      Network Access Paths provide access to and from the exchange and toll networks and the CentraLink 3100 system. Quantities are based on each customer’s usage requirements. One primary listing is provided per network access path at no charge, which includes the address of the primary or secondary locations within the exchange.

   c. Station Local Loop

      Station local loop denotes the physical outside facility, which provides the connection between the CentraLink 3100 switching equipment and the customer’s premises.

   d. Primary Station

      The term “primary station” includes the central office switching, system and station features which apply to each line.

   e. Secondary Locations

      CentraLink 3100 primary stations can be furnished at locations other than the principal location providing that these secondary locations are owned or leased by the same subscriber as the principal location and served from the same central office. For secondary locations in different central offices within the same exchange, an interoffice local channel will apply, and for secondary locations in different exchanges, mileage charges are applicable.

3. CentraLink 3100 is comprised of three main components: network access paths, station local loop, and primary stations. All three components must be provisioned and contracted by the Telephone Company.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

A. GENERAL REGULATIONS (Continued)

4. This service provides for internal communications between stations of a single system as well as standard and optional system and station features. Connections to the local exchange and toll networks are accomplished through CentraLink 3100 Network Access Paths. This service will not be provided for systems with less than ten (10) station lines with no upper size limitation.

5. Customer provided equipment must be compatible with the features of the CentraLink 3100 system to which they are connected.

6. Additional directory listings are provided subject to the regulations and rates set forth in Section 6.

7. Some features may not be available from all switch types and all features are provided where facilities permit.

8. Connections between CentraLink 3100 and any other system will be accomplished via tie lines as specified in Section 14, Mileage Charges, Private Branch Exchange Station Lines and Tie Lines.

9. CentraLink 3100 may not be installed as primary service in a Central Office that is not the serving central office of the primary location.

10. Local digital connectivity between the central office and the customer's premises may be provided in lieu of the station line local loop element. All other elements will apply to deliver CentraLink 3100 service. Rates and charges for local digital facilities are set forth in Section 16.

11. CentraLink 3100 Network Access Paths determine the quantity of access paths to and from the CentraLink 3100 system and the local exchange and toll networks and are available only with the CentraLink 3100 Service offering. Quantities are determined by the customer's usage requirements. No less than one primary station central office element and one local loop element are required for each Network Access Path requested.

12. If CentraLink 3100 is used in lieu of MultiLink Exchange Service, all station lines must terminate at locations served by the serving central office and each primary station line must have a corresponding network access path.

13. SmartLink Service features, as set forth in Section 8, are available for use with CentraLink 3100 Service, where facilities permit, and subject to feature interaction limitation

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

B. CENTRALINK 3100 SYSTEM STANDARD FEATURES

The following standard system features are provided to basic primary stations.

1. Station to Station Calling

   Permits a station user to call another station within the same CentraLink 3100 system.

2. Direct Inward Dialing

   Permits calls from the general exchange and toll networks to be completed directly to CentraLink 3100 station lines. Each station is assigned a regular seven digit number.

3. Direct Outward Dialing

   Permits station users to gain direct access to the general exchange network.

4. Identified Outward Toll Dialing

   Provides the recording and billing of toll calls by individual CentraLink 3100 station lines.

5. Distinctive Ringing

   Provides identification of calls placed to stations by different rings for internal and external incoming calls.

6. Customer Software Change Feature

   Permits customers to access a database for the purpose of maintaining and changing the system station line and feature configuration with the use of customer provided equipment.

7. Dial Access

   Permits dial access to customer provided loudspeaker paging, dial dictation, code calling, and radio paging.

The following standard station features, where facilities permit, are provided to basic primary stations.

1. Station Hunting

   Provides hunting to an idle station in a predetermined group when the called station is busy. Types of hunting available are multiline, preferential, and series completion.

2. Call Transfer

   Permits a station user to transfer any call in progress to another station within, or a telephone outside, the CentraLink 3100 system. When a call is transferred outside the system and beyond the local calling area, applicable message toll rates will apply.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

B. CENTRALINK 3100 SYSTEM STANDARD FEATURES (Continued)

The following standard system features are provided to basic primary stations. (Continued)

3. Consultation

Permits a station user to hold any call in progress and originate a call to another number for the purpose of consultation and return to the original call.

4. Three Way Calling

Permits a station user to add a third party to an existing call. The third party may be either within or outside of the system.

5. Call Pick-Up

Permits a station user to answer incoming calls directed to other stations.

a. Call Pick-Up Group

Denotes a specific group of predetermined station lines which can answer each other's calls using the call pick-up feature.

b. Directed Call Pick-Up with Barge In Capability

Permits selective answering with the use of an access code. A three way call will occur if two users answer the same call.

c. Directed Call Pick-Up without Barge In Capability

Permits selective answering with the use of an access code. Only one station user can answer the call.

6. Night Answer

Permits a station user to answer incoming calls to the index number after hours by dialing a code and to transfer the answered call to any other station line within the system. This feature is used in conjunction with a night service arrangement.

7. Call Hold

Permits a station user to place a call in progress in a hold condition allowing the origination of another call or the answering of a call directed to another station with the use of the call pick-up feature.

8. Speed Call

Permits users to place calls by means of single digit dialing of up to six abbreviated codes established on lists which are created and changed by the user.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

B. CENTRALINK 3100 SYSTEM STANDARD FEATURES (Continued)

The following standard system features are provided to basic primary stations. (Continued)

9. Call Forward

Permits calls placed to station lines to be rerouted to either another station line within the system or to a telephone number outside the system by means of the following options:

a. All Calls

Routes all calls placed to a station to another number within or outside of the system. This feature is activated and deactivated by the station user.

b. Busy Line Incoming

Routes external incoming calls to a busy station to a predetermined number. Internal calls receive a busy tone.

c. Busy All Calls

Routes all calls placed to a busy station to a predetermined number.

d. No Answer Incoming

Routes external incoming calls to a station that does not answer to a predetermined number. Internal calls will not be forwarded.

e. No Answer All Calls

Routes all calls placed to a station that does not answer to a predetermined number.

10. Automatic Call Back Calling

Permits a station user to activate a code when encountering a busy station within the system and be automatically connected when that station line becomes idle.

11. Call Waiting

Provides a distinctive audible tone to a station in use to indicate that a call is waiting to be answered. The following options are provided:

a. Terminating Incoming

Alerts the station user that a call from outside the system is waiting.

b. Terminating All

Alerts the station user that a call is waiting and that call may be of internal or external origination.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

B. CENTRALINK 3100 SYSTEM STANDARD FEATURES (Continued)

The following standard system features are provided to basic primary stations. (Continued)

11. Call Waiting (continued)

Provides a distinctive audible tone to a station in use to indicate that a call is waiting to be answered. The following options are provided: (Continued)

c. Originating

Invokes a call waiting tone when a station line so equipped places a call to a busy station within the system.

d. Dial Call Waiting

Permits a station user to selectively invoke a call waiting tone when placing a call to a busy station within the system.

e. Cancel Call Waiting

Permits a station user to selectively cancel the call waiting feature. Cancel Call Waiting is applied as a per call activation.

12. Station Line Calling Restrictions

a. Unrestricted Station Line

Permits access to all dial access codes including those which provide access to the exchange and toll networks.

b. Toll Restricted Station Line

Permits access to the local calling area only. Access to the toll network and any service codes, which result in a billing as a result of a call is prohibited.

c. Fully Restricted Station Line

Provides intercommunication with other station lines within the system. Access outside of the system is prohibited.

d. Bridged Station Line

A bridged station line is defined as a signal telephone number, which appears at more than one location and has the same calling characteristics as the primary station line.

e. Hot Line

Allows a user to signal and be automatically connected to another predetermined station line when the handset is removed.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

C. CENTRALINK 3100 SYSTEM OPTIONAL FEATURES

1. System Integration Digital Access Links

Provides connection between the CentraLink 3100 and customer provided systems.

a. Integrated Voice Mail Access Link

Provides the connection between the CentraLink 3100 and the customer's Voice Mail System for the purpose of identification and notification (message waiting indication) of the called station, and is available where facilities permit.

b. Electronic Mail Access Link

Provides an interface connecting the CentraLink 3100 and a customer's electronic mail service.

c. Modem Pooling Access Link

Provides a connection between the CentraLink 3100 and a customer's modem pool.

d. Attendant Console Loop Access Link

Provides connection between the CentraLink 3100 and customer's provided attendant positions. Additional console features may be available from digital central offices.

2. Automatic Route Selection (ARS)

Permits customers with private facilities to configure those facilities into predetermined routes over which long distance calls will be directed.

a. Basic ARS

Provides simple call routing within predetermined patterns.

b. Deluxe ARS

Provides Facility Restriction Levels, Time of Day Routing, Traveling Class Marks and Expensive Route Warning Tone in addition to routing arrangements.

3 Recorded Announcement

Provides a customer specified recorded announcement message to be provided for unassigned station lines.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

C. CENTRALINK 3100 SYSTEM OPTIONAL FEATURES (Continued)

4. Dial Transfer Tandem Tie Lines

Allow station users to transfer an established call to another system over a tie line facility.

5. Abbreviated Dialing

Permits all station users within the system to dial one or two digits to reach a pre-selected station line.

6. INWATS [1] /800 Transfer (C)

Permits the routing of incoming 800 type calls to a specific station line within the system.

7. Foreign Exchange Transfer

Permits the routing of incoming foreign exchange traffic to a specific station line within the system.

8. Six Way Conference Access

Permits station users to establish conference connections with up to six (6) conferees.

9. Call Forward Over Private Facilities

Permits calls made to a station line to be rerouted to a number outside of the system using a specific selected
private facility or network.

10. Tie Line Terminals

Tie line terminals are furnished, installed and maintained for the purpose of terminating tie lines in the CentraLink 3100 system.

11. Two Digit Speed Call Lists

Permits users to place calls by means of dialing 2 digit abbreviated codes to lists of 30, 50, or 70 numbers. These lists are established and changed by one user but may be accessed by multiple users.

12. Uniform call Distribution

Provides the capability for incoming calls to be uniformly distributed to members of a work group. Calls waiting to be answered may be placed in queue when all agent lines are busy. Peg Count information reports are available on alternate media. Recorded announcement is available for callers in queue.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

C. CENTRALINK 3100 SYSTEM OPTIONAL FEATURES (Continued)

13. CentraLink 3100 Multiple Bill Arrangement

CentraLink 3100 Multiple Bill Arrangement allows a customer to have separate billing accounts within the system. Each account will be rendered a separate bill.

14. Attendant Features

a. Attendant Camp On with Indication

Provides the capability for the attendant to place a call destined for a busy station in "held waiting" to be automatically connected when the busy station becomes idle. When a call is camped on, a momentary tone is delivered to the busy station line as an alert.

b. Attendant Conference

Provides the capability for the attendant to initiate conference calls for users.

c. Attendant Call Transfer

Permits the transfer of calls answered by the attendant to individual station lines.

d. Night Service

Permits calls normally directed to the attendant position to be routed to another number when the attendant position is inactive.

e. Attendant Call Hold

Permits the attendant to place any call on the attendant position on hold.

15. Telephone Number Reservation

Allows a customer to reserve specific telephone numbers for future use in their CentraLink 3100 system.

16. Assume Dial "9"

A centrex station user in this Centrex common block can access the network without first dialing "9". The station user loses 4-digit dialing, trunk answer any station, 3-digit access codes for private facilities and 4-digit rotary access codes. The station user will need to use 7 digits to transfer and forward calls.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

C. CENTRALINK 3100 SYSTEM OPTIONAL FEATURES (Continued)

17. Line Class Code

Dialing patterns for restricted dialing for CentraLink/Centrex station users. This enables different CentraLink/Centrex station users to have different abilities for toll access dialing. Customers define dial pattern. All dial pattern requests must follow a pre-sale inquiry process. Certain design restrictions may apply.

18. Permanent Call Forward -All Calls- Multiple Calls

Permits a permanent forward of a customer's old telephone number to a new CentraLink number, up to allowing five calls to be forwarded simultaneously. This is used when a customer is unable to use the Fixed Telephone Number Forward feature, but wishes to retain his old listed number. The customer must be served from the same local exchange, but it is not necessary that it be in the same central office or wire center.

19. Fixed Telephone Number Forwarding-Multiple Calls

Permits a call placed to the customers former Listed Directory Number to be automatically forwarded to the customers CentraLink system number, allowing up to five calls to be forwarded simultaneously, when both telephone numbers are served from the same central office or wire center.

20. Call Forward - All Calls - Additional Paths

Permits the routing of up to five simultaneous calls made to the station, to any other CentraLink station or to a number outside the system. First path is included with basic Call Forward – All Calls feature.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

D. RATES AND CHARGES

(D)

(N)

1. Rate Schedule

All Rate Groups	Common Equipment	Month to Month Rate	12 Months	24 Months	36 Months	Bridge Station Line	Non-Recurring Charge	
3100 Network Access Register	N/A	N/A	N/A	$77.75	N/A	N/A	$60.00	(N)

(I)

All Rate Groups	24 Months	Non-Recurring Charge
3100 Unrestricted Station Line	$35.00	$15.00
3100 Toll Restricted Station Line	$35.00	$15.00
3100 Fully Restricted Station Line	$35.00	$15.00
3100 Bridge Station Linie	$35.00	$15.00
3100 Hot Line	$24.00	$15.00
3100 Local Loop	$ 6.00	

(I)

(D)

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

D. RATES AND CHARGES (Continued)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

D. RATES AND CHARGES (Continued)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

D. RATES AND CHARGES (Continued)

2. Rate Schedule (Continued)

d. Once the term commitment has expired for the 24 month plan, the customer may continue service under a new contract period at any available Rate Plan or revert to billing at the highest available rate. (D)

(D)

(D)

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

D. RATES AND CHARGES (Continued)

2. Rate Schedule (Continued)

f. Optional Features

	Monthly Minimum	Rate Maximum	Current Rate	Non-Recurring Charge	
(1) System Integration Access Links - Per Link	[1]	[1]	[1]	[1]	
(2) Automatic Route Selection					
- Basic Per Pattern	$25.00	$75.00	$50.00	$500.00	
- ARS Changes, Per request	-	-	-	$125.00	
- Deluxe Per Pattern	$75.00	$125.00	$95.00	$ 950.00	
(3) Special Recorded Announcement	$50.00	$75.00	$66.26	$45.90	
(4) Dial Transfer Tandem Tie Lines	-	-	-	$189.29	
(5) Abbreviated Dialing, Per Code	$8.00	$15.00	$9.47	-	
(6) INWATS [2] /800 Transfer, Per Line	$4.00	$10.00	$4.73	$23.66	(C)
(7) Foreign Exchange Transfer					
- Per Group	$5.00	$15.00	$7.10	$141.97	
(8) Six Way Conference Access	$75.00	$125.00	$94.65	$326.53	
(9) Call Forwarding on Private Facilities					
- Per System	$75.00	$125.00	$94.65	$38.80	
- Per Line Equipped	$3.00	$8.00	$4.26	$1.33	
(10) Tie Line Terminals					
- Tandem, each	$25.00	$50.00	$34.78	$42.59	
- Non Tandem, each	$25.00	$50.00	$34.31	$42.59	
(11) Speed Call 2 digit lists					
- Per User					
- 30 Number List, Controller	$1.00	$5.00	$2.00	$5.00	
- 50 Number List, Controller	$2.00	$8.00	$4.00	$5.00	
- 70 Number List, Controller	$3.00	$10.00	$6.00	$5.00	
- 2 Digit List, Access Only	$1.00	$5.00	$2.00	$5.00	
(12) Uniform Call Distribution					
- Per Line Equipped	$.50	$3.00	$1.00	-	
- Per Queue Slot	$8.00	$15.00	$10.00	$15.00	
- Delay Announcement, each	$20.00	$40.00	$25.00	$25.00	

[1] See Section 16, for rates and charges.

[2] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

D. RATES AND CHARGES (Continued)

2. Rate Schedule (Continued)

f. Optional Features (Continued)

	Monthly Minimum	Rate Maximum	Current Rate	Non-Recurring Charge
(13) CentraLink 3100 Multiple Bill Arrangement Per each bill rendered	$5.00	$25.00	$10.00	$50.00
(14) Attendant Features - Per System	$75.00	$125.00	$90.00	$500.00
(15) Number Reservation Per number	-	$1.00	$1.00	-
(16) Assume Dial “9”	$2.00	$5.00	$3.50	$350.00
(17) Line Class Code per dialing pattern	-	-	-	[3]
(18) Permanent Call Forwarding – All Calls – Multiple Calls (per path)	$5.00	$15.00	$10.00 [1]	[3]
(19) Fixed Telephone Number Forwarding – Multiple Calls (per path)	$4.00	$7.50	$5.60 [1]	[3]
(20) Call Forwarding – All Calls – Additional Paths (per path)	$2.00	$5.00	$3.50 [1]	[2, 3]

[1] Maximum total of five paths.
[2] If additional paths going in at same time as original Call Forward – All Calls feature, no charge applies.
[3] Section 3, Service Order Charge – Subsequent applies.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

E. TERMINATION LIABILITY

For service term agreements which become effective on or after August 2, 2006:

1. Rates and charges for CentraLink 3100 are based on minimum service periods of 24, 60 [1] or 84 [1] months, and is subject to a termination liability, if any service or equipment is terminated by Customer for any reason other than breach by Frontier or by Frontier due to Customer's breach, then the Customer shall pay Frontier a termination charges equal to the applicable Monthly Recurring Charge (MRC) and all related taxes and surcharges multiplied by the number of months remaining in the Service Term. Partial months shall be subjected to proration. Termination charges will not apply if the customer upgrades the existing committed service to a contracted service in greater duration of the original plan. (C) (C)

2. The customer must maintain a ten (10) line minimum or be subject to termination charges. There is no maximum line size limitation. (C) (C)

(D) (D)

For service term agreements in effect on or prior to August 1, 2006:

1. Rates and charges for CentraLink 3100 are based on minimum service periods of 24, 60 [1] or 84 [1] months. If the entire CentraLink 3100 service is removed, or changed to another type of telephone service, excluding DCOSS, CentraLink 1100, CentraLink 2100, or other like Company service, provided the customer has a term plan of similar or greater in duration* for the service, prior to the end of the established payment period, a termination charge to the subscriber applies. If the customer should remove service prior to the end of the term commitment, the customer shall be liable to pay a termination charge consisting of one half of the monthly rate, for the number of lines in service at the time of removal, multiplied by the number of months remaining in the minimum payment period.

[1] The 84 Month Rate Plan is Grandfathered effective September 5, 2012. A customer currently having a term plan of 84 months may keep the term plan only until the end of the term. Effective September 1, 2013, the 60 month Term Payment Plan (TPP) term period is no longer available for new installations or renewals of CentraLink 3100 Service. CentraLink 3100 customers currently on a 60 or 84 month TPP term period may continue service at their existing TPP rate until the contact term expires. Upon completion of the current contract term, customers may continue receiving the service at the then-current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will apply.

CENTRALINK SERVICES

CENTRALINK 3100 (Continued)

E. TERMINATION LIABILITY (Continued)

For service term agreements in effect on or prior to August 1, 2006: (Continued)

2. CentraLink 3100 Service sold under a term plan to a single end user customer who has committed to a minimum of ten (10) separate, individual CentraLink 3100 locations must maintain those locations for the term period as described in the following.

   a. The customer is subject to a termination liability if they fail to maintain a minimum of ninety (90) percent of the number of locations subscribed to at the time of installation.

   b. A termination charge applies to any location(s) which cause(s) the customer to fall below the minimum or is terminated while the customer is below the minimum.

   c. The Termination charge, per terminated location, is one-half the monthly rate for stations, based on the number of primary stations in service, at the time of removal at that location multiplied by the number of months remaining in the term.

F. CANCELLATION

1. If a customer should cancel service prior to the completion of installation of service, the customer shall be liable for payment of all non-recoverable costs incurred by the Telephone Company up to the point of cancellation but not to exceed the total of the One Time Charges for all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

2. If an order for CentraLink 3100 is canceled in part by the applicant prior to complete installation or start of service for the purpose of reducing the service to be provided, and such cancellation causes the service to fall below the specified line minimum, charges as specified above apply computed proportionately on the basis of the service requested to be canceled from the ordered service.

G. WAIVER OF NON-RECURRING CHARGES

The Company may periodically waive part or all of the non-recurring charges associated with CentraLink 3100 as part of a promotional campaign. Charges waived during the promotion may be billed to customer if the customer does not fulfill the term commitment.

H. COMPETITIVE PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

VOICE MAIL SERVICE

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VOICE MAIL SERVICE

A. SIMPLIFIED MESSAGE SERVICE INTERFACE

1. GENERAL

a. Simplified Message Service Interface (SMSI) enables a customer to connect a customer provided message system via a data link to a central office switch that serves its clients.

b. SMSI allows call related data to be sent via a data link between the Telephone Company's central office and the customer's voice messaging system. The data link simultaneously transmits the called number and the calling number.

c. An audible or visual message waiting indication may be activated or deactivated by the customer via SMSI to indicate to the client that the message has been taken. When the audible message waiting indication is activated, the client receives an audible tone consisting of several short bursts of tone prior to regular dial tone indicating that a message is waiting. The message waiting indicator may be visual when used with compatible customer provided equipment.

2. REGULATIONS

a. Simplified Message Service Interface is available, where facilities permit, from specially equipped 5ESS wire centers.

b. Simplified Message Service Interface is available at 1200-9600 baud.

c. The customer must subscribe to a multi-line hunt group to support port access to the voice message system.

d. The customer must provide compatible modems for the transmission of data and a controller device to interface with the central office data link that carries the calling information.

e. The customer must subscribe to an Integration Access Link as specified in Section 16. Integration Access Links provide the capability to connect a customer's premises based equipment to their servicing central office for the collection and transmission of central office signaling data.

f. The customer must subscribe to a four wire, circuit between the specially equipped 5ESS central office and the customer's voice message system as specified in Section 16.

VOICE MAIL SERVICE

A. SIMPLIFIED MESSAGE SERVICE INTERFACE (Continued)

3. RATES AND CHARGES

a. General

1. SMSI is furnished, installed and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

2. With respect to rate elements having minimum and maximum rates, the Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least fourteen (14) days prior to the effective date of any change in that rate.

b. Rate Schedule - Business

c.

	Minimum Rate	Maximum Rate	Current Rate	Non-Recurring Installation Charge
Simplified Message Service Interface				
Up to 1,000 Mailboxes	$300.00	$500.00	$400.00	$200.00
Per Additional 1,000 Mailboxes	$12.00	$23.00	$18.00	--

VOICE MAIL SERVICE

B. VOICE MESSAGE FORWARDING

1. GENERAL

a. Voice Message Forwarding (VMF) enables an Enhanced Service Provider (ESP) to have the incoming calls of its end users automatically forwarded to the ESP's voice message system, when the ESP's end user's access line is busy or unanswered after a certain number of ringing cycles.

b. VMF allows an ESP end user to have its incoming calls automatically forwarded to a pre-selected telephone number when the line is busy.

c. For calls that are unanswered, the ESP shall have the option of selecting from one to nine ringing cycles. If no ringing cycles are specified, calls will be forwarded after the standard default of three ringing cycles for Business end users.

d. If the ESP subscribes to Simplified Message Service Interface (SMSI), an ESP end user may be alerted that a message(s) has been left in their mailbox by means of an audible or visual indication. An audible indication consists of several short bursts of tone prior to regular dial tone indicating that a message is waiting. A visual indication may be provided when compatible customer premises equipment (CPE) is utilized.

2. REGULATIONS

a. VMF is available, where facilities permit.

3. RATES AND CHARGES

a. General

The following rates and charges are billed directly to the ESP, not to the ESP End User.

b. Rate Schedule - Business

	Monthly Rates			Service Establishment Charge		
	Minimum	Maximum	Current	Minimum	Maximum	Current
VMF - Busy	$0.50	$10.00	$1.00	$2.00	$20.00	$10.00
VMF - No Answer	$0.50	$10.00	$1.00	$2.00	$20.00	$10.00
VMF - Busy & No Answer	$1.00	$20.00	$2.00	$2.00	$20.00	$10.00

VOICE MAIL SERVICE

C. STAR CODE ACCESS TO VOICE MAIL

1. GENERAL

a. Star Code Access to Voice Mail Service is abbreviated dialing access to Voice Mail from an Enhanced Service Provider (ESP) end users premises via an abbreviated code (* and a two-digit code).

b. The ESP's end user, when calling from the line on which the voice mailbox is associated, will use the feature by picking up the telephone handset and dialing an abbreviated code (* and a two-digit code). This action will forward the call to the end user's voice mailbox.

2. REGULATIONS

a. Star Code Access to Voice Mail Service is available to an ESP for use by their end users, where facilities permit.

b. Star Code Access to Voice Mail Service requires Voice Message Forwarding on the end user's exchange line. The call forward number for Star Code Access to Voice Mail Service must be the same as that of Voice Message Forwarding.

c. Star Code Access to Voice Mail Service is offered only in association with Business exchange services.

d. Star Code Access to Voice Mail Service is not available with CentraLink, PBX, Coin, and other non-POTS classes of services. This service will not be available to customers with Remote Call Forward, Outgoing Call Control or Multi-Line Hunt Groups.

e. Star Code Access to Voice Mail is available with Multipath only if the lines are not built as a part of a CentraLink common block. This service is not available with Digital Enhancer.

3. RATES AND CHARGES

a. General

Star Code Access to Voice Mail furnished, installed and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

b. Rate Schedule - Business

	Monthly Rates			Service Establishment Charge		
	Minimum	Maximum	Current	Minimum	Maximum	Current
Star Code Access to Voice Mail	$0.10	$10.00	$0.50	$2.00	$20.00	$5.00

CENTREX SERVICES

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CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED)

A. REGULATIONS

1. Airport Service is provided only from Windsor Locks telephone company ESS central office facilities.

2. Airport Service is provided for the common use of airline companies and others located at Bradley Field Windsor Locks airport who serve the air traveling public.

B. DESCRIPTION

Airport service is unique in that it is comprised of several airline customers who require intercommunication between their groups and yet maintain the individuality of services to which each customer subscribes (i.e., tie lines, FX, WATS [1] and private facility service) and are provided per individual customer requests. Each customer may also request that transferable calls be completed only to Centrex station lines or private facilities within each customer's group. The Service is provided by common dial switching equipment and station lines. Attendant facilities may be individual or shared as the customer's needs dictate. (C)

C. DESCRIPTION OF BASIC SERVICE FEATURES

Centrex Station Line

The term "Centrex station line" denotes a line connecting Centrex dial switching equipment to a station. Centrex station lines for primary stations include the provision of adequate transmission for exchange and toll connections.

Primary Station

The term "primary station" denotes the first station, or the first appearance in other than a station, of a Centrex station line.

Bridged Station

The term "bridged station" denotes an additional station on a Centrex station line.

Fully Restricted Station

The term "fully restricted station" denotes a station, which is limited to intercommunication with other stations of the same Centrex system.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED) (Continued)

C. DESCRIPTION OF BASIC SERVICE FEATURES (Continued)

Centrex Tie Line

1. The term "Centrex tie line" denotes a line connecting the principal location of a Centrex system to satellite dial switching equipment at a secondary location of the same Centrex system.

   Note: A line connecting the dial switching equipment of a Centrex system to dial switching equipment of a separate Centrex system or of a private branch exchange system, of the same customer or of a different customer, is classed as a regular private branch exchange tie line.

2. Centrex tie lines include the provision of adequate transmission for exchange and toll connections and for connections to other Centrex tie lines.

   Station-to-Station Calling

   Permits a station user to call another station within the same Centrex system without the assistance of the attendant.

   Direct Inward Dialing

   Permits incoming calls from the general exchange network to be completed directly to stations, other than fully restricted stations, without the assistance of an attendant. To accomplish this each station is assigned a regular 7-digit number.

   Direct Outward Dialing

   Permits the user of a Centrex station, other than fully restricted stations, to gain direct access to the general exchange network without the assistance of the attendant.

   Identified Outward Toll Dialing

   Outward toll calls are recorded and billed by individual unrestricted Centrex station numbers.

   Call Transfer - Individual - All Calls

   Permits a station user to transfer any call in progress to another station, within the same Centrex system, without the assistance of the attendant.

   Consultation - All Calls

   Permits a station user to hold any existing call without the use of key equipment while originating a call to another station within the same Centrex system, for the purpose of consultation. After consultation the station user may return to the initial call.

CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED) (Continued)

C. DESCRIPTION OF BASIC SERVICE FEATURES (Continued)

Three Way Calling

Permits a station user to add a third station, within the same Centrex system to any established call, or to add an outside connection to an established call between two stations of the same Centrex system or add an additional outside connection to an established call already including an outside connection without attendant assistance or the use of key equipment.

Touch Tone Calling

Touch Tone Calling Service, is provided as a basic feature of Centrex III.

Call Pick-Up

Permits a station user, without the use of key equipment, to answer incoming calls directed to other stations in a predetermined group of station numbers.

Recorded Intercept for Unanswered Numbers within the Dialing Range

Central Office provisioned intercept recording provided for non-working Centrex stations at Bradley Air Field.

Access to Customer Owned Paging Systems

Ability for Centrex station users to dial an access code to use CPE paging, Access to Code Calling Ability of Centrex user to dial access code to send/activate tone signals for general alerts.

Individual Customer Billing for Basic Service, Toll and Optional Features

The Company provides individual customer bills for those individual businesses using the Bradley Airport Centrex.

Call Hold

Permits a station user to place any call in a hold condition thus allowing that same line to originate any other call or answer an incoming call by means of the Call Pick-Up feature.

Station Hunting

This feature provides hunting for an idle station in a predetermined group of station numbers when the called number is busy.

Code Restrictions - Internal

Specified stations may be restricted from dial codes which permit access to certain services, such as the general exchange network, recorded telephone dictation trunks, Wide Area Telephone Service access lines, and foreign exchange service trunks.

CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED) (Continued)

D. DESCRIPTION OF OPTIONAL FEATURES

Abbreviated Dialing

Permits a station user to reach pre-selected station lines by dialing one or two digit-codes.

Change in Call Transfer Capabilities

The charge applies to changes to existing arrangements and is not applicable to new installations.

Change in Call Forward-Variable Capabilities

Charge applies for changes in Call Forward-Variable capabilities, per arrangement per system. The charge applies to changes to existing arrangements and is not applicable to new installations.

Conference Calling

Conference calling equipment is furnished where it is desired to have station users establish conference interconnections themselves. Station conference calling is furnished for the simultaneous interconnection of a maximum of five same premises primary Centrex station lines, or four same premises primary Centrex station lines and one central office line, tie line or off-premises Centrex station line. Adequate transmission is contemplated in connection with this service.

Call Forward

Incoming calls made to Centrex III stations, where the associated dial switching equipment is on the premises of the Telephone Company, may be automatically rerouted to another station within the same Centrex system or optionally to a number outside of the Centrex System by means of the following types of call forwarding:

1. Call Forward - Basic
   Permits the routing of all calls made to the station, to any other Centrex station, the attendant, or to a number outside of the Centrex System.

2. Call Forward - Busy
   Permits the routing of all calls made to the station to a pre-determined Centrex station or the attendant when the called station is busy.

3. Call Forward - No Answer
   Permits the routing of all calls made to the station to a pre-determined Centrex station or the attendant when the called station does not answer

4. Call Forward Over Other Than Local Exchange or Message Toll Telephone (Private) Facilities
   Permits the routing of all calls made to the station to a location outside the Centrex group using a specific, selected facility or network.

CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED) (Continued)

D. DESCRIPTION OF OPTIONAL FEATURES (Continued)

Speed Calling - Individual

Allows a Centrex station to place calls to a repertory of 6 frequently called numbers individual to that station.

Speed Calling - Group

Allows a Centrex station to place calls to a list of 30 frequently called numbers. All stations in the same group will have access to and ability to change the same speed call list.

Automatic Callback

Permits a main station line user who attempts an intercommunication call to a busy main station line to be automatically connected to that line when both called and calling lines are subsequently idle.

Call Waiting

Provides a station in use with an indication that a call is waiting, in the form of an audible tone according to the following options:

1. Termination - per station line
   A station line so equipped will receive an audible tone to indicate, if the called station is already in use, that an incoming exchange call or selected tie line call is waiting.

2. Originating - per station line
   A station line so equipped will generate an audible tone to any called station line within the Centrex system. The called station does not have to be assigned the Terminating-Intragroup feature set forth above.

Directed Call Pick Up

Permits a station line so equipped to answer a call ringing at another Centrex station by dialing a preset code. If the call is answered at the ringing station the station user dialing the code receives busy tone.

Directed Call Pick Up with Barge In

Permits a station line so equipped to answer a call ringing at another Centrex station by dialing a preset code. If the call is answered at the ringing station and the code is dialed, the station user dialing the code will be bridged onto the connection

Distinctive Ringing and Call Waiting Tone

Allows designated Centrex stations to determine the source of a call placed to the station by the application of a coded ringing signal or call waiting tone. The terminating call is categorized as Class A, B, or C, each with a distinctive ringing and tone pattern. Class A Tone is the standard ringing and tone arrangement.

CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED) (Continued)

E. DIRECTORY LISTINGS

Directory Listings in connection with Centrex Service are provided subject to regulations and rates as set forth in Section 6, Directory Listings.

F. RATES AND CHARGES

1. Basic Service

	Monthly Rate	Product Charge
Common System	$496.91	$4,732.26
Add'l. Common Block	-	-
Primary Station Line [1]		
Exchange Access [2]	$7.80	$9.46
Intercommunication Path [2]	$15.32	-
Primary Station Line Only [2]	$7.80	$9.46
Primary Toll Restricted Station Line [2]	$7.80	$9.46
Primary Toll Restricted Station Line Only [2]	$7.80	$9.46
Fully Restricted Station Line [2]	$9.42	$9.46
Bridged Station Line [2]	$4.31	$9.46

An Intercommunication Path rate listed above applies per station line.

[1] Minimum of 100 Station Lines required.
[2] The rates and charges for primary station lines located beyond the primary service are determined on the circumstances in each case - these are the actual determined rates for Bradley Air Field.
- Note: Five Primary Station Lines are also required and are provided at no rate or charge.

CENTREX SERVICES

AIRPORT SERVICE (GRANDFATHERED) (Continued)

F. RATES AND CHARGES (Continued)

2. Optional Services

	Monthly Rate	Installation Charge
Abbreviated Dialing - Per 100 Stations	$9.47	-
- Per Dialing Code	$.71	$23.66
Automatic Callback - Per System	$40.23	$38.80
- Per Main Station	$.99	$1.70
Call Forward Busy - per station	$.47	$2.84
Call Forward No Answer - per station	$.47	$2.84
Over Private Facilities [2] - per system	$94.65	$38.80
- per station	$4.26	$1.33
Variable - per station	$1.37	$2.84
Call Waiting Originating - per station	$1.99	$4.73
Call Waiting Terminating - per station	$2.84	$4.73
Changes in Call Forward-Variable Capabilities	-	$47.32
Changes in Call Transfer Capabilities	-	$47.32
Conference Calling Six Way [1]	$94.65	$326.53
Directed Call Pickup - per station	$.95	$9.46
Directed Call Pickup w/Barge in - per station	$.95	$9.46
Distinctive Ringing - Common Equipment	$32.18	$141.97
- per station	$1.23	$1.89
Speed Call Group - per station	$3.79	$2.84
- per list	$5.44	$14.20
Change in list per 10 or less made by the Company	-	$14.20
Speed Call Individual per station	$3.79	$2.84
Change in list made by the Company	-	$2.84

[1] Minimum of 100 Station Lines required.
[2] Service Establishment Charge of $378.58.
- Note: Five Primary Station Lines are also required and are provided at no rate or charge.

CENTREX SERVICES

VERSALINE CENTREX SERVICE

A. GENERAL

1. Versaline Centrex Service (Versaline) is a digital central office based switching system that provides premium, versatile, and advanced communication features and service to multi-line business customers. Versaline includes various features and the ability to establish groups of lines with common and/or unique characteristics.

2. Versaline Service is only offered from digital central offices and is subject to availability of required facilities, conditions and central office technology.

3. Frontier Communications (the Company) will determine what type of central office configuration is required to conform to facility standards of the Company, including transmission requirements. Additional charges for special arrangements to meet signaling and transmission requirements may apply.

   Feature availability is based on central office technology serving any given exchange.

4. Customer Premises Equipment (CPE) - CPE may be provided by the customer or by the Company. CPE provided by the customer must be compatible with Versaline features.

5. Directory listings for Versaline Service will be provided in accordance with regulations and rates as specified in this Product Guide.

6. Service charges as specified in this Product Guide apply to all customer requested moves and changes performed at the customer's premises.

7. Premises Visit Charges, as set forth in this Product Guide apply for visits by the Company to a customer's premises if a service difficulty results from customer provided facilities for equipment.

8. The Local Exchange Calling scope for Versaline stations will be the Business Premium Calling Plan as specified in this Product Guide.

9. Temporary suspension of service, vacation service, or seasonal service does not apply to Versaline Service.

10. Versaline stations of the same system but located in different exchanges will be subject to foreign exchange mileage as specified in this Product Guide.

11. Versaline Service features are available to PBX and Key System customers. Versaline Service cannot be used as a surrogate for the Automatic Access Line or Business Line serving a PBX or Key System.

12. The rates contained herein are for central office facilities and local intercom loops only. The applicable interexchange mileage and termination charges will be charged for private line, foreign exchange lines, tie lines, and WATS.

13. Federal Subscriber Line charges will be billed to each Versaline Service Line as set forth in FCC tariff.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

B. VERSALINE CENTREX SERVICE ARRANGMENTS

1. Subscription Components

a. Versaline Station Line Service

Monthly Rate includes:

- Versaline loop
- Local exchange calling
- Versaline system and station features
- Versaline station-to-station calling

b. System Size Bands:

- 2 lines and greater

c. Contract Terms:

Contract Periods:

- 12 Months
- 24 Months
- 36 Months

d. Optional Add-On Features listed in this Product Guide apply. The contract period for the Optional Features is based upon the initial contract period for the Digital Versaline System. Subsequent Optional System Feature additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

B. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features

a. System and Station Features

System Features

- Automatic Identification of Outward Dialing (AIOD)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Equal Access
- Intercept Announcements - Common
- Intercom Dialing (Station to Station 4 digit)
- Local Exchange Calling [1]
- Off Premises Stations [2]
- 911 Emergency Service
- Blind Transfer Recall
- Busy/No Answer Split
- Call Forward Busy, fixed, variable, No Answer Variable, and No Answer (30 Seconds)
- Caller ID Name and Number
- Call Hold – Code Dialed
- Call Park Directed or Multiple
- Call Pick Up – Directed, Directed Any Station, Directed Barge In or Directed Exempt
- Call Transfer
- Call Waiting – All Calls, Cancel, Dial, Inhibit or Originating
- Consultation Hold
- Data-Call Protection
- Direct Line – Hot Line, Manual Line, Or Warm Line
- Directed Call Pickup
- Distinctive Call Waiting Tones
- Distinctive Ringing
- Do Not Disturb
- Executive Busy Override
- Executive Busy Override – Exempt
- Group Intercom (dependent on customer Equipment)
- Hunting (Customer Specific) – Circular, Stop, Uniform Call Distribution (UDC) or Sequential
- Busy Number Redial *66
- Line Restriction – Fully, Semi, Toll, Code or Multi-level
- Make Busy
- Remote Activation – Variable or Of Call Waiting Call
- Ring Again
- Speed Call 8 or 30
- Station-to-station Dialing (4 digit)
- 3 Way Calling
- Touch Tone

[1] Refer to the Calling Plan as specified in the Local Exchange Calling scope.
[2] Applicable only to Off Premises Stations within the exchange and served from the same Central Office.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

B. VERSALINE CENTREX SERVICE ARRANGMENTS (Continued)

2. Service Features (Continued)

b. Optional Add-On Features

- Authorization Codes (AC)
- Automatic Call Distribution (ACD)
- Automatic Route Selection (ARS)
- Conference Calling - Six Port
- Custom Intercept Announcements
- Customer Data Changes (CDC)
- Delay Announcements for Queued Calls
- FX Facilities Access
- Meet-Me-Conference (Up to 30 ports)
- Multiple Appearance Directory Numbers (MADNs) – Single Call or Multiple Call Arrangement
- Music on Hold
- OutWATS [1] Access (C)
- Paging Access – Loadspeaker Access, Code Access or Radio Access
- Private Line Facilities Access
- Queuing for Multiline Hunt Groups
- Special Service Facilities Access
- Station Message Detail Recording (SMDR)
- Tie Facility Access
- 800 Service Access

c. Attendant Feature Packages

- Access to Paging
- Autodial
- Automatic Recall
- Call Hold
- Call Park
- Call Selection
- Camp-On
- Conference
- Console Activation of Call Forward
- Console Test
- Control of Trunk Group Access
- Delayed Operation
- Display of Queued Calls by ICI Key
- Flexible Console Alerting
- Locked-Loop Operation
- Lockout
- Multiple Listed Directory Numbers
- Position Busy
- Priority Console Alerting
- Recorded Announcement
- Secrecy
- Serial Call
- Speed Call
- Transfer
- Two-Way Split
- Wildcard Key

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

C. TERMS AND CONDITIONS

1. Terms

a. Versaline Service is provided for a minimum of one month, beginning on the service installation date. Month-to-month rates are subject to changes per approval of the appropriate regulatory agency.

b. Versaline Service is also offered on a contractual basis, commencing on the date that service is installed, for fixed terms of twelve months (one year), twenty-four months (two years), or thirty-six months (three years). For the contract period, Versaline rates offered by the Company will not change. Versaline customers who subscribe to fixed term contracts will receive reduced pricing to the Versaline Station Line month-to-month rate as stated in this Product Guide.

c. A Versaline customer is required to retain as a minimum, the initial number of lines under their original contract. Subsequent Versaline Station Line additions will be rated at the existing contract rates as an addendum to the existing contract for the remainder of the initial term.

d. In the event that Versaline service is terminated by the customer prior to completion of the initial contract period, a termination charge will apply. The termination charge will be an amount representing the difference between (1) the charges billed for services provided pursuant to the contract, and (2) the charges applicable under the Company's month-to-month Versaline rates, for a period representing the greater of 50% of the term of the contract or the actual number of months in which service was provided pursuant to the Contract. The termination charge is payable immediately upon termination of a contract.

e. When the contract term expires, a Versaline Customer may select a new contract period or continue with month-to-month service at rates offered in this Product Guide in effect at that time.

D. DEFINITIONS

1. Versaline Station Line Service - Includes the following:

- System and station features
- Intercom (station to station) calling
- Loop facilities from the system dial switching equipment to the Network interface of the Versaline station line
- Local exchange network access calling

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

2. System and Station Features

a. System Features Definitions

Automatic Identification of Outward Dialing (AIOD) - identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing (DID) - allows a station user to receive local or long distance calls from outside of the business group, without the aid of an attendant.

Direct Outward Dialing (DOD) - allows a station user to place local or long distance calls outside of the business group, without the aid of an attendant.

Equal Access - provides the ability to access an long distance carrier of choice.

Intercept Announcements - Common - alerts callers when stations are disconnected with a standard office intercept announcement.

Intercom Dialing (Station to Station) - allows abbreviated (4 digits) dialing between Versaline stations.

Local Exchange Calling - provides a station user exchange network calling to and from a Versaline station.

Off Premises Stations - allows for stations served from the same central office to be located in a building(s) other than the one housing primary Versaline.

911 Emergency Service - allows a station to report an emergency by dialing 911.

b. Station Features Definitions

Basic Call Forward - allows a station user to redirect all incoming calls for that line to another directory number. The number that calls are forwarded to is restricted by the line's class-of-service. Activation\deactivation and the forward-to destination are controlled by the station user.

Blind Transfer Recall - allows a set user to transfer a call to another party without waiting for that party to answer. If the party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Busy Number Redial *66 - allows a station user to redial the last number dialed by utilizing an access code rather than dialing the entire number.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b. Station Features Definitions (Continued)

Call Forward Busy - allows incoming calls to a busy line to be automatically routed to a pre-selected Versaline line. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

(1) Call Forward Fixed - provides an automatic connection between a calling station going off hook and a predetermined terminating number.

(2) Call Forward No Answer - allows an incoming call to be forwarded to a predetermined number within the customer group if the called station does not answer within a designated number of ringing cycles.

(3) Call Forward Remote Activation - allows a station to activate and deactivate Call Forward from his station. Activation\ deactivation can be performed from another phone served by their own central office, or from another central office.

(4) Call Forward No Answer (30 seconds) - allows incoming calls to a Versaline line to be automatically routed to a preselected Versaline line when a called station is not answered after a preset number of rings. The station user has the ability to change the number to which calls will be forwarded. Forwarded calls can be limited to those originating outside the customer group.

(5) Call Forward No Answer Variable Timer - allows incoming calls to a station line to be automatically routed to a preselected station line when a called station is not answered after a preset number of rings. This feature must be programmed by the Telephone Company. Forwarded calls can be limited to those originating from outside the customer group.

(6) Call Forward of A Call Waiting Call - allows a station user to have calls that are en-queued against their busy station for a set period of time to automatically be forwarded to a pre-determined station.

Call Hold - allows a station user to "hold" any call in progress by flashing and then dialing a "hold" code, thus freeing the same line for the purpose of originating another call or returning to a previously held call.

Call Park - allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b. Station Features Definitions (Continued)

Call Park - allows a station user to park a call against its own directory number (DN). The parked call can be retrieved from any station by dialing a feature-access code and the DN against which the call is parked.

Call Park Directed - allows a station user to park calls against another DN within the customer group by flashing the hook switch and dialing the Call Park Directed access code. The parked call can be retrieved from any station by dialing the retrieval access code and the parked DN.

Call Park Multiple - allows a station user to place multiple calls on hold and later retrieve the held calls from his station or another station in the customer group.

Call Pick-Up - allows a station to answer incoming calls to another station within a defined call pickup group by completing a pickup dial code. This feature is provided on individual stations within a customer group.

Directed Call Pick-Up - allows a Versaline line user to answer calls directed to a specific Versaline line from any other Versaline line in the customer group by dialing a feature code and the number of the ringing station.

Call Pick-Up Directed Any Station - is a terminating line option, which allows any station in the business group to answer/pick-up on the incoming calls terminating at the station assigned with the feature.

Call Pick-Up Directed Barge-In - allows a station user to answer a call that is ringing on any other line within the same customer group. To answer the station user dials the access code, receives a special dial tone, and then dials the extension number of the station to be picked-up or barged into.

Call Pick-Up Directed Exempt - allows a station user to answer a call that is ringing on any other line within the same customer group. Once the call is picked-up this feature will not allow the call to be barged into.

Call Transfer - allows a station user to transfer calls to another station either within or outside the business group by flashing the switchhook and dialing the transfer-to number.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b. Station Features Definitions (Continued)

Call Waiting All Calls - allows an incoming call encountering a busy station to receive audible ringing, while the busy station receives a call waiting tone. The station user may put the existing caller on hold and acknowledge the incoming caller, then alternate between the calls, or abandon one of the calls.

(1) Call Waiting (customer specific) - informs a busy Main Station Line, when the Main Station Line is so equipped, that an incoming call is waiting (burst of tone), and permits holding the connection while answering the new call and return to the original connection. This can be on all calls or inter-business group calls only.

(2) Call Waiting Cancel - permits a station user to prevent interruption, either from inside or outside the customer group, by suspending the Call Waiting feature for the duration of any telephone call.

(3) Call Waiting Dial - allows a station user to selectively (by a dial code) impose Call Waiting on a called station when the called station is busy.

(4) Call Waiting Inhibit - prevents a calling line with Call Waiting Originating or Call Waiting Dial from imposing Call Waiting on the line.

(5) Call Waiting Originating - allows a station user to impose Call Waiting tones on a called station within the customer group.

Consultation Hold - permits the transferring party to talk privately with the destination before transferring the call.

Data - Call Protection - allows the assignment to individual lines within the customer group of No Double-Connect. This option does not allow the connection of test or busy-verification circuits to the line while the line is busy. This option protects data calls from interruption.

Direct Line - Hot Line - allows a station user to automatically place a call to a pre-selected DN by lifting the receiver.

Direct Line - Manual Line - automatically places a call to an operator when the station user goes off hook.

Direct Line - Warm Line - is a time delayed automatic line. If a station user commences dialing within the time delayed period, the call will proceed normally. If dialing commences before the end of the time delay period, the call is treated as a Hot Line.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b. Station Features Definitions (Continued)

Directory Number Hunting (DNH) - may be either circular or sequential.

- Circular hunting hunts all lines in the group regardless of the starting point.
- Sequential hunting starts at the number dialed and ends with the last number in the group.

Distinctive Call Waiting Tones - permits station user to determine whether an incoming Call Waiting call is internal or external to the customer group by providing different tone cadences for the two situations.

Distinctive Ring - provides a different and distinct ringing cadence for intragroup and DID calls allowing the station user to identify the type of call.

Distributed Line Hunting (DLH) - Only the pilot number of the hunt group may be dialed to access the group. Hunting starts after the first idle line found by the previous hunt and continues until the starting point of the hunt is reached. DLH provides an equal distribution of calls within the hunt group. DLH is used in conjunction with the uniform call distribution feature.

Do Not Disturb - allows station users to prevent incoming calls from ringing their station. Calls can be diverted to an attendant, another station, a busy tone or a recorded announcement.

Executive Busy Override - allows a single-line set user to gain access to a busy station by flashing the switchhook (during busy tone), and dialing a feature code.

Executive Busy Override Exempt - will not allow Executive Busy Override to be activated against the line by a station user within the customer group.

Hunting (customer specific) - is a call completion feature that increases the likelihood of an incoming call being completed within a customer-defined group of lines. Three types of hunting are available.

Line Restriction Fully - permits the customer to restrict certain stations from making calls to and\or receiving calls from stations outside the customer group. It also prevents the customer from making calls to and\or receiving calls from the attendant, thereby denying it indirect access to\from outside the customer group.

Line Restriction Semi - permits the customer to restrict certain stations from making calls to and/or receiving calls from stations outside the customer group. It may, however, make and\or receive calls via the attendant, Call Forward, Call Transfer, and Call Pick-Up features.

Line Restriction Toll - permits the customer to block certain stations from the completion of calls that are directed to an outside operator or to numbers outside the local calling area. The Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

2. System and Station Features (Continued)

b. Station Features Definitions (Continued)

Line Restriction Code - allows the customer to restrict the completion of calls that are directed to specified area codes (NPAs) and\or central office codes (NXXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

Line Restriction Multi-Level - allows the subscriber to define those codes that stations may dial. This can be done on a three-digit office code basis (NXX) or a six-digit area code (NPA) and (NXX) basis.

Make Busy - allows a station user to temporarily make a particular station appear busy to incoming callers. Make Busy causes the hunt feature to skip over a station during the search for an idle station. Make Busy can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Multi-Line Hunting - Only the pilot number of the hunt group may be dialed to access the hunt group. Hunting proceeds from the pilot number to the last number in the group.

Ring Again - allows a station user when encountering a busy station within the customer group to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Speed Call 8 - provides a Versaline line user with abbreviated dialing. It is limited to single digit codes and can be accessed by only one user.

Speed Call 30 - provides a station user with abbreviated dialing. The individual long list provides two digit codes and is dedicated to one station user.

Stop Hunt - allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will stop the search for an idle line at that station. Stop Hunt can be activated by dialing a feature code or by a key operated feature. The key operated feature requires additional hardware.

Touch Tone - equips all station lines for touch call dialing.

3 Way Calling - permits a station user using the consultation hold feature to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

3. Optional Add-On Features

Authorization Codes (AC) - allows the customer to define a set or sets of dialing privileges and associated dialing codes for each set or sets. AC permits certain dialing privileges to authorized personnel.

Automatic Call Distribution (ACD) - provides advanced call distribution and queuing capabilities as an integrated function of Versaline Service.

Automatic Route Selection (ARS) - allows an outgoing call to be completed automatically by the most cost effective route available. The caller is alerted by a tone if the outgoing call is accessing an expensive call route for completion.

Conference Calling - Six Port - allows station users to establish a conference call consisting of more than three conferees without the assistance of the attendant. The conferees can include lines in the same customer group, lines belonging to another customer group, and stations reached through trunks.

Custom Intercept Announcements - allows a custom announcement to be provided to a business group. These announcements are applicable on originating calls that violate restrictions or the dialing plan and terminating calls to nonworking directory numbers assigned to the business group.

Customer Data Changes (CDC) - provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Delay Announcements for Queued Calls - informs a caller that their call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

Meet-Me-Conference (Up to 30 ports) - allows conferees to hold a conference on a thirty-party conference bridge by dialing a directory number at a specified time.

Multiple Appearance Directory Numbers (MADNs) - is a software number that has no real switch hardware attached, but is given all the database characteristics associated with a normal line. MADNs can be configured in either a single-call-arrangement (SCA) or a multiple-call-arrangement (MCA). The SCA allows only one set to be active on the MADNs at any given time. The MCA allows more than one set in the MADNs group to be simultaneously active. MCA is available only within a Versaline customer group.

Music On Hold - allows a customer group to have music and\or an announcement applied to a calling line while on hold.

Paging Access - provides a central office interface to customer provided paging equipment such as loudspeaker, code, and radio.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

3. Optional Add-On Features (Continued)

Queuing for Multiline Hunt Groups - allows calls to hunt groups with all lines busy to be queued with an announcement or music.

Special Service Facilities Access - allows station users to gain access to the following by dialing an access code:

- Foreign Exchange (FX) Facilities Access - provides access to and from an InterLATA or IntraLATA Foreign Exchange circuit or Foreign Central Office Circuit.
- OutWATS [1] Access provides the customer access to an interexchange carrier for bulk toll calling. (C)
- Private Line Facilities Access provides the customer access to a Private Line or Dedicated Circuit.
- Tie Facility Access provides the customer access to and from an InterLATA or IntraLATA tie facility.
- 800 Service Access permits 800 Service Access to terminate in the Versaline Service System.

Station Message Detail Recording (SMDR) - provides a detailed customer report of calling activity of chargeable and non-chargeable calls for each customer group.

4. Attendant Feature Package

These features will be provided where facilities are available.

Access to Paging - allows an attendant to gain access to customer-provided loudspeaker paging equipment to summon a particular person over speakers located throughout the customer's premises.

The feature also provides a preempt capability allowing an attendant to force-release a calling party from a loudspeaker access.

Autodial - permits an attendant to dial frequently called numbers by pressing a feature key, which is programmed with a particular number.

Automatic Recall - allows redirect of extended calls to unanswered stations, camped-on stations, or stations with call waiting back to the Attendant. This also provides for redirect of calls parked for a predetermined amount of time.

Call Hold - allows an attendant to hold a call manually on the loop by pressing a key.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

4. Attendant Feature Package (Continued)

Call Park - allows the attendant to park calls against any directory number in the customer group.

Call Selection - enables an attendant to answer incoming calls using either of the following methods:

- in the order they are received, regardless of the incoming call type;
- by manually selecting a specific incoming call type.

Camp-On - allows the attendant to extend an incoming call to a busy station. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

Code Calling Line Termination - allows the attendant to access customer provided code-call equipment using an access code and a called party code.

Conference - allows the attendant to establish a conference with up to 30 conferees.

Console Activation of Call Forward - allows attendants to activate, deactivate, and program Call Forwarding for stations.

Console Test - allows attendant to test the functional operations of a console.

Control of Trunk Group Access - allows the attendant to control the access to all stations and incoming trunks to various trunk groups by operating corresponding keys.

Delayed Operation - allows the attendant to place a call for a calling station while the calling station waits on hook.

Display of Queued Calls by ICI Key - provides console operators with a visual indication of the number of calls queued to be answered.

Flexible Console Alerting - allows an attendant to be alerted to a call requiring attention.

Interposition Calls - allows an attendant to call, speak to, and transfer a call to another attendant.

Locked-Loop Operation - allows an attendant to hold a call on loop. Attendant Locked-Loop Operation consists of two hold types, automatic and manual. Both types are attendant console features.

- in the order they are received, regardless of the incoming call type,
- by manually selecting a specific incoming call type.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

D. DEFINITIONS (Continued)

4. Attendant Feature Package (Continued)

Lockout - prevents the attendant from reentering a call on a held loop unless recalled by a station user or by Automatic Recall.

Multiple Listed Directory Numbers – allows each directory number to be assigned a unique lamp. The maximum number is limited by the number of available lamps and keys on the console.

Position Busy - allows the attendant to make the console unavailable to additional queued calls.

Priority Console Alerting - allows an attendant to be alerted to an en-queued emergency call while the console is idle, active on a call, position busy, or night service.

Recorded Announcement - feature permits the routing of either originated or extended attendant calls to an optional announcement.

Secrecy - allows the attendant to talk to a called party (destination) without the calling party (source) hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call - allows an attendant to extend a call to more than one station.

Speed Call - allows the attendant to dial frequently called numbers with an abbreviated number of digits. A console can have one Speed Calling Short List, one Long List, and can be a user of a Long List.

Transfer - allows a call that is transferred by a station to an attendant to be queued on a first-in, first-out basis.

Two-Way Split - allows the attendant to talk privately to either the calling party of the called party.

Wildcard Key - allows any special feature normally available through the use of a feature key to be invoked through the Wildcard Key, with the exception of ICI.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

E. RATES AND CHARGES

1. Versaline Station Line Service

The following monthly rates and charges are in addition to the non-recurring rates and charges as referenced in this Product Guide.

Period	Monthly Rate	
Month to Month	$100.75	(I)
12 Month Contract	$59.75	
24 Month Contract	$58.75	
36 Month Contract	$57.75	

2. Monthly Credits

Monthly Credit will be applied to the monthly rate for Versaline Customers who purchase Frontier Long Distance Service and/or Frontier Business DSL or Dedicated Internet Service.

(a) A $1.00 per month credit will be applied to each Versaline, if the customer selects Frontier Long Distance as their Interlata and Intralata preferred interexchange carrier (PIC).

(b) A $1.00 per month Credit will be applied to each Versaline if the customer subscribes to Frontier Business DSL or Dedicated Internet Service.

(c) A $2.00 per month credit will be applied to each Versaline if the customer subscribes to both, Frontier Long Distance and Frontier Business DSL or Dedicated Internet Service (1. and 2. preceding).

3. Optional Add-On Features

Optional Add-On Features	Monthly Rate	Non-Recurring Charge
Authorization Codes (AC), per group 100	$0.30	$3.00
Automatic Call Distribution (ACD) [1]	ICB	ICB
Automatic Route Selection (ARS) [1]	ICB	ICB
Conference Calling (Six Port)	$40.00	$100.00
Custom Intercept Announcements, Each	$40.00	$50.00
Customer Data Changes (CDC) [1]	ICB	ICB
Delay Announcements for Queued Calls, per announcement	$40.00	$50.00
Meet-Me-Conference (Up to 30 ports)	$450.00	$100.00
Multiple Appearance Directory Numbers (MADNs)		
Single-Call-Arrangement (SCA) Each	$6.00	-
Multiple-Call-Arrangement (MCA) Each [2]	$6.00	-
Music on Hold [3]	$25.00	$4.00

[1] Offered on an Individual Case Basis (ICB) arrangement.
[2] Available only within a Versaline customer group.
[3] Does not include music source.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

E. RATES AND CHARGES (Continued)

3. Optional Add-On Features (Continued)

Optional Add-On Features	Monthly Rate	Service Establishment Charge
Paging Access		
Loudspeaker Access	$40.00	$25.00
Code Access	$40.00	$25.00
Radio Access	$40.00	$25.00
Queuing for Multiline Hunt Groups	$2.50	
Special Service Facilities Access [1]		Non-Recurring Charge
FX Facilities Access	1	1
OutWATS [3] Access	1	1
Private Line Facilities Access	1	1
Tie Facility Access	1	1
800 Service Access	1	1
Station Message Detail Recording (SMDR) [2]		

(C)

4. Attendant Feature Package

Attendant Feature Package	Monthly Rate
Attendant Feature Package, Per attendant	$65.00
See this Product Guide for package features	ICB

[1] Refer to other Company Tariffs and/or Product Guide for mileage and termination charges.
[2] Offered on an Individual Case Basis (ICB) arrangement.
[3] Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

E. RATES AND CHARGES (Continued)

5. PBX and Systems [1]

System and Station Versaline Service features may be extended to PBX and Key System customers at the applicable Automatic Access Line or Business Line rates as specified in Section S3 and the following:

Attendant Feature Package	Monthly Rate
Versaline PBX	
Add-On Rate - Per Trunk	$7.95
Versaline Business Line	
Add-On Rate - Per Line	$7.95

6. Database Modifications

	Non-Recurring Charge
Additions, changes, or deletions per hour, or fraction thereof	$50.00

[1] Rates are subject to volume discounts.

CENTREX SERVICES

VERSALINE CENTREX SERVICE (Continued)

F. TELEPHONE NUMBERS AND FACILITES RESERVED FOR FUTURE USE

1. General

a. A customer may reserve pre-assigned telephone numbers and facilities necessary to meet their specified growth requirements at specific locations, on a mutually agreeable date. In the event the customer elects not to be provided with reserved telephone numbers, timely main station additions cannot be assured and facilities necessary for growth requirements will be provided only within normal engineering and construction intervals.

b. Telephone numbers reserved for future use services include pre-assigned telephone numbers and the facilities required. Such telephone numbers and facilities will be removed from reserved status and assigned as active main station lines as required by the customer.

c. The assignment of telephone numbers and the sequence of numbers assigned to a Versaline system is made at the discretion of the Company.

d. The service is furnished subject to the availability of facilities and telephone numbers.

e. Calls to reserved (unassigned) telephone numbers will be routed to intercept over Versaline common recorded announcement facilities as specified in this Product Guide.

f. Telephone numbers furnished herein retain their reserve status until assigned to a main station at which time the service assumes rates and charges applicable to a Versaline main station.

g. Reserved numbers not assigned to a main station as agreed in this Product Guide will be billed at the following rates until removed from reserved status or billed as an active Versaline main station.

2. Rates and Charges

a. Reserved Versaline Telephone Numbers

Reserved Numbers	Monthly Rate
Month-to-Month	$15.24
12 Month Contract	$14.34
24 Month Contract	$13.86
36 Month Contract	$13.41

G. PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

CUSTOM SERVICE ARRANGEMENTS (CSAS) - CONTRACTS

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CUSTOM SERVICE ARRANGEMENTS (CSAS) - CONTRACTS

A. At the Company's discretion, customer specific contract service arrangements may be furnished in lieu of existing Product Guide offerings.

B. Rates, Charges, Terms, and additional regulations, if applicable, for the contract service arrangements will be developed on an individual case basis.

C. Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Product Guide.

D. The subscriber and Frontier may elect to enter into an agreement where certain rates and/or charges for contract service arrangements are applicable for a fixed period of time. Frontier will continue to offer such contract service arrangements without change in the applicable rates and/or charges unless mutual consent has been reached between Frontier and the subscriber to undertake such changes. At the completion of this period, the agreement may be renewed at the option of Frontier and the subscriber. Original rates and/or charges may apply to any renewed agreement.

E. INITIAL CONTRACT PERIODS

The initial contract period for services and facilities covered by this Product Guide is one month, except where a different contract period is specified elsewhere in this Product Guide.

F. TERMINATION OF SERVICE.

1. In the event of the termination of service at or prior to the expiration of the initial contract period, the charges payable are those for the initial contract period plus all charges for toll and other services rendered, except as provided below:

   If the service is terminated by the Telephone Company because of use of the service contrary to the rules and regulations of the Telephone Company, the charges payable are those accrued to the date of termination only.

2. If service is terminated after the expiration of the initial contract period, the charges payable are those accrued to the date of termination.

GENERAL SERVICES

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GENERAL SERVICES

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GENERAL SERVICES

DIRECT-INWARD-DIALING SERVICE (DID)

A. GENERAL

1. Direct-Inward-Dialing (DID) Service is furnished from ESS Central offices only and is subject to the availability of facilities.

2. The service includes central office switching equipment necessary for indialing from the exchange and toll network directly to stations associated with customer-provided switching equipment located on premises of the customer or compatible customer-provided switching systems. Each station associated with the service is assigned a regular 7-digit telephone number subject to rates and charges as specified in Section 4.

3. The service must be provided on all lines in a trunk group arranged for inward dialing service.

4. The rates herein are in addition to rates for exchange access trunks. The Telephone Company reserves the right to determine the quantity of exchange access trunks necessary to provide a grade of service that will not adversely affect the service level of the central office. It is not contemplated that private line service be included in the service.

5. The rates herein contemplate the use of standard equipment and serving arrangements. When equipment or service of a special type is requested and provided, rates and charges are based on the costs of each case.

6. Operational characteristics of interface signals between the Telephone Company provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Telephone Company considers necessary to maintain proper standards of service.

7. The Telephone Company shall not be responsible to the customer or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer or joint user obsolete or require modification alteration of such equipment or system or otherwise affect its use or performance.

8. Directory listings are provided in accordance with the regulations of this Product Guide for Business Access Lines as specified in Section 6 and for telephone numbers as specified in Section 4.

9. Customer-provided switching systems must be arranged by the customer to provide for the intercepting of assigned but unused telephone numbers.

B. RATES AND CHARGES - Business

Direct-Inward-Dialing Service for:	Monthly Rate		Installation Charge
First DID trunk	$40.00	(I)	$733.50
Each Additional DID trunk	$40.00	(I)	$56.79

Note: The above rates and charges are in addition to the rates and charges for other services or facilities with which this service is associated.

GENERAL SERVICES

IDENTIFIED-OUTWARD-DIALING SERVICE

A. GENERAL

1. Identified-Outward-Dialing Service is furnished from ESS central offices in conjunction with the provision of Dedicated Central Office Switched Service (DCOSS).

2. The service includes the central office equipment necessary for identification of outgoing toll messages and billing of toll messages by stations associated with DCOSS.

3. The service must be provided on all lines arranged for outward dialing service.

4. The rates herein are in addition to rates for exchange access trunks. It is not contemplated that WATS [1], foreign exchange or private line services be included in the service. (C)

B. RATES AND CHARGES

Business	Monthly Rate
1. First 10 IOD trunks (minimum billing for 10 trunks required)	$481.01
2. Each additional trunk	$19.00

Note: The above rates and charges are in addition to the rates and charges for other service or facilities with which this service is associated.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

GENERAL SERVICES

AUTOMATIC ANNOUNCEMENT SERVICE

A. GENERAL

1. Automatic announcement service is provided for the dissemination of prerecorded announcement to the general public, or messages involving promotional activities, which a calling party can receive by means of his regular exchange telephone service. Use of Telephone Company facilities for such purposes is subject to the following conditions:

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

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

   c. Failure to comply with the provisions of this Product Guide shall be cause for termination of the service.

2. Separate lines not grouped with the subscriber's regular incoming telephone service are required for automatic announcement service and such lines are grouped on the subscriber's premises to provide simultaneous announcements to calling parties.

3. The Telephone Company's obligation to furnish automatic announcement service is dependent upon its ability to provide, without unreasonable expense, suitable and sufficient facilities. Because of central office and other facility requirements it may not be possible to provide all services as they are requested.

4. Automatic announcement service is available to all telephone users whose local service area includes the exchange in which the automatic announcement equipment is located, and to other telephone users placing message toll calls to the telephone number associated with the announcement service.

5. The Telephone Company will furnish without charge one directory listing of an automatic announcement service, to appear in the directory of the exchange in which the automatic announcement service is located. Regulations applicable to the omission of the listing of an announcement service are set forth in Section 6, Directory Listings.

B. ANNOUNCEMENT LINES RATES AND CHARGES

1. Central office lines provided for use with subscriber-provided reproducing equipment used for announcement purposes (whether connected physically through recorder-coupler equipment, acoustically, or otherwise) are classed as announcement lines for which rates and charges apply as set forth in b. following.

2. For each announcement line the monthly rate is 1 1/2 times the individual flat business base rate for the particular exchange involved, computed to the even or next higher multiple of five cents.

3. The Non-Recurring Charges as specified in Section 3 apply to the installation, move or change of announcement lines.

GENERAL SERVICES

CONSTRUCTION CHARGES

Construction Charges rules for Product Guide services are in the General Exchange Tariff, Section 16.

GENERAL SERVICES

EXTENSION SERVICE

A. REGULATIONS

1. Availability

a. Extension service provides the capability of originating or receiving calls at more than one location through the use of customer-provided wiring and/or jacks.

b. Extension service is provided in connection with individual line subscriber service. Extension service in connection with semi-public telephone service may interfere with the public use of the service; and their installation without coin box is authorized only where a subscriber need exists for an alternate point at which calls may be answered.

2. Use

a. The use of extension service is subject to the limitations as to use of subscriber service specified in General Regulations.

b. Intercommunication between associated main and extension service is contemplated only where code ringing or divided ringing service for the separate signaling of main and extension service is furnished.

3. Definition of Same Premises

"Same premises" shall be construed to include:

a. The building or portions of the building occupied by the subscriber either in the conduct of a business.

b. Buildings occupied by the subscriber and located on the continuous property of the subscriber or on property of the subscriber intersected only by a public highway or other right-of-way.

Note: When extension service is desired in the interest of the subscriber, occupancy by an employee of the subscriber is construed to be occupancy by the subscriber.

4. Code Ringing or Divided Ringing [1]

a. Code ringing or divided ringing may be employed for the separate signaling of main and extension services located on the same premises. When both the main and extension services are located in the business portion of the premises of the subscriber, code ringing extension service or divided ringing extension stations may be provided at a rate, which includes a directory listing. Code ringing extension service or divided ringing extension stations are furnished in connection with individual line flat, message, or measured rate service only. The provision of divided ringing is dependent upon the availability of the requisite central office equipment and requires the use of a Telephone Company provided extension station.

Code ringing or divided ringing for the separate signaling of a joint user is not permitted.

GENERAL SERVICES

EXTENSION SERVICE (Continued)

A. REGULATIONS (Continued)

5. Off-Premises Service

a. Off-premises service is intended primarily for the answering of incoming calls when the main service is unattended. It is furnished only with individual line service, flat, message or measured rate, and is permitted only on premises where separate service is subscribed for to meet the ordinary service needs of the occupant or occupants. When furnished with message rate service, no additional local messages are allowed. Code ringing or divided service for the separate signaling of the main and off-premises exchange service is not furnished. Directory listings are not provided.

b. Off-premises is separated into three components: off-premises exchange service; off-premises extension service; and off-premises stations.

(1) Off-premises exchange service provides the distribution facilities required to connect the off-premises location in another building or the same building to the main location.

(2) Off-premises extension service provides the wiring facility for additional off-premises stations connected to the same off-premises exchange service and located in the same building as the primary off-premises station.

(3) Off-premises stations are station instruments associated with off-premises exchange service.

[1] Code or divided ringing services are grandfathered. Customers who currently have these services at their present locations may retain them, however, no new services will be provided.

GENERAL SERVICES

EXTENSION SERVICE (Continued)

B. RATES AND CHARGES - Business

Business	Monthly Rate	
1. Dividend Ringing - with or without directory listing	$1.43	
2. Code Ringing - with or without directory listing	$1.43	

3. Extension Line Service, each

	Monthly Rate	Non-Recurring Charge
Channel Terminal	$26.25	$85.18
Interoffice Channel	$43.00	$99.38
Local Channel 2W - Associated with Interexchange	$25.25	$118.31
Local Channel 4W	$46.25	$118.31
Local Channel 2W - Signal Grade	$22.75	$118.31
Interexchange Mileage (per mile)	$3.25	-

4. Off-Premises Service

a. Off-Premises Exchange Service to Another Building

	Monthly Rate	
Off-premises exchange service – Secretarial or Business, each	$63.13	(I)

Where interexchange facilities are involved they are charged for as prescribed for foreign exchange service in Section 14, Foreign Exchange Service. Where the main station is located within the serving area of a branch dial office of a multi-office exchange, and the off-premises extension is located in another exchange, an inter-office facility from the branch dial office to the principal central office is required and is subject to a mileage charge as set forth in the Product Guide, Section 14, Mileage Charges.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (FEX)

A. GENERAL

1. Foreign exchange (FEX) service is exchange service furnished from an exchange other than the one, which normally serves the area in which the subscriber is located.

2. Foreign exchange service is available only for per call lines, and per call private branch exchange trunks and supplementary Centrex trunking facilities.

3. Foreign exchange service is furnished in accordance with such methods as are best suited to meet plant and operating requirements.

4. Foreign exchange service is not in accord with the general plan of furnishing telephone service and the Telephone Company assumes no obligation to furnish such service when facilities are not available or when the use of facilities might result in impairment of the service furnished the general public.

5. Foreign exchange service is furnished only from the following exchanges: [1]

Ansonia-Derby	Manchester	Norwich
Bridgeport	Meriden	Old Saybrook
Bristol	Middletown	Stafford Springs
Canaan	New Britain	Stamford
Danbury	New Haven	Torrington
Danielson	New London	Waterbury
Hartford	New Milford	Willimantic
Madison	Norwalk	Windsor Locks

An exception to the limitation will be permitted where a customer desires foreign exchange service from an exchange servicing the principal part of the town in which the subscriber is located. For such purposes, the principal part of town is deemed to be that part where the town or city hall is located.

6. Foreign exchange individual line service contemplates the provision of a grade of transmission suitable for connection to the general exchange and toll network.

7. Applications for additional service, equipment or facilities or for listings connected with the FEX service will only be accepted from the subscriber.

8. The scope of local service for, and the toll rates to and from main stations connected for foreign exchange service are in accordance with the Product Guide provisions of the foreign exchange for the particular class of service furnished.

9. Directory listings for end-users will be provided in accordance with the rates and charges for additional listings set forth in Section 6.

[1] This authorized list is subject to change at such times and under such circumstances, as the Company considers necessary. (See paragraph 4 above)

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (FEX) (Continued)

B. RATES AND CHARGES

1. The rate for foreign exchange service by type of service and exchange class is listed below. In addition, mileage charges apply as specified below.

a. Foreign Exchange Line	Business Monthly Rate
Exchange Classes I-V, Per Call Rate	[1]

b. Usage Charges - are on a per minute basis for the exchange and the extended local calling area. Calls to all other exchanges are charged Toll Message Rates as set forth in Section 7.

Business Usage Charges	
- initial minutes	$.035
- additional minute	$.035

2. Interexchange Facilities

a. The following mileage charge applies to interexchange facilities used in providing foreign exchange service:

Business	Monthly Rate	Non-Recurring Charge Per Channel Terminal
Interexchange Facilities		
- Interexchange Mileage, per airline mile	$4.00	-
- Channel Terminals, associated with Foreign Exchange Service, per termination (two required per interexchange channel)	$30.00	$85.18
- Channel Terminals, associated with Off-Premises Extension Service, per termination (two required per interexchange channel)	$25.25	$85.18

[1] FEX Per Call monthly rates are consistent with the Access Charge, per line as referenced in Section 2.

GENERAL SERVICES

FOREIGN EXCHANGE SERVICE (FEX) (Continued)

B. RATES AND CHARGES (Continued)

2. Interexchange Facilities (Continued)

b. Mileage charges are based upon the airline distance between the rate centers as set forth in Section 14.

c. When the subscriber is located within the serving area of a branch central office of a multi-office exchange, an interoffice facility from the branch central office to the principal central office is necessary and is subject to the charges set forth below.

Business	Monthly Rate	Non-Recurring Charge Per Channel
Interoffice Facilities -		
Interoffice Channel, per Channel	$47.50	$99.38

GENERAL SERVICES

JOINT OR SHARED USER SERVICE

A. REGULATIONS

1. Joint or shared user service is a shared service arrangement which permits the business telephone exchange service of a subscriber to be used, within the limits and capabilities of the service and facilities provided to the subscriber, by individuals, firms or corporations not associated with the subscriber in business.

2. Joint or shared user service is provided only in connection with individual line flat, message or measured (Per Call) rate business service, business private branch exchange service, Centrex and MultiLink Exchange Service.

   A business service subscriber may subscribe to a separate group or groups of trunks, each with its own index number, for use by one or more joint users.

3. Joint or shared user service may be located either on the premises (same office or suite of offices) of the subscriber or on different premises occupied only by the joint user. Joint or shared users must be directly connected by a dedicated communications channel to the main subscriber's primary service.

4. Specific elements of the subscriber's service, such as foreign exchange service or wide area telephone service/800-type services are not separately eligible for joint or shared use under the provisions of this Product Guide. Such elements become so eligible only when included as increments of the subscriber's general exchange and toll services, all of which are available for use by the joint or shared user.

5. A subscriber to this joint use and sharing must provide reasonable access facilities to joint or shared users who must have the option of obtaining service directly from the Telephone Company in lieu of joint or shared user service and the offering of joint or shared user service does not in any way relieve the Telephone Company of the requirement to provide individual service upon request.

6. A joint or shared user is entitled to one listing in the alphabetical section of the directory and it is the responsibility of the subscriber to furnish the accurate listing information to the Telephone Company. Additional business listings may be provided subject to regulations and rates for such listings set forth in Section 4, Additional Listings for Business Services. Directory listings of the joint or shared user are furnished in connection with any telephone number of the subscriber.

7. Applications for joint or shared user service and for listings, additional service, or facilities in connection therewith are executed by the subscriber. The subscriber is responsible for and is billed for all charges incurred regardless of whether such charges are associated with his usage or that of any joint or shared user. The total charges for telephone service allocated by the subscriber among the subscriber and the joint or shared users shall not exceed the charges of the Telephone Company plus administrative expenses of the subscriber to the joint or shared users.

GENERAL SERVICES

JOINT OR SHARED USER SERVICE (Continued)

A. REGULATIONS (Continued)

8. Joint or shared user service is terminated and charges associated therewith are automatically discontinued upon termination of the subscriber's telephone service. Also, charges for joint or shared user service may be discontinued at the request of the subscriber, provided that the joint or shared user no longer utilizes any of the subscriber's service or equipment, and also that the terms of the minimum service period set forth in 9. below have been satisfied.

9. A minimum service period of one month applies for joint or shared user service.

B. RATES AND CHARGES

1. Where the joint or shared user is located on the same premises as the subscriber, joint or shared user service, including one listing in the alphabetical section of the directory, is furnished at the following rate.

	Monthly Rate
Business	$1.65

2. Where the joint or shared user is located on premises other than the premises of the subscriber, joint or shared user service, including one listing in the alphabetical section of the directory, is furnished at the following rate.

	Monthly Rate
Business	$5.50

3. Charges for joint or shared user service date from the day the listing of the joint or shared user is posted on the directory information records of the Telephone Company. The directory information records are posted on the date the directory containing the listing becomes effective, or at the request of the subscriber, may be posted at any date prior thereto.

GENERAL SERVICES

MILEAGE CHARGES

A. INTEROFFICE MILEAGE FACILITIES

Interoffice facilities between central offices of the same exchange are provided only when available and when, in the opinion of the Telephone Company, their use will not result in the impairment of exchange and toll services furnished the general public.

Business	Monthly Rate	Installation Charge Per Channel
Interoffice Facilities - Interoffice channel, per channel	$47.50	$99.38

B. PRIVATE BRANCH EXCHANGE STATION LINES AND TIE LINES

1. GENERAL

a. The following regulations are applicable to tie lines and private branch exchange station lines.

(1) Tie Lines

Tie lines may terminate in customer provided private branch exchange systems of the same or different subscribers regardless of whether both systems are furnished under the same or a different type of rate schedule (i.e., flat rate or message rate).

Tie lines connecting systems of different subscribers are furnished only to provide intercommunication between stations located on the premises of the two systems involved.

Subject to the limitations as to use and location of service specified above, the provision of a grade of transmission suitable for the following is contemplated.

Service involving the connection of on-premises or off-premises private branch exchange stations or station lines with other on-premises or off-premises stations or station lines associated with the connected private branch exchanges, and service involving the connection of on-premises private branch exchange stations only, via not more than one tie line, with local or foreign exchange central office trunks terminating in the distant private branch exchange for general exchange and toll service.

The connection of off-premises private branch exchange stations or station lines via a tie line with local or foreign exchange central office trunks terminating in the distant private branch exchange is not contemplated.

The connection of tie lines to central office trunks at both ends simultaneously to establish exchange-to-tie-line-to-exchange connection is not permitted.

GENERAL SERVICES

MILEAGE CHARGES (Continued)

B. PRIVATE BRANCH EXCHANGE STATION LINES AND TIE LINES (Continued)

1. GENERAL (Continued)

a. The following regulations are applicable to tie lines and private branch exchange station lines. (Continued)

(2) Private Branch Exchange Station Lines

Private branch exchange stations and station lines may be located in different premises from the private branch exchange system, and such premises may be of the same or of a different subscriber.

Stations or station lines in premises of other than the subscriber may be so located only with the understanding that the use of such stations or lines is to be limited to intercommunication with such other stations or lines of the private branch exchange as are located in premises of the subscriber.

Subject to the limitations as to use and location of service specified above, the provision of a grade of transmission suitable for the following is contemplated.

Service involving the connection of on-premises or off-premises private branch exchange stations or station lines with other on-premises or off-premises stations or station lines of the same private branch exchange system, or with local or foreign exchange central office trunks terminating in the private branch exchange for general exchange and toll service.

2. RATES AND CHARGES

a. Rates and charges for PBX station line and tie line channels are as prescribed in Section 17, Voice Grade channels, except as set forth in 2.b. following.

b. Where the subscriber has a requirement for 25 or more cable pairs between two buildings located on different premises within the same wire center, cable complement charges based on the cost of the facilities furnished may apply, at the subscriber's election, in lieu of the rates prescribed in a. above.

3. CHARGES FOR TEMPORARY SERVICES

As prescribed in Section 17.

GENERAL SERVICES

SPECIAL ASSEMBLIES

A. GENERAL

Special Assemblies may be provided by the Telephone Company, at the request of a customer, on an Individual Case Basis (ICB). Special Assemblies covered by this Product Guide are offered on a month-to-month basis and may include either a monthly rate, non-recurring charge, or both. At the discretion of the company product or service specific special assemblies may be located elsewhere in this Product Guide.

Special Assemblies may be provided by the Telephone Company provided that:

1. facilities are available to provide the requested service and

2. the requested arrangement utilizes facilities normally employed by the Telephone Company in the provision of service.

B. CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION SERVICE

1. GENERAL

Central Office Automatic Call Distribution (“CO-ACD”) Special Assembly is offered only as an adjunct to the Company’s CentraLink or DCOSS Service and is only available from the its digital (5 ESS and NTI DMS 100) switches. The special assembly provides for the even distribution of the call workload to the customer's agents within the limits of the switch software. When there are more calls than available positions, the switch stores the excess calls in a queue and releases them to the attendant positions in the approximate order of their arrival. CO-ACD provides a data stream of call events to a processor (“Management Information System” or “MIS”) in the central office. The call event processor allows the customer to format management information reports and provides the customer the ability to change certain system variables or call distribution parameters. The provisioning of service may require the utilization of some Custom ISDN feature functions and hardware.

2. REGULATIONS

The following regulations pertain to the provisioning of automatic call distribution on a Central Office Special Assembly basis.

a. Automatic Call Distribution Service is available to business customers where facilities permit. The customer is responsible for providing compatible premises equipment.

b. This special assembly is furnished subject to the availability of switching facilities and central office equipment.

c. The minimum service period is twelve months.

d. The Telephone Company will provide the software associated with the Management Information System (MIS).

GENERAL SERVICES

SPECIAL ASSEMBLIES (Continued)

B. CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

2. REGULATIONS (Continued)

e. The customer is required to pay the full rate for the applicable ACD feature package regardless of the current feature availability from the central office switch.

f. The customer must provide compatible premises equipment for MIS functionality. The Company will provide the appropriate software release level for the customer application so that the central office provided MIS will function to the fullest extent possible. The selection and maintenance of the customer provided MIS terminal is the customer's responsibility.

g. CentraLink service rates are applicable as the underlying exchange service for Agents and Supervisors.

h. Central Office MIS service is available to customers where facilities permit. The customer is responsible for providing compatible premises equipment.

3. RATES AND CHARGES

a. Rates and charges included in this ACD Product Guide are in addition to applicable rates and charges for the Company's CentraLink service. Non-Recurring Charges, as specified in Section 3 apply in addition to installation charges set forth in b. following.

b. CO - ACD Common Group Elements

Description	Monthly Rate	Non-Recurring Charge
Group Common Equipment	$175.00	$500.00
2500 Set Feature Package Per ACD Group	$75.00	-
EPIC to Support Two 5 ESS Pinnacle ACD Groups	$185.00	$2,500.00
Group Common Equipment	$143.00	$500.00
2500 Set Capability Per Group	$11.00	$500.00
Queue Waiting Lamp Card In DMS 100 RLCM Per Group	$11.00	$50.00
Call Vectoring Feature - Per Vector Table	$50.00	-
Group Common Equipment	$13.00	$100.00
Group Common Equipment - Per Agent/Supervisor	$18.00	$250.00
Called Name Number Display Feature-Per ACD Group	$1.00	$2.00
Group Common Equipment	$315.00	$500.00
Group Common Equipment - Per Agent/ Supervisor	$20.00	$250.00
Common Equipment - Per Customer	$45.00	$350.00
Common Equipment - Per Agent/ Supervisor	$20.00	$325.00
Secondary Directory No. - 20 Agents/ Supervisor -Max.	$50.00	$500.00
Group Common Equipment	$230.00	-

GENERAL SERVICES

SPECIAL ASSEMBLIES (Continued)

B. CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

3. RATES AND CHARGES (Continued)

b. CO - ACD Common Group Elements (Continued)

Description	Monthly Rate	Non-Recurring Charge
Virtual Facility Group	$10.00	-
Group Common Equipment	$130.00	$500.00
Electronic Feature Package / Supervisor	$7.50	$25.00 [1]
MIS Data Link Per Group	$10.00	$50.00
Agent Status Lamp Capability Per Group	$17.50	$500.00
Group Common Equipment	$175.00	$500.00
Electronic Feature Package Per Supervisor	$12.00	$25.00 [1]
MIS Data Access Per Supervisor Terminal	-	$7,200.00
Call Vectoring Software Per ACD Group	-	$15,800.00
Group Common Equipment	$10.00	$325.00

c. CO - ACD Agent Lines and Features

Description	Monthly Rate	Non-Recurring Charge
Agent Status Lamp Capability Per Group	$5.00	$500.00
LOB Code Key Per Agent	$3.00	-
Calling Party Number Delivery	$1.00	-
ISDN Loop Extension - ACD Service (Same Exchange)	-	-
Interoffice ISDN Transport/ISDN Line Per Mile	$5.00	-
Event Coding - Per Agent or Supervisor	$1.50	$35.00
MIS Host Software - 20 Agents - Per Supervisor	$29.00	-
Line Cards in C.O. - 20 ACD Phone Lines	$300.00	$100.00
Remote Announcement Access - Per 16a System	$39.23	$65.00
DMS ACD Line Per Agent Line	-	-
DMS ACD Line Per Agent Line	-	-
Agent Line W/EBS Set	$25.00	-
Agent Line W/2500 Set	$25.00	-
ISDN Line - Per Supervisor	$27.00	$200.00
ISDN Line (Passbus) - Per Agent Per Supervisor	$27.00	$200.00
Multi Directory Number - Per Agent	$5.00	$25.00 [1]
Non-Electronic Feature Package Per Agent	$6.00	$25.00 [1]
LOB Key Per Agent	$2.00	$50.00
ISDN Brite Card - ACD Service	$100.00	$300.00
Additional Queue Slots	$5.00	$50.00
LOB Key Per Agent	$2.00	$50.00
Agent Status Lamp Capability Per Group	$17.50	$500.00

[1] Service Establishment Charge applies in lieu of Non-Recurring Charge.

GENERAL SERVICES

SPECIAL ASSEMBLIES (Continued)

B. CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

3. RATES AND CHARGES (Continued)

d. CO - ACD Options and Features

Description	Monthly Rate	Non-Recurring Charge
MIS Host Software - Per Customer	$210.00	-
MIS Host Software - Per Customer	$40.00	$75.00
D4-DSO Muxs In CO	$60.00	$960.00
Music In Queue - Hardware In CO	$25.00	-
Host Software RTU - Per Customer	$8.00	$50.00
MIS Software RTU - Per Supervisor	$28.00	$75.00
Music In Queue Trunk In DMS 100 RLCM	$18.00	$100.00
Queue Waiting Lamp On Prem - Per Lamp	$6.00	$50.00
MIS Host Software RTU - Per Customer	$75.00	$2,500.00
MIS Work Station Software - Per Supervisor	$30.00	-
MIS Software - Per Customer	$10.00	$200.00
MIS Hardware Interface To 5 ESS-Per MIS	$25.00	$750.00
MIS Switch Event Link & IWC Transport - Per Customer.	$10.00	$100.00
Vector Package - Initial Per Agent or Supervisor	$20.00	$100.00
Prompt Package Per Prompt	$75.00	$2,500.00
Prompt Package - Per Agent or Supervisor	$11.00	$100.00
Vector Package - Post Per Agent or Supervisor	$2.00	-
MIS Supervisor Work Station & IWC Transport-/ Customer	$9.00	$100.00
Calling Party Number Delivery-Per Agent	$1.00	-
Music-In-Queue - Hardware	$25.00	-
Call Vectoring RTU - Per MIS	$180.00	-
Call Vectoring Feature - Per Vector	$30.00	$100.00
MIS Host Software RTU - Per Customer	$60.00	-
MIS Host Software RTU - Per Customer	$125.00	-
MIS Term. Software - Prem. Maintenance Per Customer	$35.00	-
Cascading Feature Software - Per Announcement	$35.00	$250.00
MIS Hardware Interface To 5 ESS-Per MIS	$105.00	$2,500.00
Dedicated Announcement	$53.00	-
EPIC RTU Fee Per Prompt	$47.00	$2,500.00
EPIC Feature Per Prompt	$62.00	$2,500.00
100% Call Queuing - Per ACD Position	$0.50	-
MIS Host Software RTU Per Customer	$225.00	$2,500.00
MIS Software RTU - Per Supervisor	$32.00	-
MIS To Supervisor Work Station	$9.00	$100.00
MIS To Switch Event Link	$10.00	$100.00
MIS Software	$55.00	-

GENERAL SERVICES

SPECIAL ASSEMBLIES (Continued)

B. CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION SERVICE (Continued)

3. RATES AND CHARGES (Continued)

d. CO - ACD Options and Features (Continued)

Description	Monthly Rate	Non-Recurring Charge
Call Vectoring Software Per MIS	$495.00	-
Music On Hold - Hardware	$28.00	-
Line Cards in CO Per Agent/ Supervisor	$26.00	$10.00
MIS Host Software RTU - Per Customer	$200.00	$500.00
MIS Software - Per Customer	$50.00	$500.00
Call Vectoring Software - RTU/MIS-Per Customer	$250.00	-
MIS Host Software RTU - Per Agent or Supervisor	$3.00	$75.00
Dedicated Announcements - Per Announcements	$45.00	-
Cascading - Per Announcement Script	$150.00	$2,500.00
Cascading - Per Feature	$150.00	$2,500.00
Direct Agent Access - Per Agent or Supervisor	$1.75	$35.00
DMS-100 ACD Compucall SCAI Interface	-	$47,000.00
Vect/Prompt Package - Per Agent Per Supervisor	$20.00	$100.00
Call Vector Table	$2.00	-
MIS Supervisor Work Station - Per Supervisor	$40.00	-
Music In Queue	$28.00	-
Cascading - Per Feature	$15.00	$200.00
Customer Announcement Access (Change Ability)	$12.00	$45.00
ACD Link II - Per Link	$500.00	-
Incoming Call Class Per Call Queue	$15.00	$50.00
Announcement Feature/Announcement Channel	$50.00	$500.00
Music In Queue	$28.00	-
In Queue Overflow	$10.00	-
MIS Real Time	$40.00	-
Additional DRAM Recording	$30.00	-
Additional Queue Slots	$10.00	-
MIS Software	$130.00	-
Loop Provisioning -	-	$350.00
Lob Transfer -	$1.00	-
Extended ACD P-Hone Line From CO To CO	$30.00	$480.00
MIS Data Access Per Supervisor Terminal	-	$110.00
Additional Queue Slots	$5.00	$50.00
Extended - Phone Line Per Agent	$30.00	$10.00
MIS Supervisor Work Station Per Position	$30.00	-
Dedicated Announcement Per Announcement	$35.00	-
Call Vectoring Software RTU Per MIS Customer	-	$7,200.00
Call Vectoring Software RTU Per ACD Group	-	$ 15,800.00

GENERAL SERVICES

DIAL PLAN FOR ADVANCED SOLUTIONS (DPAS)

A. GENERAL

1. Dial Plan for Advanced Solutions ("DPAS"), available where equipment, features and facilities permit, converts an abbreviated number to the 10-digit telephone number used for direct calls. DPAS provides a CentraLink or DCOSS customer the ability to use an abbreviated dialing plan for calls within Connecticut to in-network and/or out-of-network numbers when the Company is the intrastate usage provider.

2. In-network numbers are the numbers for stations of CentraLink or DCOSS system(s) of the Customer of Record or a subsidiary of the Customer of Record. In-network numbers can be dialed and can dial back on an abbreviated basis.

3. Out-of-network numbers can be dialed on an abbreviated basis; however, the DPAS feature itself does not provide a means for an out-of-network number to dial back on an abbreviated basis. The total number of out-of-network numbers cannot exceed the sum of the number of CentraLink or DCOSS stations in use when the DPAS feature was established plus the number of CentraLink or DCOSS stations added to the system(s) at a later date.

4. All stations in a Centrex System Dialing Plan must be equipped with the DPAS feature but not all Dialing Plans must be equipped with the DPAS feature. All in-network and out-of-network numbers must be assigned to the Customer of Record or a subsidiary of the Customer of Record.

5. Dialing Plan Formats

   a. The Extension Dialing Plan uses sequential digits from the seven digit telephone number ("extension number") to identify an in-network or out-of-network number. Typically, the extension number is the last four digits of the telephone number. Each extension number in the dialing plan must be unique.

   b. The Location Code Dialing Plan uses a leading digit (the "location code") plus an extension number to identify an in-network or out-of-network number. Location code(s) permit duplication of extension numbers.

6. Dial Plan Billing Options

   a. The Basic Dial Plan option consists of usage charges for both in-network and out-of-network messages.

   b. The Deluxe Dial Plan option consists of a flat rate for both in-network and out-of-network messages to telephone numbers billed from the same rate center as the CentraLink or DCOSS system. If the Deluxe Dial Plan customer calls an out-of-network telephone number in a rate center that is different from that of the originating CentraLink or DCOSS system, normal usage charges will apply.

   c. A DPAS Change Charge will apply for modifications to the customer's DPAS feature such as the addition of new station numbers to the customer's dial plan. A DPAS Change Charge will not apply for changing an in-network number to an out-of-network number.

GENERAL SERVICES

DIAL PLAN FOR ADVANCED SOLUTIONS (DPAS) (Continued)

B. RATES AND CHARGES

1. DPAS is furnished and maintained at the following rates and charges, which apply in addition to regular rates and charges applicable to the associated telephone service.

	Monthly Rates			Non-recurring Charge		
Description	Minimum	Maximum	Current	Minimum	Maximum	Current
DPA Charge per system	---	---	---	$200.00	$500.00	$200.00
Basic Dial Plan option, per station	$0.25	$ 5.00	$0.50	$1.00	$20.00	$1.00
Deluxe Dial Plan option, per station	$0.50	$10.00	$1.75	$1.00	$20.00	$1.00
Change DPAS Charge, per request	---	---	---	$50.00	$200.00	$50.00

GENERAL SERVICES

SERVICE THROUGH MISCELLANEOUS COMMON CARRIERS

A. GENERAL

1. Interconnected Service to and from mobile units of customers of a Miscellaneous Common Carrier as licensed by the Federal Communication Commission in the Domestic Public Land Mobile Radio Service, with which arrangements have been made for the interchange of telephone traffic, is available through interconnecting equipment and local connecting facilities provided by the Telephone Company.

2. The rates set forth in B. below are applicable to the calls originated by customers of the Miscellaneous Common Carrier for that portion of the service from the point of connection with the facilities of the Telephone Company to stations in the local service area of the Telephone Company's serving exchange.

   a. Customers of a Miscellaneous Common Carrier mobile radio system, which is arranged for Flat Rate Interconnected Service are furnished Interconnected Service at a monthly charge per mobile unit which covers all local calls.

   b. Customers of a Miscellaneous Common Carrier mobile radio system, which is arranged for Message Rate Interconnected Service are furnished Interconnected Service at a charge per local call.

   C. All customers of the same Miscellaneous Common Carrier mobile radio system are furnished the same type of service.

3. Interconnected Service local calls are calls to stations in the local service area of the Telephone Company's serving exchange from mobile units within range of the Miscellaneous Common Carrier base stations which serves the area in which the point of connection to the Telephone Company is located.

4. Additional charges, which the Miscellaneous Common Carrier bills to and collects from its customers, are applicable to its portion of the interconnected service, as set forth in the Miscellaneous Common Carrier's tariff on file with the Federal Communications Commission.

B. RATES AND CHARGES

1. Interconnected Service is furnished to mobile units of a Miscellaneous Common Carrier at the following rates.

   a. Local Calls

Flat Rate Interconnected Service	$.95 per month per mobile unit
Message Rate Interconnected Service	$.05 per local message

   b. Toll Calls

   Rates are as set forth in Section 18, Toll for calls between the exchange in which the point of connection with the facilities of the Miscellaneous Common Carrier is located and the other exchange in Connecticut in which the called station is located.

GENERAL SERVICES

SECRETARIAL ANSWERING BUREAU SERVICE

A. GENERAL

1. Secretarial answering bureau service consists of facilities and service furnished to a subscriber (secretarial answering bureau) engaged in the business of answering incoming calls for other subscribers.

2. Answering of calls may be arranged for either by means of alternate call number listings, extension lines from main stations located on the same premises, off-premises extension lines from main stations located elsewhere, extension station lines from private branch exchange or Centrex systems located on the same or different premises, or individual line services of patrons terminating directly at the secretarial answering bureau.

3. Secretarial answering bureaus are required to subscribe for the necessary number of central office lines to handle calls on an alternate listing basis.

B. ALTERNATE TELEPHONE NUMBER LISTINGS

Patrons of a secretarial answering bureau may obtain alternate telephone number listings, which include the telephone number of the secretarial answering bureau. Such listings are furnished in accordance with the provisions of the Directory Listings section of this Product Guide.

C. RATES AND CHARGES

1. Secretarial Answering Bureau Service

Business, each

	Monthly Rate	Non-Recurring Charge	
Channel Terminal	$29.04	$85.18	
Interoffice Channel	$136.58	$99.38	(I)
Local Channel 2W	$26.16	$118.31	
Local Channel 4W	$53.19	$118.31	
Interexchange Mileage (per mile)	$3.74	-	

D. CABLE PLANT FOR SECRETARIAL ANSWERING BUREAUS

In circumstances where the construction of new or additional cable beyond that required for general distribution facilities is required in connection with the establishment, expansion or move of a secretarial answering bureau, or in connection with a change in service arrangements, Special Construction charges apply as set forth in Section 14.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

A. GENERAL PROVISIONS

1. GENERAL

Terminal equipment and communications systems provided by the Customer may be connected at the Customer's premises to telecommunications service furnished by the Telephone Company where such connections are made in accordance with the provisions set forth herein. Telecommunications services as used herein includes exchange service, Long Distance Message Telecommunications Service (LDMTS) and Wide area Telecommunications Service.

2. RESPONSIBILITY OF THE CUSTOMER

a. The Customer shall be responsible for the installation, operation and maintenance of any Customer-provided terminal equipment or communications system. No combinations of Customer-provided terminal equipment or communications systems shall require change in or alteration of the equipment or services of the Telephone Company unless that change or alteration is specifically permitted under the provisions of paragraph F of this Section 25, cause electrical hazards to Telephone Company personnel, damage to Telephone Company equipment, malfunction of Telephone Company equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Telephone Company that a Customer-provided terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the Customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

b. The Customer shall be responsible for the payment of a Premises Visit Charges as provided in Section 3 for visits by a Telephone Company employee to the Customer's premises when a service difficulty or trouble report results from the use of Customer-provided terminal equipment or communications system.

c. The customer who provides the Premises Work of Communications Systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations pursuant to Section 68.215 of Chapter I of Title 47 of that Code of Federal Regulations shall be responsible for the payment of an Institutional Program for Premises Work Charge as provide in Section 3 for activities performed by Telephone Company employees at the customer's premises pursuant to subsections (f), (g) and/or (h) of said Section 68.215, when the premises wiring in questions has failed acceptance tests monitored by, or participated in by, the Telephone Company pursuant to Section 68.215, and/or has been revealed to be not in conformance with the information provided in the related affidavit which was provided pursuant to Section 68.215, and/or has resulted in a harm to the network.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. GENERAL PROVISIONS (Continued)

3. RESPONSIBILITY OF THE TELEPHONE COMPANY

a. The design, maintenance and operation of telecommunications services envision that communications will originate or terminate at a station of the associated telecommunications service. Connections of Customer-provided systems may be made to telecommunications services. However, telecommunications services are not represented as adapted to the use of Customer-provided terminal equipment or communications systems. Where Customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility of the Telephone Company shall be limited to the furnishing of service components suitable for telecommunications services and to the design, maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Telephone Company shall not be responsible for:

(i) the through transmission of signals generated by the Customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or

(ii) the reception of signals by Customer-provided terminal equipment or communications systems, or

(iii) address signaling where such signaling is performed by Customer provided signaling equipment.

b. The Telephone Company will, at the Customer's request, provide information concerning interface parameters, including the number of ringers, which may be connected to a particular telephone line, needed to permit
Customer-provided terminal equipment to operate in a manner compatible with telecommunications services.

c. The Telephone Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any Customer's terminal equipment or communications system incompatible with telecommunications services, or require modification or alteration of such Customer-provided terminal equipment or communications systems, or otherwise materially affect its use or performance, the Customer will be given adequate notice, in writing, to allow the Customer an opportunity to maintain uninterrupted service.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. GENERAL PROVISIONS (Continued)

4. RECORDING OF TWO-WAY TELPEHONE CONVERSATIONS

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, Customer-provided voice recording equipment may be directly, acoustically or inductively connected with telecommunications services. When such connections are made, the Customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:

- All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording;
- A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of (1) the recording equipment, or (2) Customer-provided registered or grandfathered protective circuitry or
- where such use shall be preceded by verbal notification which is recorded at the beginning, and as part of the call, by the recording party.

a. The FCC has established the following exceptions to the foregoing requirements:

(1) When used by a Federal Communications Commission licensed broadcast station Customer for recording of two-way telephone conversations solely for broadcast over the air.

(2) When used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

(3) When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.

(4) When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications service.

(5) When used by a municipal fire or police department for recording on central office lines assigned exclusively for the receipt of fire calls or police emergency calls and attended at all times for such purpose, provided, further, that the Fire Department or Police Department certifies these conditions will be observed.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. GENERAL PROVISIONS (Continued)

5. VIOLATION OF REGULATIONS

When any Customer-provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this Section 25 Paragraph A., the Telephone Company will take such immediate action as necessary for the protection of the telecommunications network and Telephone Company employees, and will promptly notify the Customer of the violation. The Customer shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the Customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Product Guide.

6. DEFINITIONS

Accessories

The term "Accessories" denotes devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications system.

Acoustic Connection

The term "Acoustic Connection" denotes a connection made by sound and involved no physical connection of the electrical conductors in the communications path.

Communications System

The term "Communications Systems" denotes channels or other facilities, which are capable, when not connected to telecommunications service, of communications between subscriber-provided terminal equipment.

Conforming Answering Device

The term "Conforming Answering Device" denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner or completion of the last of the functions for which it was designed and arranged as described herein. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. GENERAL PROVISIONS (Continued)

6. DEFINITIONS (Continued)

Conformance Number

The term "Conformance Number" denotes an identifying number assigned by the Telephone Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by the Telephone Company for conforming answering devices.

Connecting Arrangement

The term "Connecting Arrangement" denotes the equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

Data Access Arrangement

The term "Data Access Arrangement" denotes a protective connecting arrangement, or in lieu of the connection arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Paragraph B.2.b. of this Product Guide.

Direct Electrical Connection

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

Equipment-to-Equipment Connection

The term "Equipment-to-Equipment Connection" as used in this A.6 denotes the connection of equipment, which by itself is unregisterable for direct use with the telecommunications network, but is registerable or usable with host terminal equipment or communications systems which in turn may be registered in accordance with Part 68 of the Federal Communications Rules and Regulations for direct connection to the telecommunications network.

Grandfathered Communications Systems

The term "Grandfathered Communications Systems" as used in this Product Guide denotes communications systems (including their equipment, premises wiring and protective circuitry if any) connected at the Customer's premises, in accordance with any telephone company's tariffs and/or Product Guide, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's

Rules and Regulations because, such systems are connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e. without telephone company provided connecting arrangements) to the telecommunications network as of June 1, 1978.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. GENERAL PROVISIONS (Continued)

6. DEFINITIONS (Continued)

Grandfathered Connections of Communications Systems

The term "Grandfathered Connections of Communications Systems" as used in this Product Guide denotes connections via telephone company provided connecting arrangements of Customer-provided communications systems (including their equipment and premises wiring) at the Customer's premises, in accordance with any telephone company's tariffs and/or Product Guide, and that are considered to be grandfathered under part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network are made via telephone company provided connecting arrangements prior to January 1, 1980 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

Grandfathered Terminal Equipment

The term "Grandfathered Terminal Equipment" as used in this Product Guide denotes Customer-provided terminal equipment (including protective circuitry if any) connected at the Customer's premises, in accordance with any telephone company's tariffs and/or Product Guide, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such terminal equipment was connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e. without telephone company provided connecting arrangements) to the telecommunications network as of October 17, 1977.

Grandfathered Connections of Terminal Equipment

The term "Grandfathered Connections of Terminal Equipment" as used in this Product Guide denotes connections via telephone company provided connecting arrangements of Customer-provided terminal equipment connected at the Customer's premises, in accordance with any telephone company's tariffs and/or Product Guide, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network were made via telephone company provided connecting arrangements prior to July 1, 1979 and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

Headset

The term "Headset" denotes a hands-free, multi-wire device containing acoustic -to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides for the transmission of human speech.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

A. GENERAL PROVISIONS (Continued)

6. DEFINITIONS (Continued)

Inductive Connection

The term "Inductive Connection" denotes a connection made by affecting the electromagnetic field generated by a telephone and involves no physical connection of the electrical conductors in the communications path.

Interface

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Telephone Company-provided facilities to facilities provided by the Telephone Company.

Network Control Signaling

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Non-Powered Conferencing Equipment

The term "Non-Powered Conferencing Equipment" denotes a portable plug-ended device, without active elements, consisting of a multiwinding transformer and manual line switches designed to bridge two or more, but not to exceed five, of the lines appearing on four-button and six-button key telephone stations equipped with both hold and illumination features.

Registered

The term "Registered" as used herein denotes equipment, which complies and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

Customer-Provided Terminal Equipment

The term "Customer-Provided Terminal Equipment" denotes devices or apparatus and their associated wiring, provided by a subscriber, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

B. CONNECTIONS OF REGISTERED EQUIPMENT

1. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the Customer's premises to the telecommunications network, subject to Part 68 of the Federal Communications Commission's Rules and Regulations, A. preceding and the following:

a. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are continually satisfied.

The Telephone Company may discontinue service or impose other remedies as provided for in Part 68 of the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.

b. The Customer shall notify the Telephone Company of each line to which registered equipment is to be connected in advance of such connection and shall notify the Telephone Company when such registered equipment is permanently disconnected. The Customer shall provide upon request to the Company; 1) the Registration Number and Ringer Equivalence Number for the registered equipment and 2) the Universal Service Order Code (USOC) for the Telephone Company provided standard jack required.

c. The Customer shall not connect registered equipment to a Telephone Company line if:

(1) The Ringer Equivalence of such equipment in combination with the total Ringer Equivalence of other equipment connected to the same line exceeds the allowable maximum of five or as otherwise determined by the Telephone Company, or

(2) The ringer type is not a ringer type designated by the Telephone Company as suitable for that particular line.

d. The Customer shall not connect equipment or facilities to the protector.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

B. CONNECTIONS OF REGISTERED EQUIPMENT

2. Premises Wiring Associated with Registered Communications Systems

a. Premises Wiring is Wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.

(1) Fully-Protected Premises Wiring is premises wire which is:

a. No greater than 25 feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.

b. A cord which complies with (a) preceding and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a buildings structure.

c. Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that is confirms to Part 68 of the Federal Communications Commissions Rules and Regulations.

d. Electrically behind registered equipment, system components or protective circuitry, which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.

(2) Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wire and commercial power wiring will not result in hazardous voltages at the telephone network interface.

(3) Unprotected Premises Wiring is all other premises wiring.

b. Customers who intend to connect premises wiring other than fully protected premises wiring to the telephone network shall give advance notice tot he Telephone Company in accordance with the procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations or as otherwise authorized by the Federal Communications Commission.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

B. CONNECTIONS OF REGISTERED EQUIPMENT (Continued)

2. Premises Wiring Associated with Registered Communications Systems (Continued)

c. The Telephone Company my invoke extra-ordinary procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations where one or more to the following conditions are present:

(1) Information provided in the supervisor's affidavit gives reason to believe that a violation of Part 68 of the Federal Communications Commission's Rules and Regulations is likely.

(2) A failure has occurred during acceptance testing for imbalance.

(3) Harm has occurred, and there is reason to believe that this harm was a result of wiring operations performed under Part 68 of the Federal Communications Commission's Rules and Regulations.

In addition, the Telephone company may monitor or participate in acceptance testing for imbalance, or may inspect other than Fully-Protected Premises Wiring installations as set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

C. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (as defined in A.6 preceding)

1. Direct Connections

a. Grandfathered Terminal Equipment

Grandfathered terminal equipment may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject tot he following:

(1) the Customer shall notify the Telephone Company when such grandfathered terminal equipment is to be connected and shall notify the Telephone Company when such grandfathered terminal equipment is to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment.

(2) All such connections are made through standard jacks or are otherwise connected by the Telephone Company; and

(3) all such connections shall comply with the minimum protection criteria set forth in 3. following.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

C. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (as defined in A.6 preceding) (Continued)

1. Direct Connections (Continued)

b. Grandfathered Communications Systems

(1) Grandfathered Communications Systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

(a) the Customer shall notify the Telephone Company when such communications systems are to be connected and shall notify the Telephone Company when such communications systems are to be permanently disconnected; such notifications shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;

(b) all such connections shall comply with the minimum protection criteria set forth in 3. following;

(c) premises wiring shall conform to Part 68 of the Federal Communications Commissions Rules and Regulations;

(d) no changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer;

(e) additions to grandfathered communications systems may be made without registration of any additional equipment involved if:

(i) equipment so added is being reconnected; i.e., was previously directly connected prior to January l, l980, in accordance with the Telephone Company’s Product Guide; and

(ii) such additions comply with the provisions of b. (1) (a) through (e) preceding.

(f) additions of registered equipment to grandfathered communications systems are subject to B. preceding.

2. Minimum Protection Criteria for Electrical Connections

a. To prevent excessive noise and cross talk in the network, it is necessary that the power of the signal at the central office not exceed l2dB below one milliwatt when averaged over any three-second interval. To insure that this limit is not exceeded the power of the signal which may be applied by the Customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each Customer location but in no case shall it exceed one milliwatt.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

C. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (as defined in A.6 preceding) (Continued)

2. Minimum Protection Criteria for Electrical Connections (Continued)

b. To protect other services, it is necessary that the signal, which is applied by the Customer-provided equipment to the Telephone Company interface located on the Customer's premises, meet the following limits:

(1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in a. preceding.

(2) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 24dB below one milliwatt.

(3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.

(4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.

(5) The power in the band above 40,000 Hertz shall not exceed 59dB below one milliwatt.

c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the Customer-provided equipment to the Telephone Company interface located on the Customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

3. Attested Equipment Connected Prior to July 1, 1980

a. Until July 1, 1980, Customer-provided headsets and non-powered conferencing equipment which meet the standards and procedures set forth by the Telephone Company for Attested Equipment may be connected at the Customer's premises to the telecommunications network in accordance with (1) through (5) following. Such equipment may remain connected and be moved and reconnected in accordance therewith for the life of the equipment unless subsequently modified.

(1) The connection shall be made through an interface termination (e.g., headset jack) provided by the Telephone Company.

(2) The Identification Number issued by the Telephone Company to the manufacturer or supplier must appear on each unit of Attested Equipment utilized.

(3) Customers must notify the Telephone Company of their intention to connect Attested Equipment. Such notification must include the Identification Number of the equipment and the location at which that equipment is to be used.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

C. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (as defined in A.6 preceding) (Continued)

(4) Attested Equipment may not:

(a) be connected to a source of electrical power, which is external to the telecommunications network;

(b) be grounded;

(c) perform any network control signaling functions prior to and including the establishment of the intended transmission path;

(d) have amplification in the transmission path (other than single ended terminal devices with the maximum gain limited so that the output power meets the minimum protection criteria set forth in (C) preceding); and

(e) use wiring external to such equipment that is permanently affixed at the site of the installation other than portable connections compatible with the interface terminations provided by the Telephone Company.

(5) Attested Equipment must comply with the minimum protection criteria set forth in 3. preceding.

In the event Attested Equipment bearing an Identification Number does not meet the requirements set forth by the Telephone Company, the Customer using such Attested Equipment shall either disconnect the equipment from the Telephone Company service or arrange for connection of the equipment in accordance with B. preceding.

(6) Conforming Answering Devices Connected Prior to July 1, 1979

a. Customer-provided Conforming Answering Devices which meet the standards and procedures set forth by the Telephone Company for Conforming Answering Devices and which were connected at the Customer's premises to the telecommunications network prior to July 1, 1979, in accordance with (l) through (5) following, may remain connected and be moved and reconnected in accordance therewith for the life of the equipment, unless subsequently modified.

(1) Customers shall notify the Telephone Company of their intention to connect Conforming Answering Devices. Such notification shall include the location at which the Conforming Answering Device is to be used as well as its Conformance Number.

(2) The Conforming Answering Device shall only be connected by means of a jack or jack arrangement provided by the Telephone Company.

(3) The Conforming Answering Device shall be operated and maintained in accordance with those instructions furnished with such Conforming Answering Device as required by the Telephone Company for Conforming Answering Devices.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

C. CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND GRANDFATHERED COMMUNICATIONS SYSTEMS (as defined in A.6 preceding) (Continued)

(6) Conforming Answering Devices Connected Prior to July 1, 1979 (Continued)

a. (Continued)

(4) Conforming Answering Devices may not:

(a) be used to transmit or receive data signals;

(b) be used with party line service or with public or semi-public coin telephone service; and

(c) be used to originate calls.

(5) The Conforming Answering Device shall comply with the minimum protection criteria set for 3. preceding.

In the event that an answering device bearing a Conformance Number does not meet the requirements of the Telephone Company for Conforming Answering Devices, the Customer using such answering device shall either disconnect the device from the Telephone Company service or arrange for connection of the device in accordance with B. preceding.

D. ACOUSTIC OR INDUCTIVE CONNECTIONS

1. GENERAL

a. Customer-provided voice or data terminal equipment (including telephotograph equipment) and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Telephone Company.

b. Customer-provided tone-type address signaling is permitted through such connections, however, the services of the Telephone Company are not designed for such use and the Telephone Company makes no representation as to the reliability of address signaling which is performed in such manner.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

D. ACOUSTIC OR INDUCTIVE CONNECTIONS (Continued)

2. Minimum Protection Criteria

a. To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the Customer-provided equipment to the network control signaling unit located on the Customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) does not exceed 9dB below one milliwatt when averaged over any three second interval. However, to permit each Customer, independent of distance from the central office, to supply signal power which at the central office approximates 12dB below one milliwatt when averaged over any three second interval, the Telephone Company, at the Customer's request, will specify, for each Customer location, the signal power at the output of the network control signaling unit, which shall in no case exceed one milliwatt.

b. To protect other services, it is necessary that the signal, which is applied by the Customer-provided equipment to the network control signaling unit located on the Customer's premises meet the following limits at the output of the network control signaling unit:

(1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least l8dB below the power of the signal.

(2) The power in the band from 4,005 Hertz to l0,000 Hertz shall not exceed 16dB below one milliwatt.

(3) The power in the band from l0,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.

(4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.

(5) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.

c. To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the Customer-provided equipment to the network control signaling unit located on the Customer's premises be limited so that the signal at the output of the network control signaling unit shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

E. ACCESSORIES

Customer-provided accessories may be used with telecommunications service provided that such accessories comply with the provisions of A.2.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

F. CONNECTIONS OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS
Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services in accordance with this G. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:

1. Such telecommunications service or customer-provided communications systems is utilized for the origination or termination of communications at the customer's premises where the connection is made.

2. The connection shall be through a network control signaling unit and connecting arrangement furnished by the Telephone Company.

3. The connection shall be made through switching equipment provided either by the customer or by the Telephone Company.

4. The provisions relating to minimum protection criteria set forth in C.3. preceding shall apply to the connection of customer-provided communications systems. As related to minimal protection criteria and when applied to the connection of customer-provided communications systems, the term "Customer's premises" shall include any premises on which the customer-provided communications system is terminated.

Where the telecommunications service is used in the provision of a composite data service for others and connection of such service is made to a communications system provided by a customer and the connection is made through customer-provided data switching equipment, the provisions of 1. and 2. above do not apply.

G. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT TO SERVICES SPECIFICALLY EXEMPTED FROM THE FEDERAL COMMUNICATIONS COMMISSION'S REGISTEATION PROGRAM

Customer-provided terminal equipment may be connected at the customer's premises to party line and semi-public coin services of the Telephone Company in accordance with the following:

1. The connection shall be through a network control signalling unit and connecting arrangement furnished by the Telephone Company.

2. The customer-provided terminal equipment must comply with the minimum protection criteria set forth in C.3. preceding.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

H. CONNECTIONS OF CERTAIN FACILITIES OF POWER, PIPE LINE AND RAILROAD COMPANIES

1. GENERAL

a. Except as otherwise provided in 2. following telephone facilities of an electric power company, an oil, oil products or natural gas pipe line company, or a railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company may, in lieu of the provisions of C. and G. preceding, be connected with the telecommunications network, for the following purposes:

(1) in cases of emergency involving safety of life or property;

(2) in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad rights-of-way, structures or equipment;

(3) in cases where the Customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities; and

(4) during an interim period in cases where the Customer has arranged for replacement of said Customer facilities with facilities of the Telephone Company.

b. Telephone circuits of such companies will be connected to a local or toll central office line to form a through connection.

c. Connection of a telephone circuit of such companies as specified in a.(2), (3) or (4) preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

2. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with l. preceding prior to January l, l980, may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with B. preceding.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

I. CONNECTIONS OF CERTAIN FACILITIES OF THE U.S. ARMY, NAVY AND AIR FORCE

1. GENERAL

a. Except as otherwise provided in 2. following, facilities of a telephone system of the U.S. Department of the Army, Navy or Air Force which serves an establishment operated and administered under the direction of the Department and commanded by authorities of such establishment, may, in lieu of the provisions of C. and G. preceding, be connected to the telecommuni-cations network where the Secretary of the appropriate Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the Department. In addition, the facilities of a temporary telephone system of such Department located off a permanent establisment of the Department of maneuvers, mobilization tests or technical service tests will be so connected.

b. Except as otherwise provided in 2. following, telephone facilities of the U.S. Department of the Army, Navy or Air Force, other than those described in a. preceding, may, in lieu of the provisions of C. and G. preceding,
be connected by means of switching or connecting equipment furnished by the Telephone Company, to a PBX switchboard or other telephone switching or terminal equipment, where the Secretary of the appropriate Department or his authorized representative notifies the Telephone Company in writing that such connection is required for reasons of military necessity. Such Department telephone facilities will be connected to the telecommunications network only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for the Telephone Company to furnish its facilities.

2. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with 1. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equip ment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with B. preceding.

J. UNITED STATES COAST GUARD

1. Telephone facilities of the U. S. Coast Guard, provided primarily to serve Coast Guard Stations in coastal areas as an aid in saving and protecting life and property, may, in lieu of the provisions of C. and G. preceding be connected to facilities of the Telephone Company for exchange and messsage toll service in cases of emergency.

2. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with l. preceding prior to January l, l980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with B. preceding.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

K. FEDERAL AVIATION ADMINISTRATION

1. Facilities provided by the Federal Aviation Administration to communicate with aircraft in flight may be connected with Air Traffic Control Systems furnished by the Telephone Company, and may be connected to other Telephone Company facilities located on the premises of the subscriber for exchange and message toll service in cases of emergency involving the safety of life or property.

   Private mobile systems provided by the Federal Aviation Administration may be connected to Telephone Company facilities for exchange and message toll service in cases of emergency involving communications with sites of aircraft disasters.

2. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with l. preceding prior to January l, l980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with B. preceding.

L. POLICE AND FIRE DEPARTMENTS

1. Telephone circuits owned and maintained by or at the expense of the police or fire department of a State, municipality or other governmental authority and extending between premises of such subscriber in the same exchange may be connected with a private branch exchange switchboard or other equipment. Such connection may not be used for exchange or toll service except in case of public emergency.

2. Mobile radiotelephone systems owned, maintained and operated by or at the expense of the police department of a State, municipality or other government authority may be connected with a private branch exchange switchboard or other equipment furnished for radiotelephone communication with telephone stations associated such with switchboard or equipment.

3. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with l. preceding prior to January l, l980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with B. preceding.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

M. CONNECTIONS OF SERVICE STATION SERVICE FURNISHED BY THE TELEPHONE COMPANY FACILITIES FURNISHED BY THE CUSTOMER

1. Service Station Service denotes service provided as a means of assuring the availability of telephone service to hazardous, isolated or inaccessible areas where, in the opinion of the Telephone Company, it is not practicable for the Company to provide facilities to the service location or where to do so would impose excessive costs on the general body of rate payers.

   a. The Telephone Company will provide facilities to an agreed upon point on the general distribution facilities of the Telephone Company, and the customer will provide and maintain facilities beyond that point to the service location.

   b. The service location will be considered to be located within the exchange where the facilities of the Telephone Company and the customer meet.

2. Customer-provided terminal equipment and communications systems connected to the telecommunications network in accordance with 1. preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New Installations of customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations must be connected to the telecommunications network in accordance with B. preceding.

3. Except as specifically provided herein, the furnishing of service station service will be subject to all other provisions in the General Exchange Tariff and Product Guide.

N. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

1. The TSP System is a service, developed to meet the requirements of the Federal Government, which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. These include both Switched and Special Services. The TSP System applies only to NSEP telecommunications services, which requires and authorizes priority action by the Telephone Company providing such services.

   Priority installation and/or restoration of NSEP telecommunications services are required by the Federal Government and shall be provided in accordance with Part 64.40l, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

2. The TSP System's applicability is limited to Services, which the Telephone Company can discreetly identify for priority provisioning and/or restoration.

3. Some of the elements required for the TSP System are included in other sections of this Product Guide as general service offerings. They have been repeated in this section to reflect the complete TSP System with appropriate references to those other sections of this Product Guide for regulations, rates and charges.

4. The customer for TSP System Service also must be the same customer for the Service with which it is associated.

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

N. TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM (Continued)

5. Under certain conditions it may be necessary to prempt one or more customer services with a lower or no restoration priority in order to install or restore NSEP telecommunications service(s) of a higher priority. If such preemption is necessary, and if circumstances permit, the Telephone Company will make reasonable effort to notify the preempted service customer of the action to be taken.

6. The customer, in obtaining TSP System service, acknowledges and consents to the provision of certain customer service record information by the Telephone Company to the Federal Government in order the for Government to maintain and administer its overall TSP System. This customer service record information will include only customer, name, TSP Authorization Code, Telephone Company Circuit/Service ID, customer telephone number and customer mailing address.

7. When Priority Restoration Maintenance and Administration is discontinued (Revocation of Assigned Restoration Priority), and the associated Service remains in service, no charge applies for such a discontinuance.

8. Credit allowance for service interruption for Priority Restoration Maintenance and Administration shall be the same as for the Service with which it is associated, as set forth in the General Exchange Tariff, Section 1.

9. Certain activities associated with the TSP System performed by the Telephone Company, in compliance with Part 64.40l, Appendix A of the FCC's Rules and Regulations are included in the rate elements as follows:

   a. Priority Installation Invocation includes System Development, Verification, Confirmation and Preemption.

   b. Priority Restoration Level Implementation includes System Development, Verification and Confirmation.

   c. Priority Restoration Level Change includes Verification and Confirmation.

   d. Priority Restoration Maintenance and Administration includes Reconciliation and Preemption.

10. The Telephone Company due to circumstances beyond its control, when performing Priority Restoration (Repair) of Service in Compliance with Part 64.40l, Appendix A, of the FCC's Rules and Regulations, may not be in a position to notify the customer regarding certain Service where additional labor charges, as set forth in Part I, apply before the required additional labor is undertaken. The customer, in obtaining a Restoration Priority, recognizes that quoting charges and obtaining permission to proceed with the restoration of certain Services will cause unnecessary delays and, as a result, would be contrary to the aforementioned Rules and Regulations.

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

GENERAL SERVICES

CUSTOMER-PROVIDED TERMINAL EQUIPMENT (Continued)

O. RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may be applicable for other services that may be furnished under the provisions of this Product Guide, which operate in conjunction with the TSP System. This includes, but is not limited to, Premises Visit Charges.

	Monthly Rates	Non-Recurring Charges
1. Priority Installation (PI) of an Access Service - Invocation includes System Development. Verification, Confirmation and Preemption*		
Prime Service Vendor	-	$113.59
Subcontractor	-	$113.59
a. Expedited (Emergency or Essential	Regulations, rates and charges are the same as those set forth in Section 17 for Special Construction of the facilities on Special Services for which PI is required.	
b. Utilizing Specially Constructed Facilities		
2. Priority Restoration (PR) Level Implementation on an Access Service		
a. When PR level is implemented - includes System Development Verification and Confirmation [1]		
Prime Service Vendor	-	$101.82
Subcontractor	-	$101.82
b. When the PR level is changed on an associated working Service – includes Verification and Confirmation		
Prime Service Vendor	-	$6.47
Subcontractor	-	$6.47
c. Administrative and maintenance of PR Service - includes Reconciliation and Preemption		
Prime Service Vendor	$8.82	-
Subcontractor	$8.82	-

[1] When a Service is ordered with both PI and PR, the associated non-recurring charge for PR applies.

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE

A. GENERAL

Pay Telephone Access Line Service is a voice grade, individual line, which provides pay telephone access from payphone station equipment to the Company's central office facilities for the purpose of connecting a Payphone Service Providers (PSPs) payphones to the Company's network. The Pay Telephone Access Line Service permits a PSP to provide pay telephone service to the public, in either public or semi-public locations, through coin or coinless equipment.

B. SERVICE DESCRIPTION

The Telephone Company offers various Pay Telephone Access Line Services (e.g., Inmate Payphone Access Line Service or Coin Payphone Access Line Service) which are differentiated by technical requirements and dialing options. The PSP can utilize either coin or coinless equipment within the limitations of any of the Pay Telephone Access Line Services.

1. Touch Tone dialing is provided with Pay Telephone Access Line Service.

2. Directory Assistance to the Telephone Company's operators is available to all Pay Telephone Access Line Service unless noted. See General Exchange Section 6 for the functional description. When available, Directory Assistance also allows Telephone Company Call Completion, which is Directory Assistance Call Completion (DACC), to the Telephone Company Local and Toll network. See Section 6 for the functional description.

3. International Direct Dial Blocking Service is an optional feature that is available for some of the Pay Telephone Access Line Services. See FCC Tariff 11 and the Connecticut Access Service Tariff.

4. Billed Number Screening Service is an optional feature that is available for some of the Pay Telephone Access Line Services. See Section 18.

5. Interstate Presubscription for Interstate Access is available for all of the Pay Telephone Access Line Services. See FCC Tariff 11.

6. Intrastate Presubscription for Intrastate Access is available for all of the Payphone Access Line Services. See the Connecticut Access Service Tariff.

7. The PSP shall be responsible for payment of charges for all messages originating from and all messages accepted on each line. It is expected that all PSP's will comply with any and all Federal and State regulations pertaining to Pay Telephone Access Line Service.

8. PSP's will be assessed a Multi-line Business End User Access charge on each line and other surcharges which may apply to end user lines (including, without limitation, E911 and Connecticut Service Fund).

9. Primary, Additional, and Foreign Listings are available for all of the Pay Telephone Access Line Services, which require them, for the Business Customers of the PSP. See Section 6.

10. Non Published and Non List services are available for all of the Pay Telephone Access Line Services, as deemed necessary by the PSP. See General Exchange Section 6.

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

C. REGULATIONS

1. Pay Telephone Access Line Service offers the PSP, access line service for interconnecting pay telephone traffic as a Local Call, Operator Call (0-), a Telephone Company Toll Call, or a call to an Interexchange Carrier.

2. A Local Call is defined as a call that originated from and completed within the local and extended local calling area of the Telephone Company

3. An Operator (0-) call from any of the Pay Telephone Access Line Service arrangements is defined as a call that interconnects with the Telephone Company Operator platform. These calls include operator assisted calls. The PSP will be responsible for the applicable charges found in Section 7. (D)

4. A Telephone Company Toll Call is defined as a call that crosses local and extended local calling area boundaries while using the Telephone Company Network.

5. An Interexchange Carrier call is defined as a call that routes to an Interexchange Carrier for termination either on a Presubscribed basis for Intrastate, Interstate, and/or International, or on a dial around basis either using a IXC code (e.g., 10XXX) or using a Toll free number (e.g., 1+800 or 1+888).

6. Pursuant to the FCC Rule 64.1310(c), the PSPs pay telephone numbers associated with the Pay Telephone Access Line Service will be tracked and reported quarterly.

7. The Pay Telephone Access Line Service is available where facilities and equipment permit, including recording and billing capability for usage. Services under this Product Guide will be provided on a nondiscriminatory basis under the terms and conditions described herein.

8. The rates for the Pay Telephone Access Line Service are based on geographic zones. The wire centers in each zone, Metro, Urban, Suburban, and Rural, are defined in paragraph F following.

9. An interim flat rated line is identified for two (2) types of Pay Telephone Access Lines. The interim rate will only apply if the local usage cannot be measured or billed where the PSP requires service. When local usage can be measured and billed, the flat rated line will be converted to the appropriate usage based service.

10. Pay Telephone Access Line Service is terminated in a Telephone Company provided Network Interface Device at the payphone equipment, public or semi-public location for connection to one payphone.

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

D. PAY TELEPHONE ACCESS LINE SERVICES

1. Coin Payphone Access Line (CPAL)

a. Coin Payphone Access Line (CPAL) Service is a coin voice grade line that provides switch based dial tone first (DTF) coin loop functionality for a payphone. Expanded Inband Signaling (EIS) for coin signaling, including coin collect and coin return is provided by the Telephone Company switch. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered. The Telephone Company shall not be liable for shortage of coins collected and deposited in the PSP payphone.

b. Compatibility standards required for coin pay telephones to operate utilizing the CPAL are delineated in the "LATA Switching Systems Generic Requirements" (LSSGR), Bell Communications Research, Feature Specific Document, FSD 10-01-0000.

c. If a call uses the Telephone Company Operator Platform for a direct dialed Local call or Toll call (1+), the Local and Toll rates to the public payphone user of the CPAL service are defined in paragraph E. following: Public End User Charges.

d. Where technically feasible, the ANI II digits of 27 will be forwarded for Feature Group D originating traffic generated from the CPAL Service. The coin signaling provided by the Telephone Company switch is from signals received from the Telephone Company operator platform or from the Interexchange Carrier that has direct Coin trunking configured in the Telephone Company switch.

(1) Technical Requirements

Dial Tone First
Initial Coin Return
EIS Coin Signaling
0+ and 1+ Originating
900 Blocking
E911 and Telecommunication Relay Service access

(2) Available Features and Options

One or two-way service
Directory Listing Option
Billed Number Screening Service
Intrastate Presubscription
Interstate Presubscription
International Direct Dial Blocking Service

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

D. PAY TELEPHONE ACCESS LINE SERVICES (Continued)

2. Limited Non-Coin Payphone Access Line (LNPAL)

a. Limited Non-Coin Payphone Access Line (LNPAL) Service is a one-way outgoing voice grade line that provides a limited dialing arrangement access, via 0+ calling. This arrangement does not allow 1+ dialing for either State, Interstate, or International calling from this Access Line with the exception of 1+ Toll Free calling (e.g. 1+800 or 1+888).

b. Where technically feasible, the ANI II digits of 07 will be forwarded for Feature Group D originating traffic generated from the LNPAL Service.

(1) Technical Requirements

One-way outgoing service
0+ Originating
1+ Toll Free calling
900 Blocking
E911 and Telecommunication Relay Service access

(2) Available Features and Options

Directory Listing Option
Billed Number Screening Service
Intrastate Presubscription
Interstate Presubscription
International Direct Dial Blocking Service

3. Non-Coin Payphone Access Line (NPAL)

a. Non-Coin Payphone Access Line (NPAL) Service is a voice grade line that provides access to both 0+ and 1+ dialing arrangements.

b. Where technically feasible, the ANI II digits of 07 will be forwarded for Feature Group D originating traffic generated from the NPAL Service.

(1) Technical Requirements

0+ 1+ Originating
900 Blocking
E911 and Telecommunication Relay Service access

(2) Available Features and Options

One or two-way service
Directory Listing Option
Billed Number Screening Service
Intrastate Presubscription
Interstate Presubscription
International Direct Dial Blocking Service

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

D. PAY TELEPHONE ACCESS LINE SERVICES (Continued)

4. Inmate Payphone Access Line Service (IPAL)

a. Inmate Payphone Access Line (IPAL) Service is a one-way outgoing only voice grade line that provides a very limited dialing arrangement. The IPAL only allows 0+ dialing, all other access is blocked including access to Directory Assistance. When accessing the Telephone Company from this line only collect calling is allowed, including local calls.

b. Where technically feasible, the ANI II digit of 07 will be forwarded for Feature Group D originating traffic generated from the IPAL Service.

(1) Technical Requirements

One-way outgoing service
0+ Originating Only
Billed Number Screening for no collect or billed to third party calls
All other dialing is blocked, including without limitation 0-, 411, E911, 10XXX, International Dialing and Telecommunication Relay Service access.

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

E. RATES AND CHARGES

1. With respect to rate elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the one listed as "current" until the Telephone Company has notified the Department of Public Utility Control at least fourteen (14) days prior to the effective date of any change.

2. Pay Telephone Access Line Services

	Minimum	Maximum	Current
a. Coin Payphone Access Line (CPAL)		Monthly Rate	
Interim - Flat Rated (all zones, no usage charges)	$ 28.40	$ 45.75	$ 30.40
Zone A - Metro	$ 12.75	$ 20.75	$ 16.75
Zone B - Urban	$ 17.65	$ 25.65	$ 21.65
Zone C - Suburban	$ 18.40	$ 26.40	$ 22.40
Zone D - Rural	$ 19.25	$ 27.25	$ 23.25
		NRC	
One Time Non Recurring Charge	$ 35.00	$ 75.00	$ 55.00
b. Limited Non-Coin Payphone Access Line (LNPAL)		Monthly Rate	
Zone A - Metro	$ 10.25	$ 18.25	$ 14.25
Zone B - Urban	$ 15.20	$ 23.20	$ 19.20
Zone C - Suburban	$ 15.85	$ 23.85	$ 19.85
Zone D - Rural	$ 16.55	$ 24.55	$ 20.55
		NRC	
One Time Non Recurring Charge	$ 35.00	$ 75.00	$ 55.00
c. Inmate Payphone Access Line (IPAL)		Monthly Rate	
Zone A - Metro	$ 10.25	$ 18.25	$ 14.25
Zone B - Urban	$ 15.20	$ 23.20	$ 19.20
Zone C - Suburban	$ 15.85	$ 23.85	$ 19.85
Zone D - Rural	$ 16.55	$ 24.55	$ 20.55
		NRC	
One Time Non Recurring Charge	$ 35.00	$ 75.00	$ 55.00
d. Non-Coin Payphone Access Line (NPAL)		Monthly Rate	
Interim - Flat Rated (all zones, no usage charges)	$ 24.95	$ 43.40	$ 27.65
Zone A - Metro	$ 10.80	$ 18.80	$ 14.80
Zone B - Urban	$ 15.20	$ 23.20	$ 19.20
Zone C - Suburban	$ 15.80	$ 23.80	$ 19.80
Zone D - Rural	$ 18.35	$ 25.35	$ 21.35
		NRC	
One Time Non Recurring Charge	$ 35.00	$ 75.00	$ 55.00

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

E. RATES AND CHARGES (Continued)

3. Local Usage

a. The following local usage per minute charges will be assessed to the PSP for calls made from the Pay Telephone Access Line Service when utilizing the Company network. The Toll rates are a function of the optional toll plan selected by the PSP and are applied to direct dialed calls and not alternately billed calls, including but not limited to collect calls.

Usage Type	Minimum	Maximum	Current
Local Usage - per minute	$.010	$.075	$.030

4. Coin Payphone Access Line (CPAL) - Public End User Charges

a. The following charges are applicable for calls placed by the Public telephone user when the PSP has selected the CPAL service.

Call Type	Minimum	Maximum	Current
Local per call	$.25	$ 1.00	$.25

b. Intrastate Toll charges applicable for calls placed by the Public telephone user when the PSP has selected the CPAL service.

TABLE OF INITIAL AND OVERTIME PERIOD RATES
CPAL TOLL SCHEDULE

Rate Mileage Band	Rate Mileage	- - - - - Initial 1 Minute - - - - -			- - - - - Each Additional Minute - - - - -		
		Minimum	Maximum	Current	Minimum	Maximum	Current
1	0 - 10	Imputation	$.465	$.390	Imputation	$.150	$.140
2	11 - 16	Imputation	$.490	$.410	Imputation	$.175	$.160
3	17 - 22	Imputation	$.520	$.430	Imputation	$.210	$.180
4	23 - 30	Imputation	$.565	$.470	Imputation	$.250	$.220
5	31 - 112	Imputation	$.600	$.500	Imputation	$.290	$.250

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

E. RATES AND CHARGES (Continued)

5. Features, Options and Other Available Services

a.	Billed Number Screening • No Collect or Bill-to-Third • No Bill-to-Third • No Collect	Section 18
b.	End User Access Charge- per Line	Tariff FCC 11
c.	International Direct Dial Blocking Service	Tariff FCC 11
d.	Interstate Presubscription	Tariff FCC 11
e.	Intrastate Presubscription	CT Access Service Tariff
f.	Directory Assistance - Per Call	Section 6
g.	Directory Assistance Call Completion DACC - Per Call	Section 6
h.	Directory Listings	Section 6
i.	Toll Rate Plans	Section 18
j.	Operator Assisted Calls	Section 18

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

F. RATE ZONES

a. The rates for the Pay Telephone Access Line arrangements are based on geographic zones. The wire centers in each zone, Metro, Urban, Suburban, and Rural, are listed below.

WIRE CENTER	CLLI	ZONES		WIRE CENTER	CLLI	ZONES	
Ansonia-Derby	DRBYCT00	B	Urban	Farmington	FRTNCT00	B	Urban
Baltic	BLTCCT00	D	Rural	Georgetown	GRTWCT00	D	Rural
Berlin	BRLNCT00	C	Suburban	Glastonbury	GLBYCT00	B	Urban
Bethany	BTHNCT00	D	Rural	Goshen	GSHNCT00	D	Rural
Bloomfield	BLFDCT00	B	Urban	Granby	GRNBCT00	C	Suburban
Branford Main	BRFRCT00	B	Urban	Groton	GRTNCT00	B	Urban
Bridgeport	BRPTCT01	A	Metro	Guilford	GUFDCT00	C	Suburban
Bridgeport No.	BRPTCT03	B	Urban	Haddam	HGNMCT00	D	Rural
Bristol	BRSTCT00	B	Urban	Hamden	HMDNCT00	B	Urban
Brookfield	BRFDCT00	C	Suburban	Hampton	HMPNCT00	D	Rural
Canaan	CNANCT00	D	Rural	Hartford	HRFRCT03	A	Metro
Canterbury	PLFDCT00	D	Rural	Huntington	HNTNCT00	C	Suburban
Canton	CNTNCT00	D	Rural	Jewett City	JWCYCT00	D	Rural
Cheshire	CHSHCT01	C	Suburban	Kent	KENTCT00	D	Rural
Clinton	CLTNCT00	C	Suburban	Lakeville	LKVLCT00	D	Rural
Colchester	CLCHCT00	D	Rural	Lebanon	LBNNCT00	D	Rural
Columbia	CLMACT00	D	Rural	Ledyard	LDYRCT00	D	Rural
Cornwall	CRNWCT00	D	Rural	Litchfield	LTFDCT00	D	Rural
Coventry	CNTYCT00	D	Rural	Lyme	LYMECT01	D	Rural
Cromwell	CRWLCT00	C	Suburban	Madison	MDSNCT01	C	Suburban
Danbury	DNBRCT00	B	Urban	Madison North	MDSNCT02	C	Suburban
Danielson	DNSNCT00	C	Suburban	Manchester	MNCHCT00	B	Urban
Darien	DARNCT00	B	Urban	Marlborough	MRLBCT00	D	Rural
Deep River	DPRVCT00	D	Rural	Meriden	MRDNCT00	B	Urban
Durham	DRHMCT00	D	Rural	Middlebury	MDLBCT00	D	Rural
East Hampton	EHTNCT00	D	Rural	Middletown	MDTWCT00	B	Urban
East Hartford 1	EHRTCT01	B	Urban	Milford	MLFRCT00	B	Urban
East Hartford 2	EHRTCT02	C	Suburban	Montville	MTVLCT00	D	Rural
East Haven	EHVNCT00	B	Urban	Moodus	MODSCT00	D	Rural
Enfield 1	ENFDCT01	C	Suburban	Mystic	MYSTCT00	C	Suburban
Enfield 2	ENFDCT02	C	Suburban	Naugatuck	NGTCCT00	C	Suburban
Essex	ESSXCT00	C	Suburban	New Britain	NWBRCT00	B	Urban
Fairfield	FRFDCT00	B	Urban	New Canaan	NWCNCT00	C	Suburban

GENERAL SERVICES

PAY TELEPHONE ACCESS LINE SERVICE (Continued)

F. RATE ZONES (Continued)

a. The rates for the Pay Telephone Access Line arrangements are based on geographic zones. The wire centers in each zone, Metro, Urban, Suburban, and Rural, are listed below. (Continued)

WIRE CENTER	CLLI	ZONES		WIRE CENTER	CLLI	ZONES	
New Fairfield	NWFLCT00	C	Suburban	Southington	STTNCT00	B	Urban
New Haven	NWHNCT03	A	Metro	Stafford Springs	STSPCT00	D	Rural
New London	NWLNCT02	B	Urban	Stamford	SMFRCT01	A	Metro
New Milford	NMFRCT00	C	Suburban	Stamford North	SMFRCT02	B	Urban
Newington	NWNTCT00	B	Urban	Stonington	SGTNCT00	D	Rural
Newtown	NWTWCT00	C	Suburban	Storrs	STRSCT01	D	Rural
Niantic	NINTCT00	C	Suburban	Stratford	SRFRCT00	B	Urban
Norfolk	NRFLCT00	D	Rural	Suffield	SFFDCT00	D	Rural
North Branford	NBFRCT00	D	Rural	Thomaston	THTNCT00	D	Rural
North Haven	NHVNCT00	C	Suburban	Torrington	TRTNCT00	B	Urban
North Thompson	THSNCT00	D	Rural	Trumbull	TMBLCT00	B	Urban
Norwalk	NRWLCT02	B	Urban	Unionville	UNVLCT00	C	Suburban
Norwalk North	NRWLCT03	B	Urban	Wallingford	WLFRCT00	B	Urban
Norwich	NRWCCT00	C	Suburban	Washington	WASHCT00	D	Rural
Old Greenwich	OGNWCT00	C	Suburban	Waterbury	WTRBCT00	B	Urban
Old Saybrook	OLSYCT00	C	Suburban	Watertown	WTTWCT00	C	Suburban
Orange	ORNGCT00	C	Suburban	West Hartford 1	WHFRCT01	B	Urban
Plainfield	PLFDCT00	D	Rural	West Hartford 2	WHFRCT02	C	Suburban
Plainville	PLVLCT00	C	Suburban	West Haven	WSHNCT00	B	Urban
Portland	PTLDCT00	D	Rural	Westbrook	WSBKCT00	D	Rural
Prospect	PRSPCT00	D	Rural	Westport	WSPTCT00	B	Urban
Putnam	PTNMCT00	C	Suburban	Westville	WSTVCT00	B	Urban
Putnam North	THSNCT00	D	Rural	Wethersfield	WTFDCT00	B	Urban
Redding	RDNGCT00	D	Rural	Willimantic	WLMNCT00	C	Suburban
Ridgefield	RDFDCT00	C	Suburban	Wilton	WLTOCT00	C	Suburban
Rockville	RKVLCT00	C	Suburban	Windsor	WNDSCT00	C	Suburban
Seymour	SYMRCT00	C	Suburban	Windsor Locks	WLKSCT00	C	Suburban
Sharon	SHRNCT00	D	Rural	Winsted	WNSTCT00	C	Suburban
Simsbury	SMBYCT00	C	Suburban	Wolcott	WLCTCT00	C	Suburban
South Windsor	WPNGCT00	C	Suburban	Woodstock	WDSTCT00	D	Rural

GENERAL SERVICES

MULTILINK EXCHANGE SERVICE

A. GENERAL REGULATIONS

1. MultiLink is an exchange business service, which is furnished, subject to the availability of facilities, by means of 5ESS, 1ESS, 1AESS, and DMS central offices to customers whose primary business is to provide system management functions for multiple users of this service.

2. The following definitions apply to terms used in connection with MultiLink Service.

   a. MultiLink System
   The term "MultiLink System" denotes service provided to a customer whose primary business is to act as system manager for multiple users at multiple locations within an exchange.

   b. MultiLink Service Manager
   The term "MultiLink Service Manager" denotes the customer who is responsible for and specifies the common equipment, and ARS configuration requirements and who solicits customers (Members) within the exchange to subscribe to this service.

   c. MultiLink Member
   The term "MultiLink Member" denotes a customer who subscribes to MultiLink station lines through the efforts of the MultiLink Manager who acts as agent for that customer.

   d. MultiLink Member Station Line
   The term "MultiLink Member Station Line" denotes a line connecting the serving central office switching equipment to the MultiLink member's premises. Each line includes the provision of adequate transmission for exchange and toll connections.

   e. MultiLink Member Group
   The term "MultiLink Member Group" denotes a specific member who subscribes to MultiLink Service within the same central office.

3. MultiLink Service is provided within a single exchange. A single central office switch may be selected as the primary serving switch, with secondary switches connected via a Tie Line arrangement between the primary and secondary switches. Common Equipment will include the Primary MultiLink Central Office Switching capability, Automatic Route Selection, Station Message Detail Recording, Account Codes, and Tie Line Termination Requirements. Each additional Central Office within the wire center or exchange will require MultiLink Secondary Central Office Switching capability, Automatic Route Selection, Station Message Detail Recording, Account Codes, and Tie Line Termination Requirements.

4. Each MultiLink member may retain their individual telephone numbers within the central office from which their existing service is provided. Calls between individual members of the MultiLink system will be accomplished by seven digit dialing. Connections to the Exchange and Toll Network are accomplished through MultiLink member station lines.

5. MultiLink service may only be provided to members within the same serving exchange as the primary MultiLink system.

GENERAL SERVICES

MULTILINK EXCHANGE SERVICE (Continued)

A. GENERAL REGULATIONS (Continued)

6. MultiLink member station lines are provided as either ground start or loop start according to terminating equipment requirements. Customer Provided Equipment must be compatible with the MultiLink member station lines to which it is connected.

7. Some features may not be available from all switch types. All features are provided where facilities permit.

8. One listing termed primary listing is provided per each MultiLink line at no additional charge to each individual member who subscribes to MultiLink service. Additional directory listings are provided subject to the regulations and rates set forth in Section 6.

9. Connections between primary and secondary central offices will be accomplished via tie lines as specified in Section 17.

10. MultiLink Member outgoing toll services are the responsibility of the MultiLink Service Manager. Individual toll options are not available to MultiLink members.

B. MULTILINK SERVICE MANAGER STANDARD SYSTEM FEATURES

1. Common Equipment

The common equipment provides central office switching capacity for the system parameters, including Automatic Route Selection, Station Message Detail Recording, Account Codes, and Tie Line Termination requirements.

2. Direct Inward Dialing

Permits calls from the general exchange and toll networks to be completed directly to MultiLink member station lines. Each station is assigned a regular seven digit number.

3. Direct Outward Dialing

Permits station users to gain direct access to the general exchange network.

4. Identified Outward Toll Dialing

Provides the recording and billing of toll calls by individual MultiLink member station lines.

5. Customer Software Change Feature

Permits customer to access a database for the purpose of maintaining and changing the system station line and feature configuration with the use of customer provided equipment.

6. Automatic Route Selection - Basic

Permits the routing of calls over private facilities configured in a predetermined pattern.

GENERAL SERVICES

MULTILINK EXCHANGE SERVICE (Continued)

B. MULTILINK SERVICE MANAGER STANDARD SYSTEM FEATURES (Continued)

7. Station Message Detail Recording (SMDR)

Provides a record, by station line number, of calls originating from station lines to numbers outside of the system, and outside of the local calling area, routed over the Message Toll Network or Private Facilities. Information is provided on alternate media. Customers may request the capability to input Account Codes to appear on the SMDR record.

C. MULTILINK SERVICE MANAGER OPTIONAL SYSTEM FEATURES

1. INWATS/800 Transfer [1] – Grandfathered as of August 16, 2020 (C)

Permits the routing of incoming WATS or 800 type calls to a specific member station line within the system.

2. Foreign Exchange Transfer Permits the routing of incoming foreign exchange traffic to a specific member station line within the system.

3. Six Way Conference Permits MultiLink member station users to establish conference connections with up to six (6) conferees.

4. Call Forwarding Over Private Facilities Permits calls made to a member station line to be rerouted to a number outside of the system using a specific selected facility or network.

D. MULTILINK MEMBER STANDARD STATION LINE FEATURES

1. Station Hunting

Provides hunting to an idle station in a predetermined member group within the same serving central office when the called station is busy.

2. Call Transfer

Permits a station user to transfer any call in progress to another telephone number. When a call is transferred outside the system and beyond the local calling area, applicable message toll rates will apply.

3. Consultation

Permits a station user to hold any call in progress and originate a call to another number for the purpose of consultation and return to the original call.

4. Three Way Calling

Permits a station user to add a third party to an existing call.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

GENERAL SERVICES

MULTILINK EXCHANGE SERVICE (Continued)

D. MULTILINK MEMBER STANDARD STATION LINE FEATURES (Continued)

5. Call Pick-Up Group

Permits a station user to answer incoming calls directed to other stations in the same member group, within the same serving central office.

a. Call Pick-Up Group
Denotes a specific group of predetermined station lines, which can answer each others calls using the call pick-up feature.

b. Directed Call Pick-Up With BargeIn Capability
Permits selective answering with the use of an access code. A three way call will occur if two users answer the same call.

c. Directed Call Pick-Up Without BargeIn Capability
Permits selective answering with the use of an access code. Only one station user can answer the call.

6. Call Hold

Permits a station user to place a call in progress in a hold condition allowing the origination of another call or answering a call directed to another station with the use of the call pick-up feature.

7. Speed Call

Permits users to place calls by means of two digit dialing of up to thirty (30) abbreviated codes established on lists which are created and changed by the user.

8. Call Forward

Permits calls placed to member station lines to be rerouted to either another member station line within the member group or to an outside number by means of the following options:

a. All Calls
Routes all calls placed to a station to another number within or outside of the member group. This feature is activated and deactivated by the station user.

b. Busy Line
Routes incoming calls to a predetermined number when the called number is busy.

c. Don't Answer
Routes incoming calls to a predetermined number when the called number does not answer.

GENERAL SERVICES

MULTILINK EXCHANGE SERVICE (Continued)

D. MULTILINK MEMBER STANDARD STATION LINE FEATURES (Continued)

9. Call Waiting (Incoming)

a. Provides an audible tone to a station in use to indicate that a call is waiting to be answered.

b. Cancel Call Waiting
Permits a station user to selectively cancel the call waiting feature. Cancel Call Waiting is applied as a per call activation.

10. Member Station Line Calling Characteristics

a. Unrestricted Member Station Lines
Permits access to all dial access codes including those, which provide access to local exchange and toll networks.

b. Toll Restricted Member Station Lines
Permits access to the local exchange only. Access to the toll network is prohibited as is access to any service code, which incurs billing as a result of a call.

The rates and regulations for toll restriction are set forth in Section 18.

E. RATES AND CHARGES

1. General

a. MultiLink is offered as a business exchange service at rates and charges as set forth in Section 2 and CentraLink 2100, Section 10.

b. With respect to the minimum and maximum rates, the Telephone Company shall not charge any rate other than the current effective rate until it has so notified the Department of Public Utility Control at least fourteen (14) days prior to the effective date of any change to that rate.

2. Rate Schedule

	Monthly Rate Minimum	Monthly Rate Maximum	Current Rate	One Time Charge	
a. MultiLink Common System					
Primary Serving Central Office, within the Exchange - Per Switch	$400.00	$700.00	$500.00	$2,000.00	
Each Secondary Serving Central Office, within the Exchange - Per Switch	$200.00	$400.00	$250.00	$1,000.00	
b. Primary MultiLink Member Station Line	Section 2				
c. Optional Features					
INWATS/800 Transfer [1] - Per Member Station Line	$4.00	$10.00	$4.73	$23.66	(C)
Foreign Exchange Transfer - Per Member Group	$5.00	$15.00	$7.10	$141.97	
Six Way Station Conference Access - Per Conference Circuit	$75.00	$125.00	$94.65	$326.53	
Call Forwarding Over Private Facilities - Per System	$75.00	$125.00	$94.65	$38.80	
- Per Member Station Line Equipped	$4.00	$10.00	$4.26	$1.33	

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

GENERAL SERVICES

MULTILINK EXCHANGE SERVICE (Continued)

F. TERMINATION LIABILITY

1. Rates and charges for MultiLink Exchange Service Common System are based on a minimum service period of 24 months. If the MultiLink Manager (primary customer) should remove service prior to the end of 24 months from the date of installation, the customer shall be liable to pay a termination liability of one half of the monthly rate, for the Primary and Additional Common System, multiplied by the number of months remaining in the 24 month minimum payment period.

G. CANCELLATION

1. If a customer should cancel service prior to the completion of installation of service, the customer shall be liable for payment of all non-recoverable costs incurred by the Telephone Company up to the point of cancellation but not to exceed the total of the One Time Charges for all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

2. If an order for MultiLink is canceled in part by the applicant prior to complete installation or start of service for the purpose of reducing the service to be provided, charges as specified above apply computed proportionately on the basis of the service requested to be canceled from the ordered service.

GENERAL SERVICES

CENTRAL OFFICE LINE HUNTING SERVICE

A. GENERAL

1. Central office line hunting provides for the arrangement of two or more central office lines so that a call placed to the first line in the group is routed to another line in the group when the first line is busy.

2. A hunting group includes the first line and each auxiliary line to which the first line in the group will hunt.

3. Central office line hunting is offered only where central office facilities permit.

4. Lines grouped for hunting must be served from the same central office.

B. RATES AND CHARGES

1. Central office line hunting service is furnished, installed, and maintained at the following rates, which apply in addition to regular rates and charges applicable to the associated telephone service.

	Monthly Rate
Central Office Line Hunting, per central office line equipped	
Business	$2.84

C. APPLICATION OF RATES

1. A monthly rate will be charged for each working line in a hunting group.

2. The central office line hunting rate is not applicable in connection with Wide Area Telephone Service or Centrex Service.

3. Non-recurring Charges specified in Section 3 apply for the following:

   a. The initial installation of central office line hunting on each line.

   b. The subsequent change of the hunting arrangement, other than complete or partial removal of hunting.

GENERAL SERVICES

GROUP HUNTING CONTROL EQUIPMENT

A. Two or more Central Office lines or Private Branch Exchange trunks are arranged so that a call for the first line in the group (index number) is completed to another line in the group when the first line is busy. This is accomplished by means of multi line hunting in the Central Office.

B. Where it is desired to reduce the number of lines available for hunting at times when a minimum of personnel is available for answering (nights and Sundays, for example), hunting control equipment is available. Through the operation of a control key on the subscriber's premises the hunting is stopped on all but a predetermined number of Lines.

C. Group hunting control equipment is furnished, installed, and maintained at the following rates and charges:

	Monthly Rate	Installation Charge
Equipment in ESS Central Offices-		
Multi Line Hunt Stop Hunt allows the customer to stop the hunt of or make busy specific lines in a Multi-Line Hunt group by the operation of a key located on the customer's premises. A customer may have more than one stop hunt key per group but only the stop hunt number associated with the last operated key is effective. Hunting which starts after the stop hunt terminal (start hunt number) will not be affected by the activation of a stop hunt key.		
Multi Line Hunt Stop Hunt	$2.32	$104.11
Externally Mounted Key	$1.70	$37.86

D. In addition to the rates specified above, one signaling channel is required between the subscriber's location and the Central Office, at rates specified in Section 17, Subvoice Channels.

E. For the Move of a group hunting control key a move charge applies.

	Move Charge
Move of a Group Hunting Control Key	$4.73

GENERAL SERVICES

SPECIAL LISTING TERMINALS

A. Control over the direction of inward calls to certain lines of a group arranged for sequence operation may be accomplished by the provision of special listing terminals bearing telephone numbers not associated with the sequentially numbered group. Incoming calls to a special listing terminal are completed only over the line or trunk associated with the terminal instead of over any available line or trunk in the group.

B. Special listing terminals, including a directory listing if desired, are furnished at the following rate:

	Monthly Rate
Special Listing Terminals	$1.18

GENERAL SERVICES

DEDICATED CENTRAL OFFICE SWITCHED SERVICE (DCOSS)

A. GENERAL

1. DCOSS (Dedicated Central Office Switched Service) is a flat rate business service provided to a specific customer from existing Telephone Company central office facilities, which are dedicated to the provision of service for that customer.

2. DCOSS consists of dedicated dial switching equipment located on premises leased or owned by the Telephone Company utilized for the purpose of providing to a particular customer specified system and station features.

3. Upon expiration of a contract or contract extension, if the customer does not subscribe to a new term agreement and does not request a disconnect of the service, service will be continued on a month-to-month basis with a monthly price equal to the higher of $20 per station line or the customer's previous rate plus 20%. Once on this monthly rate the customer will no longer be subject to termination liability charges. All other terms and conditions of the customer's DCOSS agreement continue to apply.

B. DCOSS DORMITORY SERVICE

1. Regulations

a. DCOSS Service furnished to a school or college for administrative use may also have telephones associated with that system located in residential quarters provided by the institution for its students. Such telephones are designated DCOSS dormitory station lines and are the only DCOSS station lines, which may be installed in such residential quarters. Where an employee, such as a professor or instructor, resides in such quarters, service may be provided on the same basis as for students.

b. DCOSS dormitory station lines may be provided only in the room or suite occupied by one or more students or employees as residential quarters, and any bridged stations are limited to such quarters.

c. There are two classifications of DCOSS dormitory station lines.

(1) Class 1 station lines provide for intercommunicating between all stations in the same DCOSS system and for telephone access to school or college-provided educational services such as computer assisted instruction and information retrieval. Access to and from the attendant is not provided.

(2) Class 2 station lines provide those services described in (1) above plus access to the attendant and to the general exchange and toll network. Station lines of this classification are provided only at the request of students or employees.

d. Charges for DCOSS dormitory station lines, other than bridged stations, will be billed by the Telephone Company to the school or college, whose charges to the students or employees in whose residential quarters the service is provided shall not exceed those made by the Telephone Company.

GENERAL SERVICES

DEDICATED CENTRAL OFFICE SWITCHED SERVICE (DCOSS) (Continued)

B. DCOSS DORMITORY SERVICE (Continued)

1. Regulations (Continued)

e. Charges for message toll telephone service, DCOSS dormitory stations, directory listings and other miscellaneous services associated with DCOSS dormitory service will be billed to a specified occupant of each room or suite, who will be responsible for the payment of all such charges directly to the Telephone Company.

2. Directory Listings

Directory listings in connection with Class 2 DCOSS dormitory service are provided subject to the regulations and rates applicable to residence additional listings as set forth in Section 6, Directory Listings.

3. Rates and Charges

a. Primary DCOSS dormitory station lines are furnished, installed and maintained at the following monthly rate, subject to the application of residence Non-Recurring Charges.

Where the dial switching equipment is on the premises of the Telephone Company, primary DCOSS dormitory station lines are provided at a monthly rate, which is $.25 below the appropriate individual flat residence rate for the exchange in which the service is located.

b. Telephone Company provided stations are at rates and charges as specified in the applicable sections of this Product Guide.

c. Reconnect Charge

Class 2 DCOSS dormitory station lines may be changed to Class 1 station lines by the Telephone Company in the event of non-payment of message toll charges billed to the occupant of the specified room or suite. A reconnect charge, as specified in Section 3, Non-Recurring Charges applies for restoral of access to the exchange and toll networks.

d. Temporary Disconnection of Service

A DCOSS dormitory service station line, including the primary station, any bridged stations, directory listings and other miscellaneous services may be temporarily disconnected at the request of the school or college. The period of such temporary disconnection is a minimum of one month and a maximum of four months each year and is at the monthly rate specified for residence service in Section 5, Temporary Disconnection of Service. Calls are not referred to another DCOSS station or exchange telephone number during the period of temporary disconnection. When temporarily disconnected stations are reconnected as Class 1 stations, no charge applies for the reconnection of service (See f.1. below for reconnection as a Class 2 station).

GENERAL SERVICES

DEDICATED CENTRAL OFFICE SWITCHED SERVICE (DCOSS) (Continued)

B. DCOSS DORMITORY SERVICE (Continued)

3. Rates and Charges (Continued)

e. Application of Non-Recurring Charges

The following changes made at the request of students or employees are subject to application of applicable Non-Recurring Charges prescribed in Section 3. Such charges are billed to a specified occupant of the room or suite in which the station is located.

(1) The reconnection of a temporarily disconnected DCOSS dormitory station line as a Class 2 station line.

Exception: When a student or employee who plans to be in residence at the school during the next regular academic year notifies the Telephone Company, prior to a date mutually acceptable to the Telephone Company and the school administration of his desire for a Class 2 station line, Non-Recurring Charges will not apply.

(2) Changes from Class 1 to Class 2 station lines.

Exception: When the class of station line is changed under the provision of d. above, only the reconnect charge applies.

GENERAL SERVICES

DCOSS ELECTRONIC TANDEM SWITCHING SERVICE (DCOSS ETS)

A. GENERAL

DCOSS Electronic Tandem Switching (DCOSS ETS) Features are provided in association with DCOSS Service furnished from 5E Digital Switching System central office equipment located on Telephone Company premises and may be provided, subject to the availability of facilities, to DCOSS systems which are served by the same such equipment. In the event that DCOSS ETS service is discontinued within a period of seven years after the service date, the customer shall pay SNET a termination charge of the present worth of remaining payments left in the 84 month contractual obligation.

B. FEATURES

The DCOSS ETS Features are:

1. Automatic Route Selection - Deluxe
2. Facilities Restriction Levels
3. Time of Day Routing
4. Message Detail Recording to Customer Location
5. Traffic Data to Customer (Pollable)
6. Uniform Numbering/Automatic Alternate Routing
7. Automatic Overflow to DDD

1. Automatic Route Selection-Deluxe (ARS-D)

ARS-D provides access to automatic routing of outgoing calls over alternate customer facilities based on the DDD number. When the DCOSS ARS-D access code is dialed, this feature automatically scans the digits and selects a first choice completing route when available, or subsequent route if the first-choice route is not available. Routes may include Foreign Exchange Trunk lines; Wide Area Telephone Service lines exchange trunk lines to the toll network or access lines to common-control switching or other arrangements where compatible.

2. Facilities Restriction Levels (FRL)

FRL is provided on each station line and incoming tie line to determine the types of calls and the types of facilities that are privileged to the user.

3. Time of Day (TOD) Routing - TOD Routing is an ARS-D option which permits preprogrammed selection of alternate routing pattern groups for off-network calls (up to three sets of ARS-D routing pattern groups) on a time-of-day and day-of-week basis. The maximum number of preprogrammed selections per day is thirty-two.

4. Message Detail Recording to Customer Location (MDRCL)

MDRCL provides a record, transmitted to the customer's location, of calls originating from DCOSS station lines to locations outside the same DCOSS system. Facility groups may also be designated to record originating and/or terminating records.

GENERAL SERVICES

DCOSS ELECTRONIC TANDEM SWITCHING SERVICE (DCOSS ETS) (Continued)

B. FEATURES (Continued)

5. Traffic Data to Customer (Pollable)

Traffic Data to Customer (Pollable) permits the customer to poll the switching equipment on a daily or hourly basis to obtain certain traffic measurements. Equipment must be provided at the customer's premises to record the traffic data.

6. Uniform Numbering/Automatic Alternate Routing (UN/AAR)

UN permits station users to place calls via tie lines using a uniform dialing plan. The user dials an access code, followed by a seven-digit number, which uniquely identifies a specific on-network station line. The number consists of a three-digit location code and a four-digit station line code. (When the same access code is followed by a ten-digit public network number the call is routed via the ARS-D feature). The feature provides the number translation and supervision necessary to route the call.

AAR provides automatic routing of on-network calls to alternate tie line routes when primary tie line routes are busy.

7. Automatic Overflow to DDD

Automatic Overflow to DDD provides completion of on-network calls via the toll network when all primary and alternate tie line routes are busy.

C. REGULATIONS

1. ARS-D

a. Preferred routes and alternate routes in patterns will be specified by the customer.

b. A maximum of six ARS-D Pattern Groups, with up to two hundred fifty-six route lists in each Pattern Group will be provided.

c. A maximum of sixteen routes are provided in a pattern.

d. Each WATS band is treated as a separate route.

e. All rates and charges specified for ARS-D are in addition to the rates and charges for the associated facilities and facility terminations.

f. Where ARS-D is furnished with UN/AAR, tie lines to other PBX or Centrex/DCOSS system locations may appear as routes in ARS-D patterns, when such tie lines are provided for subsequent access to the toll network at the distant PBX or Centrex/DCOSS system location.

g. CCSA access lines (off-net calls) and access lines to other similar arrangements, compatible with ARS-D, may be included as routes in patterns.

GENERAL SERVICES

DCOSS ELECTRONIC TANDEM SWITCHING SERVICE (DCOSS ETS) (Continued)

C. REGULATIONS (Continued)

2. Facilities Restriction Levels (FRL)

a. A maximum of sixteen Facilities Restriction Levels are available for each system.

b. Customer implementation of changes to Facilities Restriction Levels requires the Facilities Administration and Control Feature.

c. All station lines and incoming tie line terminations with access to ARS-D must be equipped with FRL.

3. Time of Day (TOD) Routing

The TOD Routing Feature permits up to thirty-two programmed selections in a Pattern Group per day. Only one Pattern Group can be active at a time.

4. MDRCL

a. MDRCL is not represented to be a provision of billing detail.

b. Station message detail records will be provided on terminal equipment located at the customer's premises.

c. Processing of message detail information by the Telephone Company accounting center is not provided with this arrangement.

d. The customer must designate all station lines in a customer group and/or selected facility groups on which MDRCL originating and terminating records are to be provided.

e. Additions or deletions of MCRDL recording are provided by Telephone Company service orders.

5. Traffic Data to Customer (Pollable)

a. Reported are listing trunks not accessed and all trunks constantly off-hook in the previous two hours.

b. Traffic data reports on trunk groups and queues is also provided.

GENERAL SERVICES

DCOSS ELECTRONIC TANDEM SWITCHING SERVICE (DCOSS ETS) (Continued)

C. REGULATIONS (Continued)

6. UN/AAR

a. Following the dialing of an access code, all calls must consist of a seven-digit number.

b. The customer must specify the first choice route and each subsequent route to each Centrex/DCOSS or PBX system involved.

c. The customer must notify the Telephone Company when any change in route or routing sequence is desired.

d. The maximum number of routes in a pattern is sixteen.

e. The maximum number of patterns is two hundred fifty-six.

f. Where calls are routed via the toll network, the rates and charges specified for Automatic Overflow to DDD, Exchange Trunks, and toll messages are applicable.

GENERAL SERVICES

PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

1. Frontier Commercial Voice Unlimited Promotion

   New Frontier business customers that sign up for Frontier Commercial Voice Unlimited between September 15, 2017 and December 13, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a $5.00 credit per month per line for the length of the contract. New is defined as not having Frontier service in the past ninety days.

2. Frontier OneVoice Promotion

   Between August 22, 2021 and November 19, 2021, New fiber-based Frontier OneVoice customers who purchase a qualifying broadband service will be given a $29.99 discount for the first local OneVoice line. Customers must agree to a two-year term that provides a two (2) year Price Protection Plan. Installation charges for this service will be waived. Promotion offered where technically feasible. (N) (N)

GENERAL SERVICES

FRONTIER ROAD WORK RECOVERY SURCHARGE

A1 GENERAL

This charge is for the recovery of costs for moving or relocating network facilities or infrastructure changes requested by a City, County, State or Federal authorities, or any other government entity of any kind. The charge will apply to end user accounts who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs. The surcharge will be billed monthly per account and will be identified on the bill as a Frontier Road Work Recovery Surcharge.

A2 SPECIAL CONDITIONS

B1 Surcharge will be assessed at the time of billing.

B2 There will be no proration of charges.

B3 There will be no discounts for vacation, seasonal or temporary suspension of service.

B4 The surcharge will appear on the customer's bill as the "Frontier Road Work Recovery Surcharge".

A3 RATES AND CHARGES

	Monthly Rate Per Account	
Business	$3.00	(I)

DUPLICATE BILL CHARGE

A. GENERAL

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. A Duplicate Bill Charge will apply for providing a printed copy of current and/or previous months' billing.

B. RATES AND CHARGES

	Residence	Business
Duplicate Bill Charge, per copy of bill requested	$5.00	$5.00

GENERAL SERVICES

DIGITAL BILLING

A. GENERAL

Digital billing provides a complete version of the bill, including bill detail bill messages and inserts. Digital billing is available online, by email and in mobile app. Digital billing customers will receive the digital bill based on preferences managed by the customer, including a notification when the bill is ready to view. Upon election to digital billing, the paper version will be discontinued. If a customer elects to receive both the digital bill and a paper bill, a monthly charge will apply. Digital bill payment and auto pay can also be managed online, in mobile app, or with Frontier's automated phone system.

B. RATES AND CHARGES

	Monthly Rate	
	Residence	Business
Rate for Digital Billing with Duplicate paper bill	$5.00	$5.00

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. 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.

B. RATES AND CHARGES

	Nonrecurring Charge	
Convenience Fee, per occurrence	$10.00	(N)

INTERCONNECTION SERVICE

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INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS

A. INTERCONNECT SERVICE

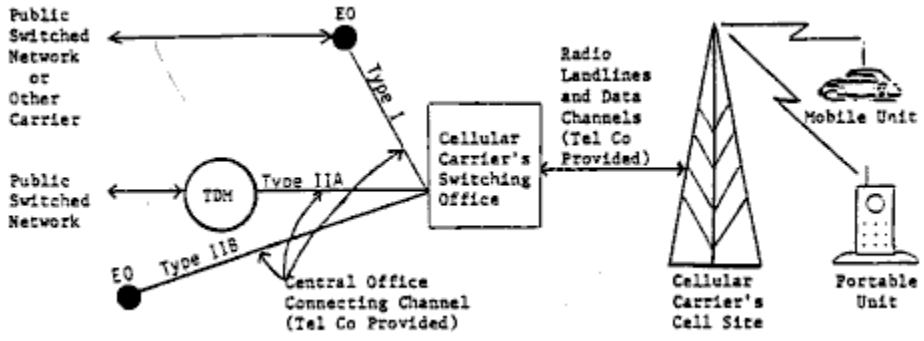
1. GENERAL

Interconnect Service for Domestic Public Cellular Mobile Carriers is a grandfathered service. Customers who currently have this service may retain it, however, no new service will be provided. This Product Guide provides (subject to availability) Telephone Company facilities, which enable Cellular Mobile Carriers, licensed by the Federal Communications Commission under Part 22 and 90 of the FCC regulations, to interconnect with the Public Switched Telecommunications Network. These interconnection arrangements primarily consist of Central Office Connecting Channels, Radio Landlines, Data Channels, and Network Access Arrangements.

The Telephone Company makes no distinction in this Product Guide between a wireline and non-wireline Domestic Public Cellular Mobile Carrier (herein referred to as a Cellular Carrier). Upon request, every non-wireline Cellular Carrier licensee has the right to interconnect with the Telephone Company's landline network in the identical manner as any wireline Cellular Carrier licensee. Where a Cellular Carrier seeks interconnection arrangements different than those offered under this Product Guide, the Cellular Carrier may negotiate with the Telephone Company other interconnection arrangements, which are reasonable and technically suitable for the Cellular Carrier's system. Such arrangements will be filed for inclusion in this Product Guide.

This Product Guide provides a choice of interconnect arrangements - Type I end office interconnect; Type IIA access tandem interconnect; Type IIB specific end office interconnect.

The following diagram depicts a generic configuration of a cellular system and the interconnecting facilities.



2. Definitions

Cellular Carrier's Switching Office - the centralized control and switching equipment of the Cellular Carrier's system.

Cellular Geographic Service Area (CGSA) - the geographic area within which the Cellular Mobile Carrier is authorized to provide cellular Mobile service.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

2. DEFINITIONS (Continued)

Cellular Mobile Carrier (CMC – a communication carrier authorized by the Federal Communications Commission to provide cellular mobile service within a specified CGSA.

Cell Sites - the location of the radio transmitter/receiver operated by the Cellular Carrier.

Central Office - a Class 5 Telephone Company office, which provides local exchange service. A Telephone Company end office.

Central Office Connecting Channels - voice grade channels provided by the Telephone Company, which interconnect the Cellular Carrier's Switching Office with the Public Switched Telecommunications Network (PSTN) via a Telephone Company central and/or tandem office.

Data Channels - unconditioned voice grade data channels provided by the Telephone Company which interconnect Cellular Carrier's Cellular Switching Office with the Cellular Carrier's Cell Site via Telephone Company Central
Offices.

End Office - a local Telephone Company switching system that connects customer station lines to customer station lines and customer station lines to Telephone Company network trunks. A Class 5 office.

Network Access Arrangement - provides network access service for the Cellular Carrier. This arrangement will route wireline originating traffic to the Cellular Carrier Switching Office. The network access arrangement also receives wireline terminating traffic from the Cellular Carrier Switching Office and switches it to the wireline telephone.

Point of Termination (POT) - a demarcation point between the Telephone Company and the Cellular Carrier. This point establishes the technical interface, the test point(s) and the point of operational division of responsibility.

Radio Landlines - voice grade channels provided by the Telephone Company, which connect the Cellular Carrier's Cellular Switching Office with Cellular Carrier's Cell Sites.

Serving Wire Center (SWC) - the Telephone Company office, which serves, via a local channel, the customer-designated premises location.

Subscriber Line Treatment - allows calls to be connected to valid office codes within the Telephone Company's network as well as Repair Service, Directory Assistance, Operator Assistance or services provided by interexchange carriers or other Cellular Carriers.

Tandem Office - a Class 4 Telephone Company switching system that provides a concentration and distribution function for public switched network traffic within the 203 NPA.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

3. REGULATIONS

The regulations, rates and charges specified herein are specific to Cellular Carriers and are in addition to regulations contained in the General Exchange Tariff, Section 1, General Regulations and Section 1 of this Product Guide.

a. Undertaking of the Telephone Company

(1) Interconnections provided to a cellular system under the provision of this Product Guide are for use in conjunction with the carrier's operation as a Cellular Carrier only and under the rules and regulations of the Department of Public Utility Control and the Federal Communications Commission.

(2) The type of channel construction and its routing are at all times determined by the Telephone Company and ownership of such channels shall remain vested in the Company.

(3) The Telephone Company will administer the network to insure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services. Generally, service levels are considered acceptable only when all customers are able to establish connections with little or no delay encountered within the Telephone Company network. To insure acceptable service levels the Telephone Company maintains the right to apply protective controls (i.e., those actions such as call gapping, which selectively cancel the completion of traffic) over any traffic carried over its network. Generally, such protective measures would only be taken as a result of occurrences such as failure or overload of the Telephone Company or cellular carrier facilities, natural disasters, mass calling or national security demands. In the event that protective controls applied by the Telephone Company result in the complete loss of service by the cellular carrier, a credit allowance for service interruption will be granted as set forth in 3.6 following.

b. Limitations

(1) The service provided under this Product Guide may not be assigned or transferred without notification and concurrence of the Telephone Company.

(2) The use and restoration of services shall be in accordance with the Company’s Essential Service Guidelines and Part 64, Subpart D, Appendix A, of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

(3) The Telephone Company cannot guarantee that a metallic facility will be provided or available when required by a Cellular Carrier.

c. Minimum Periods

The minimum period for which services are provided and for which rates and charges are applicable is one month unless specified otherwise.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

3. REGULATIONS (Continued)

d. Liability

(1) The Telephone Company shall be indemnified, defended and held harmless by the Cellular Carrier against any claim, loss or damage arising from the Cellular Carrier's use of services offered under this Product Guide, involving:

(a) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communications;
(b) Claims for patent infringement arising from combining or using the service furnished by the Telephone Company in connection with facilities or equipment furnished by the Cellular Carrier;
(c) All other claims arising out of any act or omission of the Cellular Carrier in the course of using services provided pursuant to this Product Guide.

(2) The Telephone Company's failure to provide or maintain services under this Product Guide shall be excused by such events as labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and all other circumstances beyond the Telephone Company's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 3.f following.

e. Payment of Rates, Charges and Deposits

The Telephone Company shall bill on a current basis all rates and charges incurred by and credits due to the Cellular Carrier under this Product Guide attributable to services established or discontinued during the preceding billing period. In addition, the Telephone Company shall bill in advance rates and charges for all services to be provided during the ensuing billing period except for charges associated with service usage. Such bills are due when rendered. Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this Product Guide will be prorated to the number of days or major fraction of days based on a 30-day month.

f. Credit Allowance for Service Interruptions

(1) For interexchange service, no credit is allowed for interruptions to service of less than thirty minutes. Interruptions of thirty minutes or over, which are reported to the Telephone Company and which are not due to the negligence or willful act of the Cellular Carrier, are credited to the Cellular Carrier at the proportionate monthly charge in half hour multiples for each half hour or major fraction thereof of interruption from receipt of the report.

(2) For intraexchange service, no credit is allowed for interruptions to service of less than twenty-four hours. Interruptions of twenty-four hours or over which are reported to the Telephone Company are credited to the Cellular Carrier at the proportionate monthly charge for each twenty-four hours or major fraction thereof of interruption from receipt by the Telephone Company of the report.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION

Interconnect service provides transmission paths to connect (1) a Cellular Carrier's cell site with the Cellular Carrier's Switching Office, and (2) a Telephone Company Central Office with the Cellular Carrier Switching Office.

a. Type I Interconnect

Type I Interconnect is a dedicated two-way, four-wire trunk between the Telephone Company end office and the Cellular Carrier's switching system. Type I "subscriber line treatment" allows incoming calls from the Cellular Carrier to be connected to any valid office code(s) within the 203 NPA, as well as Repair Service, Directory Assistance, Operator Assistance or services provided by interexchange carriers, other Cellular Carriers or Local Exchange Carriers. Calls from the public switched network to the Cellular Carrier are connected through the end office associated with the called cellular mobile station number. Type I Interconnect is available only from Telephone Company electronic stored program control (SPC) offices.

b. Type IIA Interconnect

Type IIA Interconnect is a dedicated two-way, four-wire trunk between the Telephone Company tandem office and the Cellular Carrier's switching system. Incoming calls from the Cellular Carrier are connected to any valid office code(s) within the 203 NPA. Calls from the public switched network are connected to the Cellular Carrier through the tandem office associated with the called cellular mobile station number. Type IIA Interconnect is available only from Telephone Company access tandem offices.

c. Type IIB Interconnect

Type IIB Interconnect is a dedicated two-way, four-wire trunk between the Telephone Company end office and the Cellular Carrier's switching system. Incoming calls from the Cellular Carrier are connected only to those valid subscriber telephone numbers served by the Telephone Company end office. Calls from the Telephone Company end office are connected to the Cellular Carrier. Type IIB Interconnect is available only from Telephone Company electronic stored program control (SPC) offices.

d. Channel Types

There are three (3) Interconnect Service channel types and they are:
- Voice Radio Landlines
- Data Channels
- Central Office Connecting Channels

Each channel type has its own characteristics and a brief description of the channel types follows. Basic Parameters and Specifications for Voice Grade and Unconditioned Voice Grade Data Channels.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION (Continued)

d. Channel Types (Continued)

(1) Voice Radio Landline

Channel Type 2401
A four-wire facility for use between the Cellular Carrier's premises (Cellular Carrier Switching Office) and a Cellular Carrier's cell site for two point voice service with transmission and signaling arrangements to be specified by the Cellular Carrier but within the limits stated in the transmission and signaling arrangements contained in 4.2.

(2) Data Channel

Channel Type 3402
A four wire facility for use between the Cellular Carrier's premises (Cellular Carrier Switching Office) and a Cellular Carrier's cell site for two point data service engineered for a 1000Hz net loss of 16dB.

(3) Central Office Connecting Channel

Channel Type 2406
A four wire facility for use between a Cellular Carrier's designated premises (Cellular Carrier Switching Office) and a Telephone Company central office or tandem office for two point voice service with transmission and signaling arrangements to be specified by the Cellular Carrier but within the limits stated in the transmission and signaling arrangements contained in e below.

e. Channel Transmission and Signaling Arrangements

The channel transmission and signaling arrangement is required for use with voice radio landlines and central office connecting channels to provide the Cellular Carrier's specified transmission and signaling requirements within the parameters stated in e.(1) and (2).

(1) Transmission Limits

(a) When ordering central office connecting channels, the Cellular Carrier must specify the transmission levels, both transmit and receive, at the Cellular Carrier Switching Office within the range +7 to -16dB TLP (Test Level Point) and the receive TLP at the Telephone Company central office not to exceed -3dB TLP. The signal power averaged over any 3 second interval delivered to the channel shall be 13dB below the designated TLP.

(b) When ordering voice radio landline channels, the Cellular Carrier must specify both the transmit and receive levels within the range of +7 to -16dB TLP at the Cellular Carrier Switching Office and the Cellular Carrier's cell site locations. The signal power averaged over any 3 second interval delivered to the channel shall be 13dB below the designated TLP.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION (Continued)

e. Channel Transmission and Signaling Arrangements (Continued)

(2) Signaling Limits

The Cellular Carrier must specify the following signaling arrangements:

E&M Signaling Interface - Type I or Type II

Signaling Mode - Type DX1 mode
Terminal equipment originates on the M lead.
- Type DX2 mode
Terminal equipment originates on the E lead.

f. Conditioning

Data conditioning is furnished for use with radio landline data channels only and is restricted to two point channels, which are not arranged for switching.

Various forms of data conditioning are available under the terms, rates and conditions as stated in Section 17, Private Line Services and Channels.

g. Emergency Power

Up to 8 hours of reserve emergency power for local channels for protection against a Carrier's commercial power failure is available on an optional basis.

h. Network Access Arrangement

Network Access Arrangements provide network access service for the Cellular Carrier. This arrangement will route wireline originating traffic to the Cellular Carrier switching office. The network access arrangement also receives wireline terminating traffic from the Cellular Carrier switching office and switches it to the called wireline telephone.

For wireline terminating calls the network access arrangement receives the call from the Cellular Carrier Switching Office and switches such calls as provided with the specific interconnect type as ordered and described in Section A.4 preceding. The wireline terminating call will be based on a usage schedule as defined in B. following.

Network access arrangements are required on a one-to-one basis for each central office connecting channel used with a Type I, IIA or IIB Interconnect.

i. Special Construction

The Telephone Company, upon request, will negotiate special construction requirements. Charges for special construction will be on an individual case basis.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION (Continued)

j. Special Facilities Routing

The services provided under this Product Guide are provided over such routes and facilities as the Telephone Company may select. Special Facilities Routing is involved when, in order to comply with requirements specified by the Cellular Carrier, the Telephone Company provides facilities in a manner which includes one or more of the following conditions: charges for special facilities routing will be on an individual case basis.

Route Diversity

Two or more facilities must be provided over more than one different physical route.

Avoidance

A service must be provided on a route, which avoids specified geographical locations.

Duct Diversity

Two or more facilities must be provided in more than one physically different duct.

5. TELEPHONE NUMBERS

Telephone numbers are available on a monthly basis in blocks of one hundred numbers for use with Type I Interconnect or on a nonrecurring charge basis for a dedicated NXX for use with Type II Interconnect.

Telephone numbers, which are requested by the Cellular Carrier are made available by the Telephone Company (subject to availability of facilities and numbers) in a manner that allows for the efficient operation of the public switched telephone network and is consistent with the administration of the North American Numbering Plan.

When telephone numbers are requested by the Cellular Carrier for its service, they will be furnished, subject to availability, as soon as possible after receipt of a written request thereof.

Telephone numbers available on a monthly basis are assigned sequentially in blocks of one hundred (100). Additional numbers, ordered subsequently to the provision of initial blocks of one hundred (100), will be numbered sequentially within their own blocks of one hundred (100), but not necessarily in sequence to those blocks of numbers already assigned.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

5. TELEPHONE NUMBERS (Continued)

a. Limitation of Offering - The Telephone Company reserves the right to regain access to unused numbers for its landline customers if after a reasonable period of time the Cellular Carrier does not utilize all 10,000 numbers in the NXX block and there is a shortage of telephone numbers for landline customers.

b. Assignment of or a Change in Telephone Number - Neither the Cellular Carrier nor any other user has a property right in any telephone number assigned, nor any right to the provision of telephone numbers or continuance of telephone numbers in any particular exchange or through any particular central office or type of central office. The Telephone Company may change the telephone number, exchange or central office designation or the type of serving central office whenever it deems it necessary in the operation of its business.

c. Reservation of Telephone Numbers - In recognition of its responsibility for the administration of exchange service and central offices, the Telephone Company retains exclusive rights in connection with any reservation of telephone numbers.

d. Intercept Facilities - It is not the undertaking of the Telephone Company to provide for the interception of calls mistakenly placed to telephone numbers assigned to a Cellular Carrier and which are not being utilized.

e. Directory Listings and Exchange Service - The provision of telephone numbers to a Cellular Carrier for its own use does not include the furnishing of directory listings.

6. WIDE AREA TELEPHONE SERVICE (WATS) [1] – Grandfathered as of August 16, 2020 (C)

Where a Cellular Carrier requires WATS service, the regulations, rates and charges are specified in Section 18.

7. CHANNEL RATE ELEMENTS

There are 5 basic rate elements, which apply to interconnect service channels:
- Local channel (described in 7.a. following)
- Interoffice channel (described in 7.b. following)
- Channel Terminal (described in 7.c. following)
- Network Access Arrangement (described in 7.d. following)
- Functions (described in 7.e. following)

a. Local Channel

A local channel is a channel between a Cellular Carrier's premises and its serving central office (i.e., from either the Cellular Carrier's Switching Office or Cellular Carrier's cell site to its serving telephone company central office.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

7. CHANNEL RATE ELEMENTS (Continued)

b. Interoffice Channel

The interoffice channel is a channel between serving central office buildings. The interoffice channel rate mileage is the airline distance between the central offices determined in accordance with the following:

For the purpose of determining rate distances, a Vertical "V" and Horizontal "H" Coordinate system is used. The V-H system consists of a series of coordinates, which represents a theoretical grid of vertical and horizontal lines covering the State of Connecticut.

The location of a central office expressed in latitude and longitude is converted mathematically to its grid location, that is Vertical "V" and Horizontal "H" coordinates. These coordinates permit calculation of the rate mileage distance between any two-rate centers. Fractional miles are considered as full miles for rating purposes.

c. Channel Terminals

Channel terminals are required at each end of the interoffice channel to terminate an interoffice channel.

d. Network Access Arrangement

The network access arrangement routes wireline originating and switches wireline terminating calls. This rate element is comprised of two parts:
(1) recurring monthly rate and
(2) a usage charge.

For all wireline terminating calls (Cellular Carrier to wireline) a usage charge will apply as indicated in B following.

e. Functions

(1) Channel Transmission and Signaling Arrangements - This function allows a Cellular Carrier to specify the transmission levels and signaling options within the parameters and option indicated in 4.e. preceding. For voice radio landlines two such arrangements are required per channel and for central office/connecting channels, only one such arrangement is required per channel. This arrangement is provided on a (1) four wire interface with four wire facilities or (2) a two wire interface with four wire facilities basis.

(2) Channel Conditioning - Conditioning is used to enhance the data channel performance.

(3) Data Channel Terminating Equipment - Transmission equipment required to provide the interface between a data channel and customer provided terminal equipment.

(4) Emergency Power - Emergency power is available on an optional basis for up to 8 hours of reserve power for powering up to 12 local channels terminating at a Cellular Carrier's premises.

INTERCONNECTION SERVICE

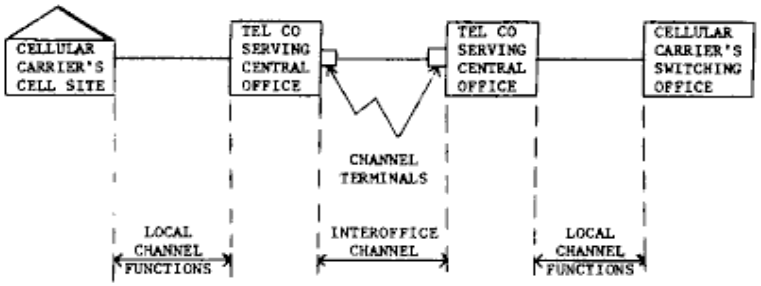
INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

7 CHANNEL RATE ELEMENTS (Continued)

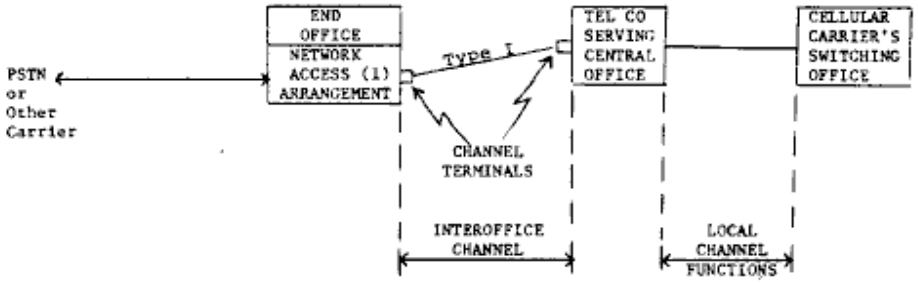
f. Service Configurations

VOICE RADIO LANDLINES AND DATA CHANNELS

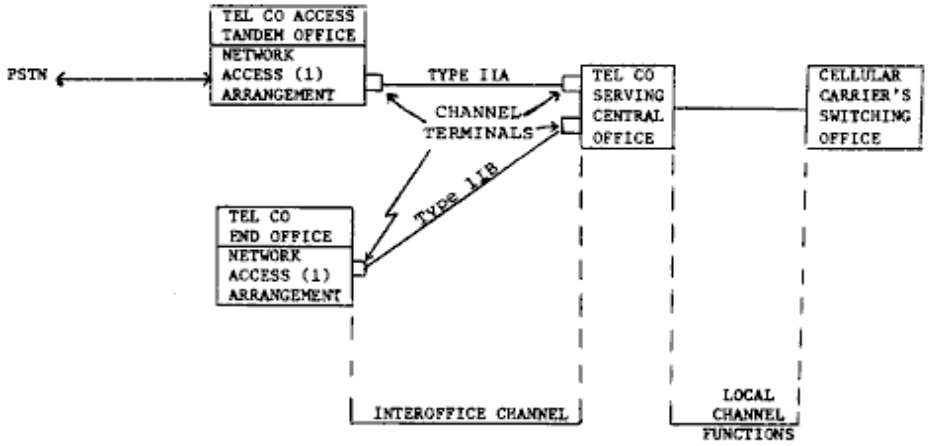


CENTRAL OFFICE CONNECTING CHANNELS

TYPE I INTERCONNECT



Type II Interconnect



(1) USAGE CHARGES APPLY PER B.3 FOLLOWING

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

8. RATE REGULATIONS

This section contains the specific regulations governing the rates and charges that apply for Cellular Carrier Interconnect Service.

a. Types of Rates and Charges

The monthly rates and nonrecurring charges are described as follows:

(1) Monthly Rates
Monthly rates are recurring rates that apply each month or fraction thereof that service is provided. For billing purposes, each month is considered to have 30 days.

(2) Nonrecurring Charges
Nonrecurring charges are one-time charges that apply for a specific work activity (i.e. installation or "service rearrangements"). The two types of nonrecurring charges that apply to service are: installation of service and service rearrangements.

(a) Installation
The nonrecurring charges for the installation of each service are set forth in B. Rates and Charges following.

(b) Service Rearrangement
Changes from one existing service to another is considered a service rearrangement and will be treated as the discontinuance of the existing service and the installation of a new service. The nonrecurring charges described in 1. preceding will apply for this work. Moves that change the physical location of the point of termination are described in 8.b. following.

b. Moves

A move involves a change in the physical location of a point of termination at the Cellular Carrier's premises. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(1) Moves Within The Same Building
When the move is to a new location within the same building the charge for the move will be subject to actual costs, "time and material" not to exceed the existing nonrecurring charge.

(2) Moves To A Different Building
Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

B. RATES AND CHARGES

1. Channels

	Monthly Rate	Nonrecurring Charge
a. Local Channel		
Per Local Channel		
- Voice Radio Landline	$41.41	$118.31
- Data Channels	$34.55	$118.31
- Central Office Connecting Channel	$41.41	$118.31
b. Interoffice Channel		
- Per mile	$ 3.00	-
c. Channel Terminals		
- Per Channel Terminal (Two required for each interoffice channel)	$19.88	$85.18
d. Network Access Arrangement		
- Per Central Office Connecting Channel	-	-
- Usage Charges (See Schedule B.)		
Type I Interconnect		$69.19
Type IIA Interconnect		$69.19
Type IIB Interconnect		$69.19
f. Functions		
(1) Transmission and Signaling Arrangement		
- Per 4/W Arrangement or	$8.99	-
- Per 2/W Arrangement	$9.51	-
(Two such arrangements are required for voice radio landline and one such arrangement is required for central office	connecting channel)	
(2) Conditioning		
- Per Local Channel as stated in Section 17	-	-
(3) Data Channel Terminating Equipment		
- Per Local Channel	$8.09	-
(4) Emergency Power (optional)		
- Per Cellular Carrier premises for up to 12 local channels (8 hours emergency power)	$53.48	$94.65

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR DOMESTIC PUBLIC CELLULAR MOBILE CARRIERS (Continued)

B. RATES AND CHARGES (Continued)

	Monthly Rate	Nonrecurring Charge
2. Telephone Numbers		
a. Type I Interconnect - Telephone number blocks of one hundred (100) consecutively assigned numbers, each	$52.00	-
b. Type II Interconnect - Ten thousand (10,000) telephone numbers in the form of a dedicated NXX	-	$17,036.12

3. Usage

Local Usage Charges (frequency, duration, distance, and time of day)

Local usage charges are based on a per minute basis for the exchange and the extended local calling area, other exchanges are charged toll message rates as set forth in Section 7.

- Initial minute $.035
- Each additional minute $.035

Time/Day Discount - Each local call is billed based upon the rates for the rate period in effect during the call. The appropriate discount applies to the rates for the portion of a call, which occurs during the discounted period shown below:

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
8:00 AM to * 8:00 PM	DAY RATE PERIOD						
8:00 PM to * 8:00 AM	NIGHT & WEEKEND RATE PERIOD 30% DISCOUNT						

* To, but not including

1. The one-minute initial period is billed at the rate applying when the connection is established. Each additional minute or fraction is billed as a whole minute at the rate applying when each additional minute begins.

2. Fractional amounts of the total charges are rounded to the nearest whole cent.

3. The night rate applies to the holidays listed below for all hours.

- New Year's Day January 1
- Independence Day July 4
- Labor Day --
- Thanksgiving Day --
- Christmas Day December 25

4. Telephone exchange areas in Connecticut are in the General Exchange Tariff, Section 2.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS

A. INTERCONNECT SERVICE

1. GENERAL

Interconnect Service for Paging Carriers is a grandfathered service. Customers who currently have this service may retain it, however, no new service will be provided. This Product Guide provides (subject to availability) Telephone Company facilities, which enable Radio Paging Carriers, licensed by the Federal Communications Commission under Part 22 and 90 of the FCC regulations, to interconnect with the Company's Public Switched Network (PSN).

These interconnection arrangements, which provide one-way service (landline to Paging Carrier), primarily consist of Local and Interoffice Channels, Network Usage and when requested by the Paging Carrier, Radio Landlines.

The Telephone Company makes no distinction in this Product Guide among any Paging Carriers using these arrangements. Upon request, every Paging Carrier licensee has the right to interconnect with the Telephone Company's landline network. Where a Paging Carrier seeks interconnection arrangements different than those offered under this Product Guide, the Paging Carrier may negotiate with the Telephone Company other interconnection arrangements, which are reasonable and technically suitable for the Paging Carrier system. Such arrangements will be filed for inclusion in this Product Guide.

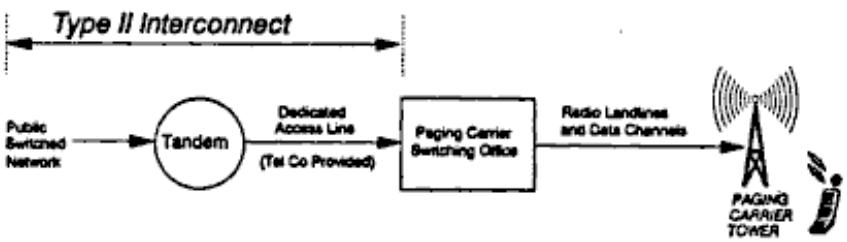
A. This Interconnect arrangement enables the Paging Carrier to interconnect at a Company access tandem.

1. The access tandem interconnection arrangement is classified as a Type II Radio Paging Carriers Interconnect arrangement.

2. A Type II Interconnect arrangement is a one way dedicated facility which is provided from the tandem office to the Paging Carrier switching office, and is used to handle traffic from the PSN to the Paging Carrier. Traffic is routed to the tandem from the PSN. Access to the tandem is provided from all of Company's exchanges at uniform rates through dedicated central office/NXX codes.

3. The classification as Type II recognizes the access tandem interconnection apart from a Type I arrangement, which interconnects at a local end office.

The following diagram depicts a general configuration of a Paging Carrier system and the interconnecting facilities:



INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

2. DEFINITIONS

Base Station - the location of the Paging Carrier's transmitter.

Central Office - a Class 5 Telephone Company End Office, which provides local exchange service.

Connecticut Serving Area (CSA) - the geographic area within Connecticut in which the Company is authorized to provide this service.

Data Channels - unconditioned voice grade data channels provided by the Telephone Company, which interconnect the Paging Carrier's Switching Office with the Paging Carrier Base Station via the Telephone Company central office.

Dedicated Access Channel - A Telephone Company provided inward trunk between the serving Telephone Company tandem and the Paging Carrier's Switching Office that interconnects the PSN with the Paging Carrier's Switching Office. The Dedicated Access Line Channel may be voice grade or DS1.

End Office - a local Telephone Company switching system that connects customer station lines to customer station lines and customer station lines to Telephone Company network trunks. A Class 5 office.

Minutes of Use (MOU) - The time (in minutes) during which the Telephone Company's facilities are used to provide service to the Paging Carrier. For billing purposes, usage shall be measured in minutes or fractions thereof. Total usage will be accumulated over the billing period and is rounded up to the next highest minute. Minutes are measured from the time the Paging Carrier's system receives the seizure signal from a Telephone Company tandem, and acknowledges that signal with a wink start. This wink must be provided by the Paging Carrier on every call to an assigned paging number.

Paging Carrier - a communications carrier licensed under Part 22 and/or 90 of Title 47 of the Federal Code of Regulation by the Federal Communications Commission to provide radio mobile service within a specified area.

Paging Carrier's Switching Office - the centralized control and switching equipment of the Paging Carrier's system.

Point of Termination (POT) - a demarcation point between the Telephone Company and the Paging Carrier premises that establishes the technical interface, the test point(s) and the point of operational division of responsibility.

Radio Landlines - voice grade channels, which, if requested by the Paging Carrier, will be provided by the Telephone Company. These channels connect the Paging Carrier's Switching Office and the Paging Carrier's Base Station.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

2. DEFINITIONS (Continued)

Serving Wire Center (SWC) - the Telephone Company office, which serves, via an Access Line, the customer-designated premises location.

Tandem Office - a Class 4 Telephone Company switching system that provides a concentration and distribution function for PSN traffic within the Connecticut Service Area.

3. REGULATIONS

The regulations, rates and charges specified herein are specific to the Paging Carriers and are in addition to the regulations contained in the General Exchange Tariff, Section 1, General Regulations and Section 1 of this Product Guide.

3.1 Undertaking of the Telephone Company

A. Interconnection provided to a Paging Carrier under this Product Guide is only for use in conjunction with the Paging Carrier's provision of paging and ancillary information services as licensed under the rules and regulations of the Department of Public Utility Control and the Federal Communications Commission.

B. The type of Telephone Company provided channel construction and its routing are at all times determined by the Telephone Company and ownership of such channels shall remain vested in the Company.

C. The Telephone Company administers the PSN to insure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services. Generally, service levels are considered acceptable only when all customers are able to establish connections with little or no delay encountered within the Telephone Company network. To insure acceptable service levels the Telephone Company maintains the right to apply protective controls (i.e., those actions such as call gapping, which selectively cancel the completion of traffic) over any traffic carried over its network. Generally, such protective measures will only be taken as a result of occurrences such as failure or overload of the Telephone Company or Paging Carrier facilities, natural disasters, mass calling or national security demands. In the event that protective controls applied by the Telephone Company result in the complete loss of service by the Paging Carrier, a credit allowance for service interruption will be granted as set forth in 3.7 following.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

3. REGULATIONS (Continued)

3.2 Limitations

A. The service provided under this Product Guide may not be assigned or transferred without notification and concurrence of the Telephone Company.

B. The use and restoration of services shall be in accordance with the Company's Essential Service
Guidelines and Part 64, Subpart D, Appendix A, of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

C. The Telephone Company cannot guarantee that a metallic facility will be provided or available when required by a Paging Carrier.

3.3 Minimum Periods

The minimum period for which services are provided and for which rates and charges are applicable is one month unless specified otherwise.

3.4 Liability

A. The Telephone Company shall be indemnified, defended and held harmless by the Paging Carrier against any claim, loss or damage arising from the Paging Carrier's use of services offered under this Product Guide involving:

(1) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communications;

(2) Claims for patent infringement arising from combining or using the service furnished by the Telephone Company in connection with facilities or equipment furnished by the Paging Carrier;

(3) All other claims arising out of any act or omission of the Paging Carrier in the course of using services provided pursuant to this Product Guide.

B. The Telephone Company's failure to provide or maintain services under this Product Guide shall be excused by such events as labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and all other circumstances beyond the Telephone Company's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 3.6 following.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

3. REGULATIONS (Continued)

3.5 Payment of Rates, Charges and Deposits

The Telephone Company shall bill on a current basis all rates and charges incurred by, and credits due to, the Paging Carrier under this Product Guide attributable to services established or discontinued during the preceding month's billing period. The Telephone Company shall bill in advance rates and charges for all services to be provided during the ensuing billing period except for charges associated with service usage. Such bills are due when rendered. Adjustments for the quantities of services established or discontinued in any billing period will be prorated to the number of days or major fraction of days based on a 30-day month.

3.6 Credit Allowance for Service Interruptions

A. For interoffice and interexchange service, no credit is allowed for interruptions to service of less than thirty minutes. Interruptions of thirty minutes or over, which are reported to the Telephone Company and which are not due to the negligence or willful act of the Paging Carrier are credited to the Paging Carrier at the proportionate monthly charge in half hour multiples for each half hour or major fraction thereof of interruption from receipt of the report.

B. For intraexchange local channel service, no credit is allowed for interruptions to service of less than twenty-four hours. Interruptions of twenty-four hours or over which are reported to the Telephone Company are credited to the Paging Carrier at the proportionate monthly charge for each twenty-four hours or major fraction thereof of interruption from receipt by the Telephone Company of the report.

4. INTERCONNECT SERVICE DESCRIPTION

Interconnect service provides transmission paths to connect (1) a Paging Carrier Base Station with the Paging Carrier's Switching Office, and (2) a Telephone Company tandem Office with the Paging Carrier's Switching Office.

A. Type II Tandem Interconnect
Type II Tandem Interconnect is a dedicated one-way, trunk facility between the Telephone Company tandem office and the Paging Carrier's switching system. Calls from the Company’s Public Switched Network are connected to the Paging Carrier through the tandem office associated with the called Paging Carrier's NXX.

Tandem Interconnect is available only from selected Telephone Company access tandem offices.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION (Continued)

4.1 Channel Types

There are three (3) Interconnect Service channel types and they are:
- Dedicated Access Channels
- Voice Radio Landlines
- Data Channels

Each channel type has its own characteristics and a brief description of the channel types follows.

A. Dedicated Access Channel

Channel Type VGD-2
A two wire analog trunk facility for use between a Paging Carrier's designated premises (Paging Carrier Switching Office) and a Telephone Company tandem office for two point voice service with transmission and signaling arrangements to be specified by the Paging Carrier but within the limits stated in the transmission and signaling arrangements contained in 4.2.

Channel Type VGD-4
A four wire analog trunk facility for use between a Paging Carrier's designated premises (Paging Carrier Switching Office) and a Telephone Company tandem office for two point voice service with transmission and signaling arrangements to be specified by the Paging Carrier but within the limits stated in the transmission and signaling arrangements contained in 4.2.

Channel Type DS1-D
A High Capacity Transport (1.544 Mbps per second) digital trunk facility with Central Office Channelization for use between a Paging Carrier's designated premises (Paging Carrier Switching Office) and a Telephone Company tandem office for two point voice service with transmission and signaling arrangements to be specified by the Paging Carrier but within the limits stated in the transmission and signaling arrangements contained in 4.2.

B. Voice Radio Landline

Channel Type VG-2
A two-wire facility for use between the Paging Carrier's premises (Paging Carrier Switching Office) and a Paging Carrier's Base Station for two point voice service with transmission and signaling arrangements to be specified by the Paging Carrier but within the limits stated in the transmission and signaling arrangements contained in Part IV, Section 3.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION (Continued)

4.1 Channel Types (Continued)

C. Data Channel

Channel Type VG-6
A four wire facility for use between the Paging Carrier's premises (Paging Carrier Switching Office) and a Paging Carrier's Base Station for two point data service engineered for a 1000Hz net loss of 16dB and Part IV, Section 3.

4.2 Channel Transmission and Signaling Arrangements

The channel transmission and signaling arrangement is required for use with Voice Radio Landlines, Data Channels, and Dedicated Access Lines to provide the Paging Carrier's specified transmission and signaling requirements within the parameters stated in 4.2 A and B.

A. Transmission Limits

1. When ordering Dedicated Access Channels, the Paging Carrier must specify the transmission levels.

B. Signaling Limits

The Paging Carrier must specify the following signaling arrangements:

Dial Pulse (DP-10) - Start Signaling Wink (Delay Dial or Immediate)

E&M Signaling Interface - Type I or Type II

Multifrequency (MF) Signaling

Signaling Mode - Type DX1 mode
Terminal equipment originates on the M lead.
- Type DX2 mode Terminal equipment originates on the E lead.

4.3 Conditioning

Data conditioning is furnished for use with radio landline data channels only and is restricted to two point channels, which are not arranged for switching. Various forms of data conditioning are available under the terms, rates and conditions as stated in the Telephone Company Private Line Services and Channels, Section 17.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

4. INTERCONNECT SERVICE DESCRIPTION (Continued)

4.4 Special Construction

The Telephone Company, upon request, will negotiate special construction requirements. Charges for special construction will be on an individual case basis.

4.5 Special Facilities Routing

The service available under this Product Guide is provided over such routes and facilities as the Telephone Company may select. Special Facilities Routing is involved when, in order to comply with requirements specified by the Paging Carrier, the Telephone Company provides facilities in a manner, which includes one or more of the following conditions:

Route Diversity - Two or more facilities must be provided over more than one different physical route.

Avoidance - A service must be provided on a route, which avoids specified geographical locations.

Duct Diversity - Two or more facilities must be provided in more than one physically different duct.

Charges for special facilities routing will be on an individual case basis and may include Special Construction procedures.

5. Telephone Numbers

Dedicated NXX's are available on a non-recurring charge basis for use under Interconnect Service for Paging Carriers. The rate center of the dedicated NXX shall be the V & H coordinates of the tandem office to which the Paging Carrier is interconnected.

NXX's, which are requested by the Paging Carrier are made available by the Telephone Company (subject to availability of facilities and numbers) in a manner that allows for the efficient operation of the PSN and is consistent with the administration of the North American Numbering Plan Administrator.

When NXX's are requested by the Paging Carrier for its service, they will be furnished, subject to availability, as soon as possible after receipt of a written request therefor.

Telephone Numbers associated with this Product Guide are dedicated to the Paging Carrier.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

5. TELEPHONE NUMBERS (Continued)

5.1 Code Conservation

The Paging Carrier and the Telephone Company shall abide by all code conservation and reclamation policies of the North American Numbering Plan administrator.

5.2 Changes in Telephone Numbers

To the extent not addressed in the North American Number Plan, when an NPA split, shortage of NXXs, or any other change in the use of numbers requires the Telephone Company to regain access to unused telephone numbers for its landline customer, the Paging Carriers will participate in contribution of telephone numbers in the same manner as an independent telephone company.

5.3 Intercept Facilities

It is the responsibility of the Paging Carrier to provide intercept services on calls to telephone numbers in its dedicated NXXs that are not in service.

5.4 Directory Listings and Exchange Service

The provision of telephone numbers to a Paging Carrier for its own use in serving its customers does not include the furnishing of directory listings.

6. CHANNEL RATE ELEMENTS

There are 4 basic rate elements, which apply to interconnect service channels:

- Local Channel (described in 6.1 following)
- Interoffice Channel (described in 6.2 following)
- Interexchange Channel (described in 6.3 following)
- Channel Terminal (described in 6.4 following)

6.1 Local Channel

A Local Channel is a channel between a Paging Carrier's premises and its serving central office (i.e., from either the Paging Carrier's Switching Office or Paging Carrier's Base Station to its serving Telephone Company central office.

6.2 Interoffice Channel

The Interoffice Channel is a channel between the serving central office buildings within an exchange area.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

6. CHANNEL RATE ELEMENTS (Continued)

6.3 Interexchange Channel

The Interexchange Channel is a channel between central offices designated as rate centers in two different exchanges. The Interexchange Channel rate mileage is the airline distance between the central offices. For the purpose of determining rate distances, a Vertical "V" and Horizontal "H" Coordinate system is used. The V-H system consists of a series of coordinates, which represent a theoretical grid of vertical and horizontal lines covering the State of Connecticut.

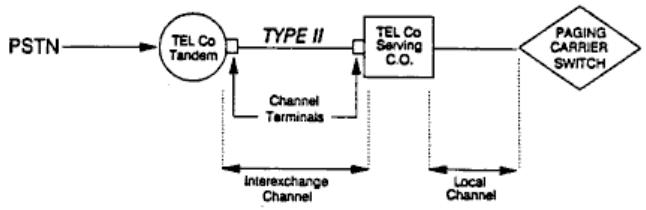
The location of a central office expressed in latitude and longitude is converted mathematically to its grid location, that is Vertical "V" and Horizontal "H" coordinates. These coordinates permit calculation of the rate mileage distance between any two-rate centers. Fractional miles are considered as full miles for rating purposes.

6.4 Channel Terminals

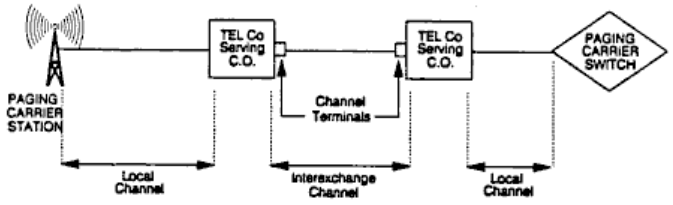
Channel Terminals are required at each end of an Interexchange Voice Grade Channel.

6.5 Service Configuration

TYPE II INTERCONNECT



VOICE RADIO LANDLINES AND DATA CHANNELS



INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

7. RATE REGULATIONS

This section contains the specific regulations governing the rates and charges that apply for Type II Interconnect Service for Paging Carriers.

7.1 Types of Rates and Charges

The Monthly Rates and Nonrecurring Charges are described as follows:

A. Monthly Rates

Monthly rates are recurring rates that apply each month or fraction thereof that service is provided. For billing purposes, each month is considered to have 30 days.

B. Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity. The two types of nonrecurring charges that apply to service are: installation of service and service rearrangements.

1. Installation

The nonrecurring charges for the installation of each service are set forth in B. (Rates and Charges) following. Change from one existing service to another will be treated as the discontinuance of the existing service and the installation of a new service.

2. Service Rearrangement

(a) All nonrecurring charges apply for moves that are requested by the Paging Carrier that change the physical location of the point of termination (described in 7.2 following.)

(b) When changes occur in the Telephone Company's network, reasonable notice will be given to the Paging Carrier. In these cases, nonrecurring charges will not apply, however all recurring charges will apply.

C. Usage

Each call is measured and rated based on: 1) Call Set-Up, one increment per call and 2) Minutes of Use (MOU) which is the total minutes of Network use.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

A. INTERCONNECT SERVICE (Continued)

7. RATE REGULATIONS (Continued)

7.2 Moves

A move involves a change in the physical location of a point of termination at the Paging Carrier's premises. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

A. Moves Within The Same Building
When the move is to a new location within the same building the charge for the move will be subject to actual costs, "time and material" not to exceed the existing nonrecurring charge.

B. Moves To A Different Building
Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

B. RATES AND CHARGES

	Monthly Rate	Non-Recurring Charge
1. Dedicated Access Channel [1]		
A. 2-Wire Analog (VGD-2)		
- Local Channel	$20.00 each	$118.31
- Interoffice Channel	$47.22/channel	$99.38
- Interexchange Mileage	$3.00/mile	---
- Channel Termination (2 req'd per inter-exchange channel)	$19.88 each	$85.18
B. 4-Wire Analog (VGD-4)		
- Local Channel	$29.38 each	$118.31
- Interoffice Channel	$94.41/channel	$99.38
- Interexchange Mileage	$3.00/mile	---
- Channel Termination (2 req'd per inter- exchange channel)	$19.88 each	$85.18

C. High Capacity Transport (DS1-D)

The following rates will apply for High Capacity Transport with Central Office Channelization Services. With respect to rate elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least thirty (30) days prior to the effective date of any change to that rate. Rates charged must be at or between the minimum and maximum rates.

	Non-Recurring Charge	Monthly Rate Minimum	Monthly Rate Maximum
- Local Digital Channel Per Local Digital Channel	$600.00	$200.00	$300.00
- Inter Wire Center Digital Channel Per Mile or fraction thereof:			
One year minimum term	N/A	$45.00	$65.00
Five year term	N/A	$35.00	$55.00

[1] Only one (1) Local Channel is required per Type II Dedicated Access Channel.

INTERCONNECTION SERVICE

INTERCONNECT SERVICE FOR PAGING CARRIERS (Continued)

B. RATES AND CHARGES (Continued)

	Monthly Rate	Non-Recurring Charge
2. Telephone Numbers (Full NXX) [1]		
A. Activation of the first NXX code	---	$17,036.12
B. Activation of each additional NXX code on the same order	---	$1,411.10
3. Voice Radio Landlines		
- Local Channel	$19.93	$118.31
- Interoffice Channel	$47.22	$99.38
- Interexchange Mileage	$3.00/mile	---
- Channel Termination (2 req'd per inter exchange channel)	$19.88 each	$85.18
4. Data Channels		
- Local Channel	$29.38 each	$118.31
- Interoffice Channel	$94.41/channel	$99.38
- Interexchange Mileage	$3.00/mile	---
- Channel Termination (2 req'd per inter exchange channel)	$19.88 each	$85.18

5. Transport/Usage

Both Call Set up and MOU usage applies to all PSN traffic. Each call is rated at the Call Set up rate. In addition all MOUs are totaled for the month at the corresponding MOU rate.

	Local	Toll
A. Per Call Set-Up	$0.015	$.030
B. Per Minutes of Use	$0.027	$.027

[1] No NRC shall apply for conversion of a Paging Carrier's telephone numbers that were obtained under a previously provided Company Interconnect service arrangement when they convert to Type II Interconnect service provided under this Product Guide.

INTERCONNECTION SERVICE

WIRELESS INTERCONNECTION - CUSTOM LOCATION ALTERNATE ROUTING (CLAR)

A. DESCRIPTION

Custom Location Alternate Routing (CLAR) service is an Intelligent Network-based service that allows the customer to safeguard against the loss of incoming calls due to circumstances that make the customer's physical work location inaccessible (i.e., disaster, fire, flood, cable cut, etc.). CLAR service allows the customer to develop and maintain alternate routing (contingency) plan(s) that can be activated at its command to reroute incoming calls to predetermined alternate customer locations.

CLAR service provides the customer the ability to develop and test solutions to potential problems before they occur. CLAR allows the customer to exercise their back-up facilities during normal conditions. The service supports up to nine alternate routing plans with a maximum of 10,000 protected telephone numbers.

In addition to disaster routing capabilities, CLAR service also provides the customer the ability to route inbound calls based on customer-defined call traffic management conditions.

CLAR operates across the public network or private facilities. A CLAR plan is subject to review by the Company in order to determine effects on network capability, capacity and control. All telecommunications services required for rerouting must be in place or subscribed to at the same time as CLAR and are also subject to review by the Company. The customer may activate CLAR alternate routing plans 24 hours a day, seven days a week.

B. TERMS AND CONDITIONS

1. CLAR service is available where central office facilities and equipment permit.

2. The CLAR customer is responsible for the payment of any applicable station-to-station charges for each call between the central office where the CLAR protected numbers reside and the telephone to which the call is being rerouted.

3. The customer must establish sufficient capacity of facilities at the forward-to destination to handle the volume of calls being forwarded via CLAR.

4. CLAR is available to CentraLink, DCOSS, ISDN, PBX and basic exchange business line customers where facilities permit.

5. Customer requested changes to an existing CLAR plan are subject to a charge as found in paragraph D following.

6. The services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein. With respect to a claim or suit by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Telephone Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected.

7. Due to network capacity and capability limitations, some blocking of calls in the network may occur, and therefore, all incoming calls may not be routed and terminated to the alternate site. In all cases, the first priority will be to maintain the integrity of the public network.

INTERCONNECTION SERVICE

WIRELESS INTERCONNECTION - CUSTOM LOCATION ALTERNATE ROUTING (CLAR) (Continued)

C. FEATURES

1. Customer Access

CLAR provides a Touch Tone customer interface. Touch Tone Access provides the customer's service administrator the ability to activate or deactivate alternate routing plans via telephone Touch Tone.

2. Calendar Routing

Calendar Routing is an optional feature that allows the customer to develop and maintain a calendar-based routing schedule that will route inbound calls based on customer-defined time-of-day, day-of-week and day-of-year (holiday) conditions.

3. Percentage Allocation Routing

Percentage Allocation Routing is an optional feature that allows the customer to develop and maintain a routing scheme that route inbound calls based on customer-defined percentage allocations of inbound call traffic, for example 60% of calls are routed according to routing plan 1, and 40% of calls are routed according to routing plan 2.

D. RATES AND CHARGES

The following rates will apply for CLAR Services. With respect to rate elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least fourteen (14) days prior to the effective date of any change to that rate. Rates charged must be at or between the minimum and maximum rates.

CLAR Service Month to Month Plan	Non- Recurring Charge			Monthly Recurring Charge		
Standard features	Minimum	Maximum	Current	Minimum	Maximum	Current
Service Establishment	$175.00	$700.00	$350.00	N/A	N/A	N/A
Protected Numbers - per number charge	$5.00	$20.00	$10.00	$1.75	$8.00	$4.50
Optional Features						
1. Additional alternate routing plan	$35.00	$140.00	$70.00	$10.00	$140.00	$70.00
2. Protected numbers - per additional routing plan	$.75	$3.00	$1.50	N/A	N/A	N/A
3. Routing plan change per telephone number - via service order process	$5.00	$20.00	$10.00	N/A	N/A	N/A
4. Calendar Routing: Time of day / day of week / day of year routing	$35.00	$140.00	$70.00	$10.00	$140.00	$70.00
5. Percentage allocation routing	$35.00	$140.00	$70.00	$10.00	$140.00	$70.00
6. Activation of customer plan-via service order	$20.00	$80.00	$40.00	N/A	N/A	N/A

DIGITAL SERVICES

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[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) | (N)

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[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

SWITCHED DIGITAL DATA SERVICE (SDDS)

A. GENERAL

Switched Digital Data Service (SDDS) provides a digital access line, by means of digital central offices, where facilities permit, to a customer's premises enabling the customer to transmit simultaneous two-way digital signals at a speed of 56 Kilobits (Kbps) per second on a dial-up basis where both the originating and terminating stations are suitably equipped for Switched Digital Data Service.

B. REGULATIONS

1. Switched Digital Data Service is provided utilizing a four-wire non-loaded subscriber local loop connected from an SDDS equipped digital central office to the customer's premises.

2. Where a customer's serving central office is not SDDS equipped, a customer will require an interoffice channel from their serving central office to a Telephone Company designated SDDS equipped central office. The interoffice mileage rates and charges required are set forth in Section 17.

3. The furnishing of Switched Digital Data Service requires certain physical arrangements of the facilities of the Company and is therefore subject to the availability of such facilities.

4. The customer premises data unit must be compatible with the Company's central office 56 Kbps local line facilities and technical specifications.

5. Customers must be subscribers of local business exchange service. Switched Digital Data Service provides no access to Directory Assistance, Repair Service, Emergency or Operator Service, therefore Switched Digital Data Service cannot be the customer's main service.

6. Switched Digital Data Service prohibits off-premise extensions and directory listings.

7. Switched Digital Data Service is not eligible for temporary suspension nor any Toll Optional Calling Plan offered by the Company.

8. The minimum contract period is one month.

9. Allowance for interruptions is as follows:

    a. No credit is allowed for interruptions to the access line of less than two consecutive hours.

    b. When a Switched Digital Data Service local line is interrupted for two hours or more not due to the negligence of the subscriber, a credit is applied based on the proportionate monthly rate in hourly multiples for each hour or major fraction thereof of interruption.

10. Usage Rates for communications between SDDS access lines are rated according to the rate schedule for Circuit Switched Data Service as outlined in Section 16.

11. The interstate switching and transmission of the digital signals at 56 Kbps will be processed by an interexchange carrier selected by the subscriber.

DIGITAL SERVICES

SWITCHED DIGITAL DATA SERVICE (SDDS) (Continued)

C. RATES AND CHARGES

1. General

a. The following rates and charges will apply for Switched Data Digital Service. Each SDDS Access Line is subject to recurring monthly rate and a non-recurring

b. With respect to rate elements having minimum and maximum rates. The Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utilities Control at least five (5) days prior to the effective date of any change in that rate.

2. Schedule of Rates and Charges

	Monthly Rate Minimum	Monthly Rate Maximum	Nonrecurring Installation Charge
SDDS Access Line, each	$65.00	$95.00	$600.00

D. APPLICATION OF CHARGES

1. Moves, changes or rearrangements of an SDDS Access Line are subject to the nonrecurring installation charge.

2. Cancellation charges, as stated in Section 1, Cancellation or Deferment of Start of Services apply if the service order request is canceled in whole or in part prior to complete installation or start of service. Charges are also applicable for deferment of the start of service at the customer request beyond one month as stated in Section 1.

3. The Company may periodically offer promotional campaigns.

As a condition of the waiver, the customer shall be required to commit to a minimum service period greater than the period provided in B.8., preceding, which period may vary depending on the extent of the waiver and competitive conditions. If the customer changes or discontinues this service prior to the end of the contracted period, the customer will be liable for the present worth of the remaining monthly charges.

DIGITAL SERVICES

CIRCUIT SWITCHED DATA SERVICE (CSDS)

A. GENERAL

Circuit Switched Data Service (CSDS) provides for the switching and transmission of simultaneous two-way digital signals at a speed of 56 kilobits (Kbps) per second on a dial-up basis. Circuit Switched Data Service furnishes an intrastate path through which subscribers with full duplex and/or synchronous switched digital capability communicate with each other. This service utilizes digital central offices equipped for Circuit Switched Data Service for the switching and transmission of 56 Kbps signals. Both the originating and terminating locations must be suitably equipped for Circuit Switched Data Service.

B. REGULATIONS

1. Circuit Switched Data Service rates as outlined herein are the effective rates applying to the Circuit Switched Data Service of The Southern New England Telephone Company (Company) when both originating and terminating within the State of Connecticut and handled exclusively by this Company.

2. The Company is responsible for the provision of Circuit Switched Data Service from station to station. It is not responsible for the quality of transmission or signaling on the subscriber's side of the interface at a subscriber's premises.

3. Circuit Switched Data Service calls include only direct dial communications, that is, calls dialed and completed without the assistance of a Company operator.

C. INITIAL AND OVERTIME PERIODS AND RATES

1. Circuit Switched Data Service calls are rated based on an initial period of one minute and additional periods in one minute increments.

2. Chargeable time begins when the connection is made between the originating station and the called station and ends when the connection is terminated.

3. Usage rate application periods as outlined in Section 7, for Unassisted Customer Calling-Sent Paid are applicable for Circuit Switched Data Service usage rates.

4. The Time of Day rating of calls as outlined in Section 18 is applicable for Circuit Switched Data Service calls.

DIGITAL SERVICES

CIRCUIT SWITCHED DATA SERVICE (CSDS) (Continued)

D. RATE SCHEDULE

The following rates will apply for Circuit Switched Data Service. With respect to rate elements having minimum and maximum rates, the Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least fourteen (14) days prior to the effective date of any change in that rate.

Usage Rates	Minimum	Maximum	Current
1. Day Usage Rates			
a. Initial Minute	$.160	$.240	$.160
b. Additional Minutes - Per Minute	$.120	$.200	$.120
2. Evening Usage Rates			
a. Initial Minute	$.104	$.156	$.120
b. Additional Minutes - Per Minute	$.078	$.130	$.090
3. Night Usage Rates			
a. Initial Minute	$.064	$.096	$.080
b. Additional Minutes - Per Minute	$.048	$.080	$.064

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN)

A. GENERAL

Digital Enhancer is an integrated voice/data communications service utilizing Integrated Services Digital Network (ISDN) architecture on the subscriber local loop, based on the National ISDN standard.

B. REGULATIONS

1. Digital Enhancer is offered as a stand-alone digital exchange service.

2. Digital Enhancer is furnished from specially equipped digital switching equipment located in the Company's central offices, subject to the availability of facilities.

3. This service provides digital network access according to the National ISDN industry specifications.

4. Customer provided terminal equipment (CPE) which is National ISDN compliant is required to utilize the Digital Enhancer capabilities.

5. The subscriber is responsible for the installation, operation and maintenance of any customer-provided terminal equipment, communication system and software.

6. The Company does not guarantee end-to-end capability of customer premises equipment.

7. Calling Number Identification Services are subject to the rules and regulations as set forth in Section 8, SmartLink.

8. Digital Enhancer provides unlimited voice usage to all other exchange service lines in the extended local calling area of the exchange in which it is furnished. All local circuit switched data usage is charged at the data usage rate as set forth in E.2., following.

9. When Digital Enhancer is provided to a subscriber's location that must be served from a specially equipped distant central office and the extended local calling area is different from the exchange in which the subscriber is located, the local calling area will be that of the distant central office. Usage will be charged at the data usage rates as set forth in E.2., following.

10. If this service is currently provided from a remote central office (not the customer's local central office) the telephone number assigned is considered to be temporary. At the time that the local central office is capable of providing ISDN services a previously existing customer may either take a telephone number change to the local central office or begin paying the monthly recurring charges associated with Interoffice Extender.

11. All rates and charges set forth in this Product Guide provide for the furnishing of service, where suitable facilities are available within distance limitations determined prior to installation of the service in the sole judgment and discretion of the Company. When a customer requests Digital Enhancer and requires the installation of additional facilities because of the distance limitation, and where, in the judgment of the Company, it is practical to provide such facilities, the customer will be charged an installation charge and recurring charge, based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in E. following.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

C. DESCRIPTION OF SERVICE

Digital Enhancer provides for simultaneous digital voice and data capabilities over a single access line. Digital Enhancer allows for two 64 Kbps switched digital channels ("B Channels") and one 16 Kbps packet service channel ("D Channels"). These B channels will be configured with Alternate Data/Voice capabilities and the D channel will be for signaling. Other configurations will be implemented to support the customer's application. End-user packet switching capabilities, where available, are incremental to the basic Digital Enhancer service.

1. Digital Enhancer

   a. Alternate Data/Voice

      This type of channel provides the capability to originate and receive circuit-switched voice or data calls sequentially on the same B channel. Switched data calls may be transmitted at speeds up to 64 Kbps. Usage rates for circuit switched data calls placed beyond the extended local calling area will be rated according to the rate schedule for the end user's intrastate and interstate carriers. Usage rates for circuit-switched data calls placed within the extended local calling area will be rated according to the rate schedule for data usage as outlined in E.2., following.

   b. Circuit Switched Data

      This type of channel provides the capability to originate and receive circuit-switched data calls at speeds up to 64 Kbps. Usage rates for circuit switched data calls placed beyond the extended local calling area will be rated according to the rate schedule for the end user's intrastate and interstate carriers. Usage rates for circuit switched data calls placed within the extended local calling area will be rated according to the rate schedule for data usage as outlined in E.2., following.

2. Electronic Key Enhancer

   Electronic Key Enhancer provides the capability for digital voice transmission and electronic key features to a specially equipped customer provided terminal equipment. Electronic Key Enhancer may be provided as either single user or shared user service. A minimum of one Electronic Key Enhancer is required per electronic key station and the appropriate Call Appearance and feature Enhancer to provide the required number of button assignments.

3. Call Appearance and Feature Enhancer

   Call Appearance and Feature Enhancer provide central office features defined by software to terminate on particular specified button assignments to a specially equipped customer provided terminal equipment. Call Appearance and Feature Enhancer is provided on a per set basis and can accommodate up to 50 button assignments.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

C. DESCRIPTION OF SERVICE (Continued)

4. Packet Enhancer (Grandfathered)

Packet Enhancer provides the capability to originate and receive X.25 packet calls. Packet Enhancers can be provided as High Speed or Low Speed Packet Enhancers. Usage rates for packet switched data are rated according to the rate schedule for packet usage as outlined in E.2. Packet Enhancer is subject to availability.

a. High Speed Packet Enhancer (Grandfathered)
High Speed Packet Enhancer provides the capability to originate and receive up to 127 simultaneous X.25 packet calls at speeds up to 19.2 Kbps.

b. Low Speed Packet Enhancer (Grandfathered)
Low Speed Packet Enhancer provides the capability to originate and receive up to 15 simultaneous X.25 packet calls at speeds up to 9.6 Kpbs.

5. Line Sharing
Line sharing allows the user to activate an additional voice bearer capability on the line or to share the Digital Enhancer line with multiple addressable devices. One line sharing charge per additional device or voice capability applies.

6. Secondary Directory Number
Each Digital Enhancer subscriber is provided one directory number. A Secondary Directory Number will provide a different number terminating on the same device for use with electronic key telephone sets.

7. Integration Access Links
Integration Access Links provide the capability to connect a customer's premises-based equipment to their servicing central office for the collection and transmission of central office signaling data in support of Simplified Message Service Interface (SMSI). Other applications requiring Integration Access Links will be handled on an individual case basis.

8. Feature Change Charge
A feature change charge applies per service order with the addition and/or deletion of a feature.

9. Interoffice Extender
An Interoffice Extender is required for the provision of service to a subscriber's location that must be served from a specially equipped distant central office.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS

The following features are available with Digital Enhancer.

1. Additional Call Offering - Notification Busy Limit
   Allows a user to specify the number of calls within a given parameter that can be waiting to be answered.

2. Additional Call Offering - Unrestricted
   Alerts a user with a call in progress that an external incoming call is waiting to be answered. Users can put the first call on hold, answer the second call in privacy then return to the first call.

3. Automatic Bridged Call Exclusion

   Automatically restricts other users that share a directory number from bridging onto a call or from retrieving a held call unless the user temporarily removes the exclusion to allow bridging for a particular call.

4. Automatic Call Back

   Permits a user to activate a feature button when encountering a busy station and be automatically connected when that station becomes idle.

5. Basic B-Channel Packet Switching

   Permits the user to originate and receive packet switched data calls over a 64Kbps B-Channel(s).

6. Basic D-Channel Packet Switching

   Permits user to originate and receive packet switched data calls over a 16Kpbs D-Channel.

7. Bit Rate Indication

   Allows the network and user to exchange information to determine a transmission speed that the network can support.

8. Call Appearance Handling

   Allows more than one call to be present on a particular directory number.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS (Continued)

9. Call Forward

Permits the redirecting of calls to another telephone number by means of the following options:

a. Call Forward No Answer - Redirects all calls to a predetermined number when it has not been answered after a specified period of time.

b. Call Forward No Answer Incoming Only - Redirects only calls originated from outside the user's group to a predetermined number when it has not been answered after a specified period of time.

c. Call Forward Incoming Only - Redirects only calls that originate from outside the user's group to another telephone number.

d. Call Forward Interface Busy - Redirects all calls to a predetermined number when the interface is busy.

e. Call Forward Interface Busy Incoming Only - Redirects only calls originated from outside the user's group to a predetermined number when the interface is busy.

f. Call Forward Intra Group Only - Redirects only calls that originate from within the user's group to another telephone number.

g. Call Forward Over Private Facilities - Redirects an incoming call to another telephone number over private or public facilities indicated in the activation request.

h. Call Forward Variable - Redirects all calls to another telephone number regardless of the busy or idle status of the called number.

10. Call Hold

Permits a station user to place a call in progress in a hold condition allowing the origination of another call or the answering of another call.

11. Call Pick-Up

Allows a user on one line to answer a terminating call directed to another user on another line provided that all users are in the same customer specified pick-up group.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS (Continued)

12. Calling Number Identification Services

Available in SmartLink service areas only. Allows number information from calling parties to be delivered to called parties during the set-up of calls, subject to the blocking and technical limitations.

a. Calling Number Privacy - Permits a user to prevent their number from being delivered to the called party.

b. Network Provided Number Delivery - Allows the called party to receive the calling party number information during a call set-up. A network provided number is derived from the directory number profile assigned to the terminal that originates the call.

c. Redirecting Number - Allows redirecting number information, when available, to be delivered with an incoming call.

d. Redirecting Reason - Allows redirecting reason information, when available, to be delivered with an incoming call.

13. Data Format Agreement

Allows the network to carry information between users to determine the data format for data communication.

14. Delayed Ringing

Allows the selection of the number of seconds to elapse before ringing is provided on an incoming call. A visual signal, such as a flashing light activates as soon as the call originates.

15. Directory Number Bridging

Allows users to bridge onto a currently active shared call. When a user bridges onto a call all other active members associated with the directory number receive an indication, depending on the type of customer-provided equipment that a user has bridged onto that call.

16. Display for Circuit-Switched Data

Alters the protocol and message formats used to display call related information to the end user for a circuit switched data call. The protocol and message formats use Individual Calling Line Identification. Redirecting Number and Redirecting Reason.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS (Continued)

17. Display Service

Provides call related data on a terminal equipped to display or use the information.

a. Incoming Calling Number Identification - Provides display information for an incoming call that may contain call appearance identifier, calling directory number, and called directory number.

b. Outgoing Called Line Identification - Provides the originating user display information for an outgoing call that may contain the call appearance identifier, calling directory number, and called directory number.

18. Flexible Calling Features

Flexible Calling Features allows a user to establish and control two or more concurrent voice only calls.

a. Consultation Hold - Permits a user to hold and retrieve a conference. While the conference is on hold, consultation hold allows the user to place a second call and talk with that party before adding that party to the conference.

b. Add-On Consultation Hold - Incoming Only - Permits a user to add a third party to an existing two-way call and form a three-way conference call. The original call must be incoming to the user controlling the conference.

c. Implicit Transfer - Allows an established conference to automatically remain intact when the user that controlled the conference has left that conference.

d. Explicit Transfer - When the user that controlled the conference wants to disconnect from that conference, a specific information message must be sent to the switch indicating the intention to drop and that the conference is to remain intact after the user that controlled the conference has left that conference.

e. Three-Way Conference - Permits a user to establish a conference call with up to two additional parties.

f. Six-Way Conference - Permits a user to establish a conference call with up to five additional parties.

g. Conference Hold & Retrieve - Permits a user to hold and retrieve a conference.

h. Drop Last Call on Conference - Permits the user controlling the conference to drop the last party that was bridged onto the conference. Each added party may be dropped one by one until a two-party connection remains.

i. Add Previously Held Call to Conference Call - Permits the user controlling the conference, while connected to the conference, to retrieve a call from hold that is not associated with the conference. The call is then retrieved and bridged onto the conference.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS (Continued)

19. Hold/Retrieve

Allows a user to place a call on hold, making the line available for another call. When placing the call on hold a user can retrieve the held call or initiate the clearing of a held call.

20. Intercom Calling

Allows a user to be identified by a one or two number intercom address and group number that permits group members to call each other independent of their directory numbers.

21. Manual Bridged Call Exclusion

Permits a user to restrict other users that share a directory number from bridging onto a call or from retrieving a held call by manually activating this feature on a per call basis.

22. Message Service

Provides for a feature indicator to be sent to a user when a subscriber interfaces with a Message Service Provider system.

23. Multiple Call Appearances

Allows a telephone to have more than one call appearance button assigned to a single directory number. Multiple incoming calls to the directory number can be terminated to the telephone if idle call appearances are available to accept the calls. Outgoing calls can be made using this directory number as long as there is an idle call appearance available.

24. Multiple Directory Number Appearances

Provides for more than one directory number to be assigned to the call appearances of a single terminal for the exclusive use of that terminal. One directory number will be specified as the primary directory number and all others are considered secondary directory numbers.

25. Multiple Directory Numbers per Terminal

Provides for more than one directory number to be provisioned on a terminal.

28. Reminder Notification

Provides a reminder to a user that call forwarding is activated.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS (Continued)

29. Shared Call Appearances of a Directory Number

Allows several telephone sets to share one or more call appearances of a particular directory number. A shared directory number can have multiple call appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on that shared directory number.

30. E.164/X.121 Numbering Plan Interworking

Provides the capability to interwork the numbering plan of ISDN (E.164) with the numbering plan of a public packet-switched network (X.121). On number delivery for packet calls, this capability allows calling number delivery in E.164 format when the calling party has an X.121 address.

31. X.25 Closed User Groups

Permits users to establish subnetworks from which members can communicate with each other. A user can belong to more than one closed user group.

a. Outgoing Access within a Closed User Group - Permits a user to only originate calls.

b. Incoming Access within a Closed User Group - Permits a user to only receive incoming calls.

32. X.25 Fast Select

Permits a user to send a maximum of 128 bytes of data in call setup and clearing packets. The user must request the fast select facility in the call request packet when more than 16 bytes of the user data is desired in the call setup and clearing packet. The recipient of a fast select call must subscribe to Fast Select Acceptance.

33. X.25 Fast Select Acceptance

Permits a user to receive a call request packet up to 128 bytes of user data. The user may also respond with a call connect or clear request packet with up to 128 bytes of user data, depending on the type of fast select requested in the call request packet.

34. X.25 Flow Control Parameter Negotiation

Permits a user to negotiate window and packet size on a per-call basis.

35. X.25 Hunt Group

Allows a grouping of access lines so that an incoming packet-switched data call to the hunt group is completed.

36. X.25 Incoming Calls Barred

Prevents incoming calls from being presented to the end user.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

D. FEATURE DEFINITIONS (Continued)

37. X.25 Intercom Addressing

Permits users to access other users to the same switch with 4-digit up to 7-digit dialing instead of 11-digit address.

38. X.25 Interexchange Carrier Preselect

Permits the user to preselect an interchange carrier for interstate packet switched data calls.

39. X.25 One-way Outgoing Logical Channel

Allows a specified range of logical channels to be used to originate calls only. A call cannot terminate to a user on a logical channel assigned as one-way outgoing.

40. X.25 Outgoing Calls Barred

Prevents a user from originating a call into the network

41. X.25 Permanent Virtual Circuits

Allows the transfer of data without the need for call setup and clearing procedures to occur.

42. X.25 Recognized Private Operating Agency Selection

Permits a user to specify an inter-LATA carrier for packet switching on a per call basis.

43. X.25 Reverse Charge

Permits a user to assign billing charges, on a per call basis, to the called party, rather than the calling party.

44. X.25 Reverse Charge Acceptance

Allows the data communications equipment to accept incoming calls that have requested the reverse charging facility. The charges for this call will be billed to the terminating party.

45. X.25 Throughput Class Negotiation

Allows throughput class negotiation on a per-call basis, of the throughput class for each direction of transmission of a packet-switched call.

46. X.25 Transit Delay Selection and Indication

Allows the data terminal to specify an acceptable transit delay on a per call basis for virtual calls.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

E. RATES AND CHARGES

1. General

a. Digital Enhancer is furnished, installed and maintained at the following rates and charges.

b. With respect to the minimum and maximum rates, the Company shall not change any rate other than the current effective rate until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change of rate.

c. The Company may provide term discounts[1] for customers willing to sign a contract. The rate charged will be within the minimum and maximum rates set forth below.

2. Rate Schedule

	Monthly Rate	Non-Recurring Installation Charge	
a. Digital Enhancer	$5,616.00	$265.00	(I)
Term Periods[1]			
12 Months	$47.50	$199.00	
36 Months	$42.50	$150.00	
60 Months	$40.00	$150.00	
b. Electronic Key Enhancer - Telephone Service	$5.00	$40.00	
c. Call Appearance and Feature Enhancer - per set			
- Up to 10 Buttons	$1.50	$25.00	
- Up to 20 Buttons	$3.00	$50.00	
- Up to 30 Buttons	$4.50	$70.00	
- Up to 40 Buttons	$6.00	$100.00	
- Up to 50 Buttons	$7.50	$115.00	
- Over 50 Buttons	$8.00	$130.00	
d. High Speed Packet - Per Channel	$24.00	$50.00	
e. Low Speed Packet - Per Channel	$6.00	$25.00	
f. Line Sharing	$8,812.80	$15.00	(I)
g. Secondary Directory Number	$2.00	$15.00	
h. Integration Access Links	$135.00	$265.00	
i. Feature Change Charge	-	[2]	
j. Interoffice Extender	$75.00	$100.00	
Term Periods[1]			
12 Months	$648.00	$85.00	(I)
36 Months	$187.50	$75.00	
60 Months	$180.00	$75.00	

[1] These terms are not available after August 30, 2011.
[2] Section 3, Service Order Charge – Subsequent applies.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

E. RATES AND CHARGES (Continued)

2. Rate Schedule (Continued)

k. Local Data Usage/Channel

Local calls, completed using the circuit switch data bearer capability, are subject to the local data usage charge.

	Minimum	Maximum	Current
l. Local Data Usage			
per channel - peak - (8 a.m. - 5 p.m., Monday-Friday)	$0.005/minute	$0.05/minute	$0.01/minute
per channel - off peak - (Holidays and all other times)	$0.005/minute	$0.05/minute	$0.01/minute

l. Packet Data Usage Charge

A. Peak Hour Usage Rates apply to kilosegments transported between the hours of 7:00 AM to 6:00 PM Monday through Friday and excluding the holidays specified in Off-Peak Hour Rate in “B” following.

Usage Level Peak Hour Rate	Monthly Rate per kilosegment
First 01 - 500	$0.35
Next 501 – 2300	$0.32
Next 2,301 – 4200	$0.28
Next 4,201 – 6100	$0.25
Next 6,100 + Over	$0.20

B. The Off-Peak Hour Usage Rate applies to the total number of kilosegments transported other than from 7:00 AM to 6:00 PM, Monday through Friday. The Off-Peak Hour Usage Rate also will apply to the 24-hour period during holidays of New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Usage Level Off Peak Hour Rate	Monthly Rate per kilosegment
First 01 – 6,100	$0.15
Next 6,100 + Over	$0.08

[1] These terms are not available after August 30, 2011.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

F. TERMINATION LIABILITY

1. Rates and charges for Digital Enhancer service are based on a service periods of 12, 36, or 60 months[1]. If the entire Digital Enhancer service is removed or changed to another type of telephone service prior to the end of the established payment month period, a termination charge to the subscriber applies. Except that such termination liability may not apply in the event of the customer upgrading to another Company provided service.

2. If any Service or Equipment is terminated by Customer for any reason other than breach by Frontier or by Frontier due to Customer's breach, then Customer shall pay Frontier a termination charge equal to the applicable MRC and all related taxes and surcharges multiplied by the number of months remaining in the Service Term. (C) (C)

3. The customer will be allowed to increase and/or decrease the line size of the system at any time with a two (2) line minimum and with no maximum line size limitation.

G. CANCELLATION

1. If a customer should cancel service prior to the completion of installation of service, the customer shall be liable for payment of all non-recoverable costs incurred by the Company up to the point of cancellation but not to exceed the total of the One Time Charges for all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

2. In accordance with Section 1, General Regulation 8, if a contract for Digital Enhancer service is canceled prior to complete installation, or start of service, the applicant is responsible for payment of the actual non-recoverable expenses incurred by the Telephone Company in connection with the order, such payment not to exceed the total of:

   - one half of the monthly rate of Digital Enhancer service for the minimum service period as specified in F.1., preceding, based on the maximum number of primary stations ordered to be connected.

   - all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

H. PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

[1] These terms are not available after August 30, 2011.

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

I. DIGITAL ENHANCER SPECIAL ASSEMBLIES:

Digital Enhancer Special Assemblies provide Custom ISDN BRI functionality to a Customers underlying service such as Residence, Business, Centralink, or Home Office. These Special Assemblies provide Custom ISDN functionality not available with the National ISDN standard currently deployed by the Company. Custom ISDN functionality is only provisioned through the Company's 5 ESS equipped Central Offices. Rates and charges associated with each Custom ISDN Service Packages are listed below and are incremental to the Customers underlying service.

The Telephone Company will considered each request provided that: (1) facilities are available to provide the requested service and (2) the requested arrangement utilizes facilities normally employed by the Telephone Company in the provision of service.

1. Service Package "1"

   a. Service Package "1" provides Custom ISDN functionality configured as circuit switched voice (CSV) on one B channel and signaling on the D channel, 1B+D.

   b. Rates and Charges

Monthly Rate	Non-recurring Charge
$18.00	$125.00

2. Service Package "2"

   a. Service Package "2" provides Custom ISDN functionality configured as circuit switched voice (CSV) on one B channel and both packet switching and signaling on the D channel, 1B+D Packet.

   b. Rates and Charges

Monthly Rate	Non-recurring Charge
$21.00	$200.00

3. Service Package "3"

   a. Service Package "3" provides Custom ISDN functionality configured as circuit switched voice (CSV) on one B channel, circuit switched data (CSD) on another B channel and signaling on the D channel, 2B+D.

   b. Rates and Charges

Monthly Rate	Non-recurring Charge
$27.00	$200.00

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

I. DIGITAL ENHANCER SPECIAL ASSEMBLIES: (Continued)

4. Service Package "4"

a. Service Package "4" provides Custom ISDN functionality configured as circuit switched voice (CSV) on one B channel, circuit switched voice (CSV) on another B channel and signaling on the D channel, 2B+D. This configuration can be used for Passive Bus Electronic Key Telephone Set (EKTS) applications.

b. Rates and Charges

Monthly Rate	Non-recurring Charge
$27.00	$200.00

5. Service Package "5"

a. Service Package "5" provides Custom ISDN functionality configured as circuit switched voice (CSV) on one B channel, circuit switched data (CSD) on another B channel and both packet switching and signaling on the D channel, 2B+D Packet.

b. Rates and Charges

Monthly Rate	Non-recurring Charge
$32.00	$225.00

6. Service Package "6"

a. Service Package "6" provides Custom ISDN functionality configured as circuit switched voice (CSV) on one B channel, circuit switched voice (CSV) on another B channel and both packet switching and signaling on the D channel, 2B+D Packet. This configuration can be used for Passive Bus Electronic Key Telephone Set (EKTS) applications.

b. Rates and Charges

Monthly Rate	Non-recurring Charge
$32.00	$225.00

DIGITAL SERVICES

DIGITAL ENHANCER (ISDN) (Continued)

I. DIGITAL ENHANCER SPECIAL ASSEMBLIES: (Continued)

7. Service Package "7"

   a. Service Package "7" provides Custom ISDN functionality configured as circuit switched data (CSD) on one B channel, circuit switched data (CSD) on another B channel and signaling on the D channel, 2B+D.

   b. Rates and Charges

Monthly Rate	Non-Recurring Charge
$40.00	$250.00

8. Service Package "8" (Grandfathered)

   a. Service Package "8" provides Custom ISDN functionality configured as only signaling on the D channel, 0B+D.

   b. Rates and Charges

Monthly Rate	Non-Recurring Charge
$30.00	$350.00

9. Service Package "9"

   a. Service Package "9" provides a secondary Directory Number terminating on a different device for use with Custom ISDN Electronic Key Telephone Sets (EKTS).

   b. Rates and Charges

Monthly Rate	Non-Recurring Charge
$5.00	$25.00

10. Service Package "10"

    a. Service Package "10" provides for the extension of Custom ISDN functionality into a non-equipped central office from a 5 ESS equipped central office, both offices within the same exchange.

    b. Rates and Charges

Monthly Rate	Non-Recurring Charge
$100.00	$300.00

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (C)

A. GENERAL

Frame Relay Service (FRS) is a connection oriented digital switched high-speed data service that allows for the transfer of variable length frames (segments of Customer Data) across a wide geographical area. This high-speed data service utilizes digital access facilities and a high performance frame relay switch to allow for the efficient transfer of data between various customer locations. A connection between customer selected access links is established within the frame relay switch through a software defined logical connection called a Permanent Virtual Circuit (PVC). The service will provide the customer with the ability to efficiently connect various locations throughout the state. FRS service is offered on a grandfathered basis to existing customers only.

B. REGULATIONS

1. Provision of Service

a. FRS is furnished on a full time basis (24 hours a day 7 days a week)

b. The overall service performance is dependent upon the customer provided terminal equipment (CSU/DSUs, Routers, FRADS...) conforming to the interface and performance specifications of the Company's Network Interface equipment and to the technical specifications of Frame Relay Service. Interface and technical specification criteria that comply with the current industry standards are provided to each customer that subscribes to FRS.

c. The demarcation point between the Telephone Company network and the customer's equipment/facilities is located at the minimum point of penetration into the customer premises. This is usually located within the telephone equipment room or area. If the customer requires additional inside wire beyond the Network Interface, the customer may provide it, hire a contractor, or request the Telephone Company's agent to install it on a time and material basis. This may, however, incur additional charges for design review and/or equipment to ensure proper performance.

2. Customer Responsibility

It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment (CPE) that is used in conjunction with FRS. FRS requires data terminal equipment which accumulates transmitted customer data and converts it to variable length information frames for transmission over the frame relay network. The Telephone Company will provide access links to the frame relay network which include the network interface at the customer's premises. The User to Network Interface (UNI) will conform to standards specified in Frame Relay Forum Documents FRF.1 and FRF.2; American National Standards Institute (ANSI) standards T1.606, T1.606 Addendum 1, T1.606 Addendum 2 T1 617; Consultative Committee for International Telephony and Telegraphy (CCITT) standards I.122, I233.1 and Q.933. It is the customer's responsibility to provide terminal equipment which conforms with the above interface specifications.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

B. REGULATIONS (Continued)

3. Minimum Service Period

A minimum service period of thirty (30) days is required for the month to month service.
A minimum service period of one year is required for service arrangements one year or longer.

4. Termination Liability

a. Removal of the service in total, prior to the end of the service period except as noted in b. below shall generate a termination charge. If the customer chooses a one year term, and the FRS service is discontinued prior to the minimum service period, the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses the three year term or longer, and the FRS service is discontinued prior to the minimum service period of the term period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

b. The customer has the option to upgrade or downgrade the speed of the service or migrate to an alternate Company service at any time during the contract period without incurring a termination charge. However, a one-time access speed change charge or NRC will apply. These changes may also require a brief service interruption.

Access Speed Change Charges	
Changes from DS-0 to 128 Kbps, 256 Kbps, 384 Kbps or DS-1	Full NRC for the new service
Changes from 128 Kbps, 256 Kbps, 384 Kbps or DS-1 to DS-0	Full NRC for the new service
Changes between speeds 128 Kbps, 256 Kbps & 384 Kbps	Sheet Chart on Sheet 26
Changes from 128 Kbps, 256 Kbps or 384 Kbps to DS-1	Sheet Chart on Sheet 26
Changes from DS-1 to 128 Kbps, 256 Kbps, or 384 Kbps	Sheet Chart on Sheet 26

5. Cancellation and Deferment of Start of Service Charge

Cancellation charges apply if the service order request is canceled in whole or in part prior to complete installation or start of service. The customer is responsible for payment of the non-recoverable expenses (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Telephone Company in connection with the order. Installation is considered to have started when, following receipt of the order, the Telephone Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred. Charges are also applicable for deferment of start of service at the customer's request beyond one month stated in Section 1, General Regulation 8.

6. Promotional Campaigns

The Company may periodically offer promotional campaigns.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

B. REGULATIONS (Continued)

7. Service Assurance Warranty

The reporting of a service outage to the appropriate trouble center is the responsibility of the customer. The Company will warrant FRS with credits for missed installation due dates and service outages.

8. Service Installation Guarantee

The Company assures that when customer orders FRS, it will be installed and available for customer use no later than the Confirmed Service Date (due date). Missed installation dates will result in the following customer credit: The credits listed below are specific to FRS, no other service guarantee credits shall apply.

Description	Credit
DS0, 128 Kbps, 256 Kbps, 384 Kbps, and DS1 Access Links	Rebate Full NRC

Total service Outage on Access Links in one month:

A Credit allowance is applied once in any monthly billing period, on a per access link basis. The credit allowance will be applied to the customer bill in addition to the existing monthly service rates. The total credit allowance available to the customer, regardless of the number of service interruptions in any one monthly billing period, will not exceed 100% of the combined monthly rates per affected service. The credit allowance will be applied as follows:

Description	Time Interval	Credit
DSO Access Link	120 min up to 240 min	$45.00
	> 240 min	$90.00
128 Kbps Access Link	120 min up to 240 min	$75.00
	> 240 min	$150.00
256 Kbps Access Link	120 min up to 240 min	$90.00
	> 240 min	$180.00
384 Kbps Access Link	120 min up to 240 min	$100.00
	> 240 min	$200.00
DS1 Access Link	120 min up to 240 min	$120.00
	> 240 min	$240.00

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

C. DEFINITIONS

1. Access Link
A digital link between the customer premises and the Telephone Company Frame Relay switch. The link includes a dedicated digital access line and a port on the frame relay switch.

2. Frame
A variable length segment of data with a header, trailer and user data, which is switched through the network as an integral unit.

3. Permanent Virtual Circuit (PVC)
A software defined connection within the frame relay switch that provides a logical communications path between two Access Links on the Frame Relay network.

D. RATES AND CHARGES

1. General

a. The rate schedule in Subsections 2 and 3 shall apply to FRS.

b. With respect to rate elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the rates within the minimum and maximum rate bands until the Company has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate.

c. The Company may provide distinct pricing, at rates different than those listed, for customers subscribing to high volume and/or long term commitments on an individual case basis. The minimum rate the Company will charge will not be below incremental cost.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

D. RATES AND CHARGES (Continued)

2. Rate Schedule of Non-Recurring Charges

		Non-Recurring Charges		
Access Link	Term	Minimum	Maximum	Current
DS0 Access Link (each)	Monthly 1 Year 3 Year 5 Year	$500.00	$600.00	$580.00
128 Kbps Access Link (each)	Monthly 1 Year 3 Year 5 Year	$550.00	$1,000.00	$615.00
256 Kbps Access Link (each)	Monthly 1 Year 3 Year 5 Year	$550.00	$1,000.00	$615.00
384 Kbps Access Link (each)	Monthly 1 Year 3 Year 5 Year	$550.00	$1,000.00	$615.00
DS1 Access Link (each)	Monthly 1 Year 3 Year 5 Year	$550.00	$1,000.00	$615.00

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

D. RATES AND CHARGES (Continued)

2. Rate Schedule of Non-Recurring Charges (Continued)

		Non-Recurring Charges		
Access Link	Term	Minimum	Maximum	Current
PVCs				
PVCs ordered simultaneously with Access Links (each)	Monthly 1 Year 3 Year 5 Year	NA	NA	NA
PVCs not ordered simultaneously with Access Links (each)	Monthly 1 Year 3 Year 5 Year	$50.00	$75.00	$50.00
One Time Charges to Change Frame Relay Access Link Speeds:				
Changes between speeds 128 Kbps, 256 Kbps and 384 Kbps		$200.00	$1,000.00	$200.00
Changes from 128 Kbps 256 Kbps or 384 Kbps to DS1		$200.00	$1,000.00	$200.00
Changes from DS1 to 128 Kbps 256 Kbps or 384 Kbps		$200.00	$1,000.00	$200.00

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) | (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

D. RATES AND CHARGES (Continued)

3. Rate Schedule of Monthly Rates

		Monthly Rate		
Access Link	Term	Minimum	Maximum	Current
DS0 Access Link (each)	Monthly	$140.00	$225.00	$170.00
	1 Year	$105.00	$225.00	$150.00
	3 Year	$100.00	$225.00	$140.00
	5 Year	$90.00	$225.00	$130.00
128 Kbps Access Link (each)	Monthly	$360.00	$500.00	$400.00
	1 Year	$295.00	$500.00	$350.00
	3 Year	$285.00	$500.00	$340.00
	5 Year	$275.00	$500.00	$335.00
256 Kbps Access Link (each)	Monthly	$445.00	$625.00	$500.00
	1 Year	$375.00	$625.00	$450.00
	3 Year	$355.00	$625.00	$425.00
	5 Year	$330.00	$625.00	$400.00
384 Kbps Access Link (each)	Monthly	$495.00	$675.00	$550.00
	1 Year	$420.00	$675.00	$500.00
	3 Year	$395.00	$675.00	$475.00
	5 Year	$370.00	$675.00	$450.00
DS1 Access Link (each)	Monthly	$580.00	$800.00	$680.00
	1 Year	$500.00	$800.00	$620.00
	3 Year	$430.00	$800.00	$560.00
	5 Year	$400.00	$800.00	$495.00

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

FRAME RELAY SERVICE (Grandfathered) [1] (Continued) (C)

D. RATES AND CHARGES (Continued)

3. Rate Schedule of Monthly Rates (Continued)

		Monthly Rate		
Access Link	Term	Minimum	Maximum	Current
PVCs				
PVCs ordered simultaneously with Access Links (each)	Monthly	$10.00	$14.00	$10.00
	1 Year	$6.00	$14.00	$9.00
	3 Year	$4.00	$14.00	$8.00
	5 Year	$3.00	$14.00	$7.00
PVCs not ordered simultaneously with Access Links (each)	Monthly	$10.00	$14.00	$10.00
	1 Year	$6.00	$14.00	$9.00
	3 Year	$4.00	$14.00	$8.00
	5 Year	$3.00	$14.00	$7.00

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

MULTIPATH SERVICE

A. GENERAL

Multipath Service is an exchange service providing trunk side digital network access for voice and data communications. This service can be used to replace analog access lines and trunks by provisioning services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 Service, and Wide Area Telephone Service (WATS) [1] over a single digital access link. Multipath Service is available in both a Basic and an Enhanced version. (C)

B. DESCRIPTION OF SERVICE

1. Basic

Basic Multipath Service provides the Customer with digital exchange trunks provisioned over a 1.544 Mbps (DS1) communications link. Each link is configured to provide 24 local exchange trunks. These trunks are designated as either one-way in, one-way out, two-way or DID service. DID Service and Telephone Numbers are incremental to the Basic Multipath rates and charges.

2. Enhanced

Enhanced Multipath Service provides for simultaneous voice and data capabilities over a single digital access link. Enhanced Multipath Service provides the customer with digital exchange trunks provisioned with an ISDN Primary Rate Interface and delivered over a 1.544 Mbps (DS1) communications link. The Integrated Services Digital Network (ISDN) Primary Rate Interface divides a standard 1.544 Mbps trunk facility into twenty-three (23) 64Kbps B (Bearer) channels and one 64Kbps D (Data) channel, commonly known as 23B+D. The B channels are configured for alternate data/voice capabilities and the D channel carries out-of-band signaling for one or more Enhanced Multipath links. No signaling or call controls reside on the B channels.

C. REGULATIONS

1. In addition to Basic Multipath Service, the customer is responsible for the incremental rates and charges associated with Hunting, DID Service and Telephone Numbers. One-way in, one-way out and two-way trunks are included in the Basic Multipath rates and charges.

2. Enhanced Multipath Service includes DID Service, Call by Call access to selected services and Incoming Calling Line Identification (ICLID). Telephone Numbers are incremental to Enhanced Multipath rates and charges. All other services, such as Hunting, DID, one-way in, one-way out and two-way trunks are included in the Enhanced Multipath rates and charges.

3. Enhanced Multipath Service provides digital network access and utilizes ISDN architecture on the subscriber local loop, based on National ISDN Standard.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

C. REGULATIONS (Continued)

4. Customer provided terminal equipment (CPE) must be National ISDN 2 compliant to utilize Enhanced Multipath Service.

5. Multipath Service is furnished from specially equipped digital Central Offices subject to the availability of facilities. If it is necessary to construct facilities to satisfy service requests, where facilities are not available, it may be provided pursuant to Section 17, Special Construction.

6. The customer is responsible for the installation, operation and maintenance of any customer-provided terminal equipment, communication system and software. Terminal equipment must conform to the Company's Network Interface Equipment standard or technical specifications.

7. The Company does not guarantee end-to-end capability of customer premises equipment.

8. Enhanced Multipath Service provides flat rate service for local circuit switched voice and data calls placed to all other exchange lines in the extended local calling area of the exchange in which it is furnished. Both circuit switched voice and data calls placed beyond the extended local calling area will be rated according to the rate schedule for Message Toll Service as outlined in Section 7.

9. If a customer is served by a Central Office which is not equipped to provide Multipath Service, the Company can provide service to the customer from the closest Multipath equipped Central Office. When service is provided from the closest Multipath serving Central Office, the customer will pay an interoffice mileage charge between its serving Central Office and the closest Multipath Service Central Office and accept a telephone number change to the Multipath serving Central Office. The customer will also be subject to the calling areas associated with the Multipath serving Central Office.

10. When Multipath Service becomes available from the customer's local serving Central Office, the customer must subscribe to service from their normal local serving Central Office. A telephone number change will be required and the customer will then be subject to the local calling areas of the local serving Central Office. No charges will apply to the transfer of this service, from the alternate serving Central Office to the local serving Central Office, or to the number change described above. The Company will provide a reference of calls until the new directory is published. Also the Multipath Service will no longer include interoffice mileage charges.

D. FEATURES

1. Call by Call Service Selection allows B (Bearer) Channels to be configured to access multiple services (i.e., DID, DOD, 800, and WATS) on a per call basis. The customer premises equipment signals the local central office as to what type of service to access for each call.

2. Incoming Calling Line Identification allows the user to have access to the directory number of the calling party.

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

D. FEATURES (Continued)

3. Non-Facility Associated Signaling allows one D (Data) Channel to control up to 479 (20 communication links) B (Bearer) 64 Kbps trunks. The single D Channel of one Enhanced Multipath link, 23B+D, handles all the signaling and control requirements of multiple Enhanced Multipath links in a specific grouping allowing supplemental Enhanced Multipath link configurations of 24B.

4. A Backup D Channel can be provided to automatically take over for a failed primary D channel.

5. Enhanced Multipath has two hunting options.

   a. Sequential hunting provides for this arrangement of two or more central office trunks so that a call placed to the first trunk in the group is routed to another trunk in the group when the first trunk is busy.

   b. Circular Hunting dynamically points each new call to the next idle B Channel following the last channel either to have accepted a call or the last Channel to have attempted to place a call. Circular Hunt serves to evenly distribute calls through all the B Channels within the route list in a forward (ascending) fashion.

5. Two B Channel Transfer on Enhanced Multipath allows the interconnection of two other called parties to be connected and then allows the call originator to drop off of the call.

6. Calling Name Delivery on Enhanced Multipath allows the information required for Calling Name Identification to be sent to the Called party

7. Redirected Number provides the calling number as well as the call forwarded directory number to the called party.

E. RATES AND CHARGES

1. <u>General</u>

   a. Multipath Service is furnished, installed and maintained at the following rates and charges.

   b. With respect to the minimum and maximum rates, the Company shall not change any rate other than the current effective rate until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change of rate.

   c. Wire centers by Rate Zones are listed on I. (Zone Rates) following.

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

E. RATES AND CHARGES (Continued)

2. Rate Schedule

	Monthly Rate Current	Non-Recurring Installation Charge	
a. Basic Multipath*			(N)
Rate Zones:			
Rural			
Term Periods			
Month-to-Month	$1,092.50	$1,000.00	
12 Months	$,1014.30	$1,000.00	
36 Months[1]	$972.90	$1,000.00	
60 Months[1]	$945.30	$1,000.00	
Suburban			
Term Periods			
Month-to-Month	$1,092.50	$1,000.00	
12 Months	$1,378.71	$1,000.00	
36 Months[1]	$1,055.36	$1,000.00	
60 Months[1]	$890.10	$1,000.00	
Urban			
Term Periods			
Month-to-Month	$1,092.50	$1,000.00	
12 Months	$1,139.20	$1,000.00	
36 Months[1]	$876.30	$1,000.00	
60 Months[1]	$848.70	$1,000.00	
Metro			
Term Periods			
Month-to-Month	$1,092.50	$1,000.00	
12 Months	$762.00	$1,000.00	
36 Months[1]	$726.00	$1,000.00	
60 Months[1]	$702.00	$1,000.00	

[1] This term is not available after August 30, 2011.

*Effective February 1, 2025, Frontier will no longer support Moves, Adds or Changes nor new installations for Multipath Service. (N) (N)

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

E. RATES AND CHARGES (Continued)

2. Rate Schedule (Continued)

	Monthly Rate Current	Non-Recurring Installation Charge	
b. Enhanced Multipath Rate Zones:			(D)
Term Periods			
Month-to-Month	$2,314.38	$1,000.00	(I)
12 Months	$2,180.48	$1,000.00	

(D)

(D)

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

E. RATES AND CHARGES (Continued)

2. Rate Schedule (Continued)

	Monthly Rate, per Mile	
c. Interoffice Mileage		(M)
Term Periods		
12 Months	$40.00	
36 Months	$35.00	
60 Months[1]	$30.00	(M)

	Monthly Rate	Non-Recurring Installation Charge
Optional Features		
d. Circular Hunt	--	$50.00
e. Two B Channel Transfer	$60.00	$225.00
f. Calling Name Delivery	$100.00	$225.00
g Redirected Number	--	$225.00

F. TERMINATION LIABILITY

1. Removal of the service in total, prior to the end of the contract term except as noted in 2., below shall generate a termination charge. The termination charge will be calculated as follows:

   For service term agreements which become effective on or after April 1, 2006:

   - In addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), customer termination liability for cancellation of Multipath service shall be equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's service term.

   For service term agreements in effect on or prior to March 31, 2006:

   If the customer chooses a one year term, and the service is discontinued prior to the minimum service period (12 months), the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses the three year term or longer, and the service is discontinued prior to the minimum service period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

2. The customer has the option to upgrade to another Company service at any time during the contract period without incurring a termination charge. However, a one-time non-recurring charge for installation will apply. These changes may also require a brief service interruption.

[1] Effective October 1, 2013, customers may not establish new term plans greater than 36 months for Enhanced Multipath Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months. (M) (M)

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

F. TERMINATION LIABILITY (Continued)

3. Moves – Basic Multipath Service

a. Same Local Serving Central Office: Termination charges are not applicable to a change in the physical location ("Move") of Basic Multipath service as long as there are no other changes to the service as currently provisioned, and the customer retains the current contract term or signs a new contract with a contract term having an expiration date which is beyond that of the current term. Non-recurring charges for the redesign of the Basic Multipath service will apply. The customer will experience some down time on the Basic Multipath service during the physical move of the 1.544 Mbps (DS1) communications link.

b. Different Serving Central Office: Termination charges apply to Moves of Basic Multipath services when the new Basic Multipath service is provided from a different local serving Central Office. The current Basic Multipath contract will be terminated, and the Basic Multipath service at the new location will be treated as new. All applicable Basic Multipath non-recurring charges apply.

4. Moves – Enhanced Multipath Service

Moves of Enhanced Multipath service which require simultaneous service operation at both the current location ("Replaced Service") and the new location ("New Service") for a finite period of time ("Overlapping Service"), or which are accomplished through a coordinated disconnection of the Replaced Service and simultaneous connection of the New Service, whether within the same serving central office or to a different serving central office, will not incur Termination Liability as a result of the Move, subject to the following conditions:

a. The customer retains the current contract term or converts to a new contract term having an expiration date, which is beyond that of the current contract.

b. Nonrecurring Charges for the Enhanced Multipath Service and all associated Service Elements will apply (see E.) The customer will experience some down time on the Enhanced Multipath service during the physical Move of the transport element.

c. A service order must be placed for the New Service. If the customer retains the current contract, the Monthly Rate for the New Service will be equal to the Monthly Rate of the Replaced Service. If the customer converts to a new contract (see a.), the Monthly Rate for the Enhanced Multipath Service and all associated Features, as specified in E.2, apply.

d. The New Service location must be anywhere the Company provides Enhanced Multipath service pursuant to this Product Guide.

e. Upon moving the Replaced Service to the New Service, the Replaced Service contract will be modified to apply to the New Service but will not otherwise be affected by the Move. The New Service will take the place of the Replaced Service for the remainder of the existing contract term, or the duration of the new contract term having an expiration date which is beyond that of the current contract (see a.). Disconnection of the Replaced Service will not incur Termination Charges, except as noted in g.

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

F. TERMINATION LIABILITY (Continued)

4. Moves – Enhanced Multipath Service (Continued)

f. No lapse in billing will occur for Moves of service under a contract.

g. Any Optional Features and functions from the Replaced Service that are not re-established with the New Service at the time of the installation will be subject to applicable Termination Liability.

h. Any additions of Optional Features and functions made to the New Service under an existing contract that is retained will be treated as coterminous additions under the terms and conditions of that contract.

i. Any quantities of Multipath Service(s) in excess of the current quantity of the Replaced Service will be treated as new installations.

j. In the event of early termination of this service, the customer will be liable for any and all applicable Termination Liability.

k. Additionally, for Moves requiring Overlapping Service (only), the Move and subsequent disconnection of the Replaced Service must be completed within ninety (90) days of the New Service install date, or prior to expiration of the current contract term, whichever occurs first.

5. Options Available on Contract Term Expiration [1]

If the customer has a 12-, 36- or 60-Month contract term, the customer may:

a. During the last ninety (90) days of the Enhanced Multipath contract term, including an existing term extension as provided in this paragraph, extend such contract term with the same rates, terms and conditions by entering into up to two additional 6-month term extension addenda and two additional 12-month term extension addenda, in any combination. The availability of this contract term extension option at any time is subject to the Company's right to discontinue or to otherwise change this option. Customers who exercise the contract term extension option are not entitled to a different rate based on the overall contract term as extended (e.g., customers who initially have a 36-month contract term and extend it by an additional 24 months are not entitled to the rates allowed under a 60-month contract term). The customer will be required to sign an addendum prior to the end of their current contract term for each contract term extension.

[1] Effective October 1, 2013, customers may not establish new term plans greater than 36 months for Enhanced Multipath Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

F. TERMINATION LIABILITY (Continued)

5. Options Available on Contract Term Expiration [1]

a. (Continued)

During the 6-month term contract extension period(s), the customer may terminate the service, or any service components, at any service location on thirty (30) days' notice without incurring termination liability.

Requests to terminate a 12-month term extension prior to the end of the term shall generate a termination charge. Termination charges shall be calculated for each 12-month extension, as a separate service term agreement, as illustrated in F.1.

Option a. is not available for Basic Multipath Service.

b. Upon expiration of the Basic or Enhanced Multipath contract term, enter into a new written contract term at available terms and rates.

c. Discontinue service.

G. CANCELLATION

Cancellation charges apply if the service order request is canceled in whole or in any part prior to complete installation or start of service. The customer is responsible for payment of the non-recoverable expense (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Telephone Company in connection with the order. Installation is considered to have started when, following receipt of the order, the Telephone Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred. Charges are also applicable for deferment of start of service at the customer's request beyond one month.

H. PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

[1] Effective October 1, 2013, customers may not establish new term plans greater than 36 months for Enhanced Multipath Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

I. RATE ZONES

a. The rates for the Multipath Service arrangements are based on geographic zones. The wire centers in each zone, Metro, Urban, Suburban, and Rural, are listed below.

WIRE CENTER	CLLI	ZONES		WIRE CENTER	CLLI	ZONES	
Ansonia-Derby	DRBYCT00	B	Urban	Farmington	FRTNCT00	B	Urban
Baltic	BLTCCT00	D	Rural	Georgetown	GRTWCT00	D	Rural
Berlin	BRLNCT00	C	Suburban	Glastonbury	GLBYCT00	B	Urban
Bethany	BTHNCT00	D	Rural	Goshen	GSHNCT00	D	Rural
Bethlehem (N)	BHLHCT00	C	Suburban	Granby	GRNBCT00	C	Suburban
Bloomfield	BLFDCT00	B	Urban	Groton	GRTNCT00	B	Urban
Branford Main	BRFRCT00	B	Urban	Guilford	GUFDCT00	C	Suburban
Bridgeport	BRPTCT01	A	Metro	Haddam	HGNMCT00	D	Rural
Bridgeport No.	BRPTCT03	B	Urban	Hamden	HMDNCT00	B	Urban
Bristol	BRSTCT00	B	Urban	Hampton	HMPNCT00	D	Rural
Brookfield	BRFDCT00	C	Suburban	Hartford	HRFRCT03	A	Metro
Canaan	CNANCT00	D	Rural	Huntington	HNTNCT00	C	Suburban
Canterbury	PLFDCT00	D	Rural	Jewett City	JWCYCT00	D	Rural
Canton	CNTNCT00	D	Rural	Kent	KENTCT00	D	Rural
Cheshire	CHSHCT01	C	Suburban	Lakeville	LKVLCT00	D	Rural
Clinton	CLTNCT00	C	Suburban	Lebanon	LBNNCT00	D	Rural
Colchester	CLCHCT00	D	Rural	Ledyard	LDYRCT00	D	Rural
Columbia	CLMACT00	D	Rural	Litchfield	LTFDCT00	D	Rural
Cornwall	CRNWCT00	D	Rural	Lyme	LYMECT01	D	Rural
Coventry	CNTYCT00	D	Rural	Madison	MDSNCT01	C	Suburban
Cromwell	CRWLCT00	C	Suburban	Madison North	MDSNCT02	C	Suburban
Danbury	DNBRCT00	B	Urban	Manchester	MNCHCT00	B	Urban
Danielson	DNSNCT00	C	Suburban	Marlborough	MRLBCT00	D	Rural
Darien	DARNCT00	B	Urban	Meriden	MRDNCT00	B	Urban
Deep River	DPRVCT00	D	Rural	Middlebury	MDLBCT00	D	Rural
Durham	DRHMCT00	D	Rural	Middletown	MDTWCT00	B	Urban
East Hampton	EHTNCT00	D	Rural	Milford	MLFRCT00	B	Urban
East Hartford 1	EHRTCT01	B	Urban	Montville	MTVLCT00	D	Rural
East Hartford 2	EHRTCT02	C	Suburban	Moodus	MODSCT00	D	Rural
East Haven	EHVNCT00	B	Urban	Mystic	MYSTCT00	C	Suburban
Enfield 1	ENFDCT01	C	Suburban	Naugatuck	NGTCCT00	C	Suburban
Enfield 2	ENFDCT02	C	Suburban	New Britain	NWBRCT00	B	Urban
Essex	ESSXCT00	C	Suburban	New Canaan	NWCNCT00	C	Suburban
Fairfield	FRFDCT00	B	Urban				

DIGITAL SERVICES

MULTIPATH SERVICE (Continued)

I. RATE ZONES (Continued)

WIRE CENTER	CLLI	ZONES		WIRE CENTER	CLLI	ZONES	
New Fairfield	NWFLCT00	C	Suburban	Southington	STTNCT00	B	Urban
New Haven	NWHNCT03	A	Metro	Stafford Springs	STSPCT00	D	Rural
New London	NWLNCT02	B	Urban	Stamford	SMFRCT01	A	Metro
New Milford	NMFRCT00	C	Suburban	Stamford North	SMFRCT02	B	Urban
Newington	NWNTCT00	B	Urban	Stonington	SGTNCT00	D	Rural
Newtown	NWTWCT00	C	Suburban	Storrs	STRSCT01	D	Rural
Niantic	NINTCT00	C	Suburban	Stratford	SRFRCT00	B	Urban
Norfolk	NRFLCT00	D	Rural	Suffield	SFFDCT00	D	Rural
North Branford	NBFRCT00	D	Rural	Thomaston	THTNCT00	D	Rural
North Haven	NHVNCT00	C	Suburban	Torrington	TRTNCT00	B	Urban
North Thompson	THSNCT00	D	Rural	Trumbull	TMBLCT00	B	Urban
Norwalk	NRWLCT02	B	Urban	Unionville	UNVLCT00	C	Suburban
Norwalk North	NRWLCT03	B	Urban	Wallingford	WLFRCT00	B	Urban
Norwich	NRWCCT00	C	Suburban	Washington	WASHCT00	D	Rural
Old Greenwich	OGNWCT00	C	Suburban	Waterbury	WTRBCT00	B	Urban
Old Saybrook	OLSYCT00	C	Suburban	Watertown	WTTWCT00	C	Suburban
Orange	ORNGCT00	C	Suburban	West Hartford 1	WHFRCT01	B	Urban
Oxford (N)	OXFRCT00	C	Suburban	West Hartford 2	WHFRCT02	C	Suburban
Plainfield	PLFDCT00	D	Rural	West Haven	WSHNCT00	B	Urban
Plainville	PLVLCT00	C	Suburban	Westbrook	WSBKCT00	D	Rural
Portland	PTLDCT00	D	Rural	Westport	WSPTCT00	B	Urban
Prospect	PRSPCT00	D	Rural	Westville	WSTVCT00	B	Urban
Putnam	PTNMCT00	C	Suburban	Wethersfield	WTFDCT00	B	Urban
Putnam North	THSNCT00	D	Rural	Willimantic	WLMNCT00	C	Suburban
Redding	RDNGCT00	D	Rural	Wilton	WLTOCT00	C	Suburban
Ridgefield	RDFDCT00	C	Suburban	Windsor	WNDSCT00	C	Suburban
Rockville	RKVLCT00	C	Suburban	Windsor Locks	WLKSCT00	C	Suburban
Seymour	SYMRCT00	C	Suburban	Winsted	WNSTCT00	C	Suburban
Sharon	SHRNCT00	D	Rural	Wolcott	WLCTCT00	C	Suburban
Simsbury	SMBYCT00	C	Suburban	Woodbury	WDBYCT00	C	Suburban
South Windsor	WPNGCT00	C	Suburban	Woodstock	WDSTCT00	D	Rural
Southbury (N)	SOBYCT00	C	Suburban				

DIGITAL SERVICES

ASYNCHRONOUS TRANSFER MODE (ATM) (Grandfathered) [1] (C)

A. GENERAL

Asynchronous Transfer Mode (ATM) is a fast-packet based switching and transport technology that can support user voice, video and data applications over a single physical access link. This high-speed service utilizes digital access facilities and high performance ATM switches to allow for the efficient transfer of voice, video and data between various customer locations. A connection between customer selected access links is established within the ATM switches through a software defined logical connection called a Permanent Virtual Circuit (PVC). The service will provide the customer with the ability to efficiently connect various locations throughout the state. ATM service is offered on a grandfathered basis to existing customers only.

B. DESCRIPTION OF SERVICE

1. Introduction

ATM Service is a fast-packet switched service that can support user voice, video, and data applications over a single physical access link. An ATM customer's voice, video and data applications are aggregated onto a single access link by a switch or multiplexer (provided by the customer) and transported to the ATM network. Once the information arrives at the network, the network switches the information to the correct destination for delivery. Each application (voice, video, and data) can be delivered to a different destination at the same time.

ATM service uses digital transmission facilities and advanced ATM cell switching and transport technology to provide a connection oriented high speed service. "Connection oriented" means that data transmissions (cells or segments of end user data) sent through the ATM network always follow the same pre-defined path with the data arriving in the order it was sent. The Wide Area Network (WAN) connection of an ATM Service is provided through the use of digital access facilities between a customer's premise and an ATM node (switch port). A virtual connection between customer selected locations is established within the ATM switches through a software defined logical connection called a Permanent Virtual Circuit (PVC). The software defined PVC allows for a real time dynamic allocation of switch capacity.

2. ATM Service Elements

ATM service is made up of three elements: the access port and loop, the interoffice access link, and ATM backbone bandwidth.

a. Access Port and Loop - The port connection and local access loop are bundled into one element. The port connection is the point of entry into the ATM network and its speed matches the access link (DS1, DS3 or OC3). A single port connection will support multiple logical connections to many different remote locations. All the users, applications and protocols will share these virtual circuits in most cases.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

ASYNCHRONOUS TRANSFER MODE (ATM) (Grandfathered) [1] (Continued) (C)

B. DESCRIPTION OF SERVICE (Continued)

2. ATM Service Elements (Continued)

a. Access Port and Loop (Continued) - The access loop is the physical transmission facility that connects the customer's site to the serving central office. The transmission facility is provisioned as a DS1, DS3 or OC3, and is delivered as a digital facility on copper (DS1) or fiber (DS3, OC3). There are two types of OC3 access loops available: protected and non-protected. A protected OC3 local loop provides both primary and backup loop connections. If the primary connection fails, the backup takes over. The non-protected OC3 local loop provides a single local loop connection. With this option, if the non-protected local loop fails there is no protection available. ATM DS3 access loops are always protected.

b. Interoffice Access Link - If the customer's serving central office is not a ATM switching hub, an interoffice access link will be required to connect to the nearest ATM switching hub. The transmission facility is provisioned as a DS1, DS3 or OC3. There are two types of OC3 interoffice access links available: protected and non-protected. A protected OC3 interoffice access link provides both primary and backup interoffice connections. If the primary connection fails, the backup takes over, the non-protected OC3 interoffice access link provides a single interoffice connection. With this option, if the non-protected interoffice link fails there is no protection available. ATM DS3 interoffice access links are always protected.

c. ATM Backbone Bandwidth - ATM backbone bandwidth is required to communicate between ATM ports that connect to ATM switches located in different central offices. There are two different types of backbone bandwidth: ATM CBR - Constant Bit Rate and ATM VBR - Variable Bit Rate. ATM CBR bandwidth supports applications, such as voice and video, which require dedicated bandwidth. ATM VBR bandwidth supports Bursty type applications, such as data, which can tolerate the sharing of bandwidth with other users.

3. ATM Cells - ATM simplifies information transfer and exchange by compartmentalizing information into uniform segments called cells. The cell is broken into two main sections, the header and the payload. The Header (5 bytes) is the addressing mechanism. The Payload (48 bytes) is the portion, which carries the actual information-either voice, data, or video. These cells allow any type of information, such as voice, video or data to be transmitted over almost any type of digitized communications medium (i.e., fiber optics or copper wire).

ATM can also be described as "cell relay" because all information is segmented into short, fixed-length cells and then relayed from one point to another based on the destination address in the cell. At the destination, cells are reassembled into the original information.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

ASYNCHRONOUS TRANSFER MODE (ATM) (Grandfathered) [1] (Continued) (C)

C. REGULATIONS

1. Provision of Service

a. ATM Service is furnished on a full time basis (24 hours a day 7 days a week)

b. The overall service performance is dependent upon the customer provided terminal equipment (routers, switches, etc.) conforming to the interface and performance specifications of the Company's Network Interface equipment and to the technical specifications of ATM Service. Interface and technical specification criteria that comply with the industry's current standards, are provided to each customer that subscribes to ATM Service.

c. The demarcation point between the Company network and the customer's equipment/facilities, is located at the minimum point of penetration into the customer premises. This is usually located within the telephone equipment room or area. If the customer requires additional inside wire beyond the Network Interface, the customer may provide it, hire a contractor, or request the Company's agent to install it on a time and material basis. This work may, however, require the customer to incur additional charges for design review and/or equipment to ensure proper performance.

d. In central offices where multiple ATM switches exist, a customer request for additional ports may require the Company to reconfigure the customer's existing ports. For the customer to take advantage of the no charge intraoffice bandwith feature of ATM service, all of the customer's DS3 and OC3 ports must terminate on the same ATM switch. The reconfigure of the customer's existing ports will result in a service outage the duration of which will be determined by the Company and coordinated with the customer. If the customer requires that no service outage occur then Interoffice bandwidth per ½ megabit rates will be charged for the interswitch usage.

e. All ATM DS3 and OC3 service requests are evaluated on an Individual Case Basis (ICB) to determine availability and installation intervals.

2. Customer Responsibility

a. It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment (CPE) that is used in conjunction with ATM service. ATM service requires data terminal equipment that accumulates transmitted customer data and converts it to fixed length information cells for transmission over the ATM network. The Company will provide access links to the ATM network that includes the network interface at the customer's premises. The User to Network Interface (UNI) will conform to standards specified in ATM Forum Documents UNI 3.0/3.1. It is the customer's responsibility to provide terminal equipment that conforms with the above interface specifications.

b. The customer is responsible for the installation, operation and maintenance of any and all end user provided terminal equipment, communication system and software.

c. The Company does not guarantee end-to-end capability of end user premises equipment for ATM Service.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

ASYNCHRONOUS TRANSFER MODE (ATM) (Grandfathered) [2] (Continued) (C)

D. RATES FOR ATM SERVICE

ATM service is furnished, installed and maintained at the following rates and charges. Each ATM Access Link is subject to a recurring monthly rate.

		Monthly Rate			Non-Recurring Charge		
		Minimum	Maximum	Current	Minimum	Maximum	Current
ATM DS1 Access Link (each)							
Term	1 year	$350.00	$700.00	$553.00	$650.00	$1,300.00	$1,100.00
	3 year	$350.00	$700.00	$501.00	$650.00	$1,300.00	$1,100.00
	5 year	$350.00	$700.00	$457.00	$650.00	$1,300.00	$1,100.00
ATM DS3 Access Link (each) (protected)							
Term	1 year	$1,050.00	$2,200.00	$1,880.00	$650.00	$2,000.00	$1,500.00
	3 year	$1,050.00	$2,200.00	$1,690.00	$650.00	$2,000.00	$1,500.00
	5 year	$1,050.00	$2,200.00	$1,550.00	$650.00	$2,000.00	$1,500.00
ATM OC3 Access Link Fiber Only (each) (not protected) [1]							
Term	1 year	$800.00	$2,000.00	$1,480.00	$650.00	$2,500.00	$2,000.00
	3 year	$800.00	$2,000.00	$1,340.00	$650.00	$2,500.00	$2,000.00
	5 year	$800.00	$2,000.00	$1,200.00	$650.00	$2,500.00	$2,000.00
ATM OC3 Access Link (each) (protected)							
Term	1 year	$2,500.00	$4,500.00	$3,500.00	$650.00	$2,500.00	$2,000.00
	3 year	$2,500.00	$4,500.00	$3,300.00	$650.00	$2,500.00	$2,000.00
	5 year	$2,500.00	$4,500.00	$3,100.00	$650.00	$2,500.00	$2,000.00

[1] The OC3 Fiber Only solution has distance limitations for the combined access link and interoffice access mileage that is determined on an individual case basis by the Company.

[2] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

ASYNCHRONOUS TRANSFER MODE (ATM) (Grandfathered) [3] (Continued) (C)

D. RATES FOR ATM SERVICE (Continued)

		Monthly Rate			Non-Recurring Charge		
		Minimum	Maximum	Current	Minimum	Maximum	Current
ATM DS1 Interoffice Access Mileage (per mile)							
Term	1 year	$10.00	$30.00	$22.00	NA	NA	NA
	3 year	$10.00	$30.00	$20.00	NA	NA	NA
	5 year	$10.00	$30.00	$18.00	NA	NA	NA
ATM DS3 Interoffice Access Mileage (protected) (per mile)							
Term	1 year	$80.00	$200.00	$145.00	NA	NA	NA
	3 year	$80.00	$200.00	$135.00	NA	NA	NA
	5 year	$80.00	$200.00	$125.00	NA	NA	NA
ATM OC3 Interoffice Access Mileage Fiber Only (per mile) (not protected) [2]							
Term	1 year	$80.00	$200.00	$120.00	NA	NA	NA
	3 year	$80.00	$200.00	$110.00	NA	NA	NA
	5 year	$80.00	$200.00	$100.00	NA	NA	NA
ATM OC3 Interoffice Access Mileage (per mile) (protected)							
Term	1 year	$330.00	$490.00	$430.00	NA	NA	NA
	3 year	$333.00	$490.00	$410.00	NA	NA	NA
	5 year	$330.00	$490.00	$390.00	NA	NA	NA
Bandwidth per ½ Megabit (includes PVC charge) [1]							
ATM CBR – Constant Bit Rate							
Term	1 year	$8.00	$35.00	$22.00	NA	NA	NA
	3 year	$8.00	$35.00	$20.00	NA	NA	NA
	5 year	$8.00	$35.00	$18.00	NA	NA	NA
ATM VBR – Variable Bit Rate							
Term	1 year	$4.00	$15.00	$8.80	NA	NA	NA
	3 year	$4.00	$15.00	$8.00	NA	NA	NA
	5 year	$4.00	$15.00	$7.00	NA	NA	NA
Bandwidth is added or Removed from a port (per port)		NA	NA	NA	$200.00	$400.00	$300.00
Bandwidth or PVC rearrangements (per port)		NA	NA	NA	$50.00	$200.00	$100.00

[1] Bandwidth Rates apply to each port (DS1, DS3 and OC3), apply to all interoffice bandwidth associated with a port including bandwidth used for ATM to Frame Relay interworking. Bandwidth rates do not apply to intraoffice bandwidth associated with a port. The maximum number of billable Usage increments (½ Mbps) will not exceed the speed of the associated port, such as 1.5Mbps and 45Mbps, and increments are rounded up to the next ½ Mbp.

[2] The OC3 Fiber Only solution has distance limitations for the combined access link and interoffice access mileage that is determined on an individual case basis by the Company.

[3] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

ASYNCHRONOUS TRANSFER MODE (ATM) (Grandfathered) [2] (Continued) (C)

E. TERMINATION OF LIABILITY

1. ATM service is available with a minimum service period of one (1) year. Removal of the service in total prior to the end of one (1) year, except as noted below, shall generate a termination charge. If the customer removes the service prior to the end of one (1) year, the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses the three year term or longer, and the ATM service is discontinued prior to the minimum service period of the term period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

   The customer has the option to upgrade the speed of the service at any time during the contract period without incurring a termination charge. However, a one time access speed change charge or NRC will apply. These changes may also require a brief service interruption.

Access Speed Change	Charges
Changes from DS1 to DS3 or OC3	Full NRC for the new service
Changes from DS3 to OC3	Full NRC for the new service

F. CANCELLATION

Cancellation charges apply if the service order request is canceled in whole or in part prior to complete installation or start of service. The customer is responsible for payment of the non-recoverable expense (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Company in connection with the order. Installation is considered to have started when, following receipt of the order, the Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred. Charges are also applicable for deferment of start of service beyond one month at the customer's request.

G. PROMOTIONAL CAMPAIGNS

The Company may periodically offer promotional campaigns.

[1] Effective March 16, 2022, Frontier will no longer support Moves, Adds or Changes nor new installations for [Frame Relay/ATM] Services. Upon service term expiration, these services will transition to a Month-to-Month service arrangement. (N) (N)

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

A. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

B. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service standards.

C. TERRITORY

Within all exchange areas as those areas are defined by maps filed as part of this Product Guide.

D. RATES AND CHARGES

	Monthly Rate	
1. 2-Year Term [1]		
ISDN-PRI Bundle	$934.23	(I)
ISDN-PRI Bundle with 20 DID Numbers	$949.23	
ISDN-PRI Bundle with 50 DID Numbers	$954.23	
ISDN-PRI Bundle with 100 DID Numbers	$959.23	
2. 3-Year Term [1]		
ISDN-PRI Bundle	$768.91	
ISDN-PRI Bundle with 20 DID Numbers	$783.91	
ISDN-PRI Bundle with 50 DID Numbers	$788.91	
ISDN-PRI Bundle with 100 DID Numbers	$793.91	
3. 5-Year Term [1]		
ISDN-PRI Bundle	$686.25	
ISDN-PRI Bundle with 20 DID Numbers	$701.25	
ISDN-PRI Bundle with 50 DID Numbers	$706.25	
ISDN-PRI Bundle with 100 DID Numbers	$711.25	(I)

[1] Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) – PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

E. REGULATIONS

1. ISDN PRI Bundle Service is available where technically feasible.

2. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.

3. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Subsequent Activity Charge for the change and will pay the current rates in effect for the term commitment chosen.

4. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).

5. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Initial Service Ordering Charge and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.

6. Ports will be provided at the T-1 level only.

7. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.

8. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.

9. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Product Guide.

10. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in Rates and Charges preceding.

PRIVATE LINE SERVICE

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PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - REGULATIONS

Application of Product Guide

This Product Guide contains rates and regulations applicable to private line services and channels furnished or made available by the Southern New England Telephone Company, hereinafter referred to as the Telephone Company, throughout the territory served by it, over facilities wholly within the State of Connecticut, all of said stations being within the State of Connecticut.

The regulations are applicable to all intrastate private or leased line services furnished by the Telephone Company and are in addition to the General Exchange Tariff, Section 1, General Regulations and to the rates and regulations governing the respective services offered under this Product Guide.

When portions of private line services are furnished by another telephone company under its rates and regulations, rates and regulations of such company apply to the portions of services, which it furnishes.

A. SCOPE

Private line service is that of furnishing for the communication purposes of the customer, facilities, including channels as a complete unit, between specified locations.

Private line channels are electrical paths suitable for the purpose for which they are furnished and are derived in such manner as the Telephone Company may elect. It is contemplated that the customer will provide all station apparatus used with the channels exclusive of the equipment necessary to derive and suitably terminate the channels for connection of customer equipment.

The types of private line services and channels furnished are described elsewhere in this Product Guide.

1. DEFINITIONS

Certain terms and phrases used throughout this Product Guide and in these Regulations have the meaning given in the definitions set forth below.

Applicant

An individual or concern making application to the Telephone Company for intrastate private line service.

Application

Refers to an application made by a prospective customer to the Telephone Company under which facilities for communication between specified locations, for designated periods, and for the use of the customer specifically named in the application are to be furnished in accordance with the provisions of the Telephone Company's regulations.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Accessories

Devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically, acoustically, or inductively connected to the conductors in the communications path of the Telephone Company facilities.

Bandwidth

A defined range of frequencies.

Baud

A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark and space) within a code signal. The speed in bauds is the number of signal elements per second.

Bridging Arrangements

Physical equipment needed either in a Telephone Company central office to meet specified transmission and signaling criteria.

Bridging Connection

As used in connection with audio channels Series 6000, Type 6064 denotes amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an interexchange network or to connect an additional station at a terminal point.

Bridging Terminal

As used in connection with audio channels Series 6000 and denotes equipment to provide, at the terminal of a local channel or the terminal of a segment of a local channel multi-point network, a bridging terminal from which a maximum of ten same building or same premises channels may extend.

Building Channel

Denotes the inside wire to connect two or more stations within the same building or to connect a station to a station connection location.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Channel

A path for electrical communication between two or more stations or Telephone Company Central offices. A channel may be furnished in such manner as the Telephone Company may elect, whether by wire, radio or combination thereof and whether or not by means of a single physical facility or route.

Channel Terminal

Provides for equipment required to terminate an interexchange channel at each rate center central office.

Communications Systems

Channels and other facilities, which are capable, when not connected to private line services, of communications between customer-provided terminal equipment.

Connecting Arrangement

The term "connecting arrangement" denotes equipment provided by the Telephone Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

Customer
The person, firm or corporation who applies for service and is responsible for the payment of charges and the compliance with the regulations of the Telephone Company.

Customer-Provided Terminal Equipment
Devices, apparatus and their associated wiring, provided by a customer which do not constitute a communications system.

Data Access Arrangement
A protective connecting arrangement for use with the network control signaling unit, or, in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in O. Connections following

Direct Electrical Connection
A physical connection of the electrical conductors in the communications path.

Distributing Center
As used in connection with audio channels Series 6000 and denotes amplifying and bridging equipment at Telephone Company premises where program transmission channels in connection with loudspeakers are interconnected to form a network for the distribution of program material to a number of loudspeaker locations.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Duplex Service
Service which provides for simultaneous transmission in both directions.

Equalization
The procedure applied to an audio channel Series 6000 so that the component frequencies of the material transmitted have about the same relationship at the two ends of the channel.

Exchange
The term "Exchange" denotes a unit established for the administration of communication service in a specified area, which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated plant used in furnishing communication service within that area.

Generic Cable Complement

A separate sheathed, point to point facility, connecting one customer location to another (different building - same premises, divided by a public right of way).

Half-Duplex Service

Service which permits communication alternately in either direction, or for communication in one direction only, including bi-directional simultaneous transmission of tones required solely for control purposes or quick turn-around or synchronization.

Hertz

Denotes a unit of frequency equal to one cycle per second.

Interexchange Channel

Provides for facilities to connect central offices designated as rate centers in two different exchanges.

Interexchange Service

As used in connection with private line service is service which connects stations in different exchanges.

Interface

That point on the premises of the customer where provision is made toterminate the facilities provided by the Telephone Company. At the interface the transmission path may be 2 wire or 4 wire as specified for the various channels described in this section.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Interoffice Channel

Provides for facilities to connect two different serving central offices for intraexchange service or to connect a serving central office and a rate center central office for an interexchange service.

Intraexchange Service

As used in connection with private line service, is service connecting stations wholly within one exchange and not connected to an interexchange channel.

Jack

See Interface

Local Channels

Facilities from the customer premises to the serving central office. The facilities join station connection locations in different buildings on different premises.

As used with Series 7000 channels, denotes a two point channel furnished (1) between two stations within an exchange or (2) between two stations located in separate exchanges where the mileage between the exchanges is 25 miles or less.

As used with audio channels Series 6000, the facilities connect the station and/or studio to the serving central office.

Move

As used in connection with the application of Non-Recurring Charges for private line service denotes a change in physical location (when made at the request of the customer and without discontinuance of billing for service) of facilities. Charges are specified in Section 3.

Multipoint Service

The term "Multipoint" denotes a service which provides private line communications capability between more than two premises constituting a common dedicated communications system.

Network Control Signaling

Denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications systems.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Network Control Signaling Unit

The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

Non-Recurring Charges

Non-Recurring Charges as set forth in this Section for private line services and channels are applied by the Telephone Company for processing customer requests to install, move, or change private line services or channels.

Premises

The space occupied by a customer in a single building or portions of a building, or buildings located on continuous property, or on property intersected by a public highway or other right-of-way.

Premises Channel

Except for Series 6000 Schedule F channels, denotes facilities to connect station connection locations located in different buildings on the same premises.

Premises channels are provided when channels terminate in customer provided terminal equipment and cross a public right of way or interface with network facilities.

Private Line Service

The channels, service terminals and channel arrangements furnished to a customer as a unit that is, without intermediate switching arrangements.

Private Line Channel Service

The term "Private Line Channel Service" denotes a channel which provides a path for communication capabilities between two or more station connection locations or Telephone Company central offices and the service is not directly connected to the public switched network.

Rate Center

For private line service denotes a specified geographical location, generally a main central office of an exchange from which mileage measurements are made for the application of interexchange mileage rates.

Service Terminal

As used in connection with Series 5000 channels, provides for facilities to connect a premises to the Telephone Company rate center, including a local channel and any required interoffice channel.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Signal Source

The term "Signal Source" as used in connection with Type 7003 and Type 7004 channels for educational television systems denotes a location at which video and audio baseband signals are supplied to a local distribution system or an interexchange system.

Station

Denotes the transmitting and/or receiving equipment on a premises connected for private line service.

In connection with audio Series 6000 and video Series 7000 transmission channels, the term "Station" also includes points designated by a customer or premises other than those of the customer at which material is transmitted to or received from a program or video transmission channel. A point of connection of Telephone Company interexchange and local channels is not considered to be a station.

Station Connection

As used in connection with audio and video transmission channels indicates central office amplifying equipment and services including special supervision which may be required when a station transmits material to, or receives material from, an interexchange network.

Station Connection Location

Denotes a point on a premises where a local channel or a premises channel. This is not the location of the station equipment, but rather terminates. This is not the location of the station equipment, but rather that of the interface.

Studio

As used in connection with audio Series 6000 and video Series 7000 transmission channels indicates fixed premises of the customer in which audio or video material regularly originates for transmission to loud-speakers or television viewers and at which location personnel of the customer are present. The term "Studio" excludes all locations where the subject matter to be transmitted is not originated primarily for audio Series 6000 or video Series 7000 transmission purposes.

Television Viewer

As used in connection with channels for video Series 7000 transmission denotes a type of equipment provided by a customer to receive signals from video transmission channels and to convert such signals to visual images.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

A. SCOPE (Continued)

1. DEFINITIONS (Continued)

Wideband Channel

As used in connection with Series 5000 channels denotes a channel which has the total equivalent of twelve or more Type 2001 (voice grade) channels.

Wire Center

The location of a local switching system and related equipment that provides telephone service for customers in the immediate geographical area. A point at which customer loops converge.

B. LIMITATIONS

The provision of private line service and private line channel service is limited to those who have a communication requirement of their own for its use, except as provided in "Use of Service by Customer" following.

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of message toll and regular exchange telephone services shall take precedence over services set forth in this Section.

C. PROVISION OF FACILITIES

1. GENERAL

The Telephone Company will provide all facilities necessary for private line channels; however, the customer will provide his own terminal equipment or communications system for use with such service as specified following.

The type of channel construction and its routing are at all times determined by the telephone Company and ownership of such channels shall remain vested in the Company.

Channels are furnished only on a seven-day per week, twenty four hour per day basis except as specified in Q., Charges for Temporary Service following.

Metallic circuits will be available when facilities permit. The Telephone Company cannot guarantee that a metallic facility will be provided or available when required by a subscriber in connection with channels for signaling or private mobile radiotelephone systems. The continued provisioning of metallic facilities to a subscriber will require special construction including Telephone Company management costs if the copper facilities providing the service are replaced by the Telephone Company for operational reasons. Any affected customer will receive a minimum 90 days prior notice before such facilities are replaced.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

C. PROVISION OF FACILITIES (Continued)

1. GENERAL (Continued)

Private Mobile Radiotelephone

When a private line channel is furnished for the remote operation and/or control of a mobile radio telephone system, the customer shall provide all stations apparatus for such use.

Radio telephone channels are provided on a two point channel basis only. The bridging of one channel to another, if required, will be performed by the customer at his premises.

Voice Grade, Subvoice and program Series 6000 channels are the only channels furnished by the Telephone Company for use in connection with the remote operation and control of private radiotelephone facilities. The channels are suitably terminated by the Telephone Company on the premises of the customer.

All radiotelephone facilities and station equipment and wiring, other than any equipment necessary for the suitable termination of the channel facilities on the customer's premises, when provided by the customer, will be connected by him with the channels of the Telephone Company.

Channels furnished for combined voice transmission and control purposes may be used by the customer in accordance with the normal transmission characteristics of such channels for voice transmission purposes and to transmit more than one tone or signal alternately or simultaneously or to create additional channels for remote control and indication purposes.

For Use With Data Sets

When a private line is used for data transmission which requires data sets, such data sets will be provided by the customer except that, the Telephone Company shall furnish all data sets located in Telephone Company central offices. Where the customer elects to provide his own data sets on a given private line, it shall be the responsibility of the customer to ensure the continuing compatibility of such data sets with the facilities furnished by the Telephone Company.

Private Line Teletypewriter

All channel facilities required in the furnishing of Private Line Teletypewriter service are classed as obsolete.

Facilities required in the furnishing of Private Line Teletypewriter service to connect customer-provided equipment (CPE) will be provided subject to the following.

1. Customer-provided teletypewriter station equipment must operate at a line signaling speed not to exceed that specified for the channel facilities furnished.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

C. PROVISION OF FACILITIES (Continued)

1. GENERAL (Continued)

Private Line Teletypewriter (Continued)

2. Customer-provided business machine or business machine systems which assemble, store or process data, may be connected, for the purpose of receiving or transmitting such data in the form of teletypewriter signals, to private line teletypewriter channel facilities furnished by the Telephone Company by means of continuous tape relay or by direct electrical connecting equipment furnished by the Telephone Company at rates and charges determined by the circumstances in each case.

Miscellaneous Signaling, Telemetering, etc.

Channels for telemetering, telewriting, remote control and miscellaneous signaling are furnished for connecting stations at two or more service points.

Station equipment and its associated wiring for telemetering, telewriting, remote control and miscellaneous signaling purposes other than the equipment necessary for the suitable termination of the channel, shall be provided by the subscriber.

D. SPECIAL CONSTRUCTION AND ARRANGEMENTS

Special Construction necessary for the provision of private line service and channels is subject to construction charges in accordance with the provisions of Section 14.

E. SPECIAL FACILITY REQUESTS

Special facility requests necessary for the provision of private line service are each subject to Development Inquiry and Engineering Design Charges. A one-time Development Inquiry charge applies to each request for a special arrangement or assembly. Where an estimate of cost involves engineering design, an Engineering Design charge shall also apply.

One-time Development Inquiry charge, each request	$47.32
Engineering Design charge	$141.97

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

F. USE OF THE SERVICE BY A CUSTOMER

Private line service or channels are furnished for use between two or more designated locations. Services or channels are intended only for communication in which the customer has a direct interest, except as outlined below, and shall not be used for any purpose for which a payment or other compensation shall be received from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. The contract or any rights acquired thereunder by the customer may not be assigned or in any manner transferred.

As an exception to the foregoing, private line services or channels may be furnished for the transmission of communications to, from, within and between air carriers, where the customer is an aeronautical communications company licensed under the Aviation Services rules of the Federal Communications Commission to operate stations in the aeronautical mobile and fixed services. This provision does not prohibit an arrangement in such cases to share the cost of the private line service.

Channel facilities (including channels created from them by the customer) may not be used for any purpose other than as described in this Product Guide.

The customer shall provide his own means for ascertaining any inoperative condition of a channel when prompt detection of such condition is required for the customer's use.

Channels, and channels created from them by the customer for telemetering, telewriting, remote control and miscellaneous signaling, are not permitted to be connected with exchange, toll or private line services or with private line channels furnished by the Telephone Company, nor to be used for any purpose for which other services or channels are offered in this Product Guide.

VG-6 Type channels are not permitted to be used for any other purpose for which services or channels are offered in this Product Guide.

VG-6 Type channels furnished under this Product Guide, including channels created therefrom, are not permitted to be connected with facilities furnished for exchange service or toll service, or with facilities furnished for any other classification of private line service or channel.

When voice communication is desired alternately with data transmission, channels furnished by the Telephone Company in connection with VG-2 type channels may be used on an alternate use basis as channels for data transmission.

Audio channels Series 6000 may be used by the customer in accordance with the normal transmission characteristics of such channels, to transmit speech or music or to transmit more than one tone or signal in sequence or simultaneously. The customer may create additional channels, such as for remote control and indication purposes, when the created channels are used in association with audio channel Series 6000 contracted by the customer.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

G. CHANNEL DERIVATIONS

The customer may create or derive additional channels from facilities furnished by the Telephone Company only as follows:

1. The customer by the use of his own equipment, may create additional channel from type TG-1, TG-2 and 6000 channels or may transmit more than one tone or signal in sequence or simultaneously, for remote control and miscellaneous signaling purposes only, to the extent permitted by the normal transmission characteristics of the grade of channel furnished.

2. The customer, by the use of his own equipment, may create additional channels for any type of data communication by subdividing a data channel of voice telephone grade or less furnished under this Product Guide, to the extent permitted by the normal transmission characteristics of the grade of channel ordered.

   The Telephone Company makes no representation as to the suitability of the channels provided by it when subdivided into additional channels by the customer. Channels may not be used for purposes normally requiring a higher grade of channel.

H. ALTERNATE USE OF CHANNEL FACILITIES

Certain combinations of private line services, or of channels and services, will be furnished on an alternate use basis as provided in this Section.

The customer may at will switch from one private line service or channel to an alternate private line service or channel, but only one type of operation can be used at one time.

Alternate service is available on two-point services; where services or channels involve more than two points, alternate service is furnished subject to the availability of suitable facilities.

I. INITIAL CONTRACT PERIOD

The initial contract period for services and channels is one month, except as otherwise provided in this Product Guide.

J. ALLOWANCE FOR INTERRUPTIONS

1. For interexchange service, no credit is allowed for interruptions to service of less than twenty-four hours. Interruptions of twenty-four hours or over, which are reported to the Telephone Company and which are not due to the negligence or willful act of the customer, are credited to the customer at the proportionate monthly contract charge for each twenty-four hours or major fraction thereof of interruption from receipt of the report.

2. For intraexchange service, no credit is allowed for interruptions to service of less than twenty-four hours. Interruptions of twenty-four hours or over which are reported to the Telephone Company are credited to the subscriber at the proportionate monthly contract charge for each twenty-four hours or major fraction thereof of interruption from receipt of the report.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

J. ALLOWANCE FOR INTERRUPTIONS (Continued)

3. Allowances for interruptions are based on a 30-day month and a 24 hour day.

4. Message toll telephone service furnished at the subscriber's request when telephone private line service is interrupted, is charged for at message toll telephone rates.

5. When use of Series 6000 interexchange channel facilities is interrupted for a period of thirty seconds or more, due to any cause other than the negligence of the customer or the failure of facilities provided by the customer, credit is allowed as set forth below, in multiples of 5 minutes for each 5 minutes or fraction thereof of interruption except that two or more such interruptions occurring during any period of 5 consecutive minutes shall be considered as one interruption.

   The amount of the credit is equal to that portion of the difference between the interexchange channel and associated local channel charges (either monthly or per occasion) for the complete service and the interexchange channel and associated local channel charges (either monthly or per occasion) which would be applicable to that portion of the service not affected by the interruption, that the period of interruption to be allowed for represents of the total time upon which the charge is based (either monthly or per occasion).

   When the use of Series 6000 local channel facilities within an exchange area not associated with interexchange channels is interrupted for a period of thirty minutes or more, and is reported to the Telephone Company, credit is allowed to the customer at the proportionate monthly contract charge in half hour multiples for each half hour or major fraction thereof of interruption. Credit is not allowed for interruptions of less than thirty minutes.

K. TEMPORARY SUSPENSION OF SERVICE

Private line services and channels, except channels for video and television, may be temporarily suspended for a period of no less than one month and no more than nine months in any twelve month period. During the period of suspension for both business and residence subscribers the full monthly charges will apply for all interexchange channels, interoffice channels, local channels and other items.

L. POWER SUPPLY

When telephone equipment installed on the premises of a subscriber requires power for its operation, the subscriber is required to provide such power as well as any necessary convenience outlets.

M. TESTING AND ADJUSTING

At a time agreeable to both the subscriber and the Telephone Company, the facilities provided by the Telephone Company shall be available to the Telephone Company to make such tests and adjustments as may be necessary to maintain them in satisfactory operating condition; no interruption allowance will be made to the customer for the time such tests and adjustments are made.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

N. CANCELLATION FOR CAUSE

Upon a violation of any of the conditions governing the furnishing of a service or channel, or upon the use of any service or channel for the purpose of performing any service in competition with the service which the Telephone Company may now or hereafter furnish, the Telephone Company may, by notice in writing to the subscriber without incurring any liability, forthwith discontinue the furnishing of said service or channel and terminate the contract.

O. CONNECTIONS

1. General Provisions

a. General

(1) Terminal equipment and communications systems may be connected at the Customer's premises to private line services furnished by the Telephone Company where such connections are made in accordance with the provisions of this section preceding and O. Connections.

(2) The term "Telecommunications services" when used in this 2.15 denotes exchange service, Long Distance Message Telecommunications Service (LDMTS) and Wide Area Telecommunications Service (WATS) [1]. (C)

b. Responsibility of the Customer

(1) The Customer shall be responsible for the installation, operation and maintenance of any Customer-provided terminal equipment or communications system. No combination of Customer-provided terminal equipment or communications system shall require change in or alteration of the equipment or services of the Telephone Company to cause electrical hazards to Telephone Company personnel, damage to Telephone Company equipment, malfunction of Telephone Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Telephone Company that a Customer-provided terminal equipment or communication system is causing such hazard, damage, malfunction or degradation of service the Customer shall make such change as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

(2) (Reserved for Customer responsibility provisions in connection with the Institutional Program for Premises Wiring in the FCC Registration Program.)

The Customer who provides the Premises Wiring of Communications Systems subject to Part 68 of the Federal Communications Commission Rules and Regulations pursuant to section 68.215 of Chapter I of Title 47 of that Code of Federal Regulations shall be responsible for the payment of Non-Recurring Charges as specified in Section 3 for activities performed by Telephone Company employees at the Customer's premises pursuant to subsections (f), (g) and/or (h) of said section 68.215, when the premises wiring in question has failed acceptance test monitored by, or participated in by, the Telephone Company pursuant to section 68.215, and/or has been revealed to be not in conformance with the information provided in the related affidavit which was provided pursuant to section 68.215, and/or has resulted in a harm to the network.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

1. General Provisions (Continued)

c. Responsibility of The Telephone Company (Continued)

(1) Private line channels are not represented as adapted to the use of Customer-provided terminal equipment or communications systems. Where such terminal equipment or communications systems are used with private line channels, the responsibility of the Telephone Company shall be limited to the furnishing of service components suitable for private line channels and to the maintenance and operation of service components in a manner proper for such channels. Subject to this responsibility the Telephone Company shall not be responsible for:

(i) the through transmission of signals generated by the Customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or
(ii) the reception of signals by Customer-provided terminal equipment or communications systems, or
(iii) address signaling where such signaling is performed by Customer-provided signaling equipment.

(2) The Telephone Company will, at the Customer's request, provide information concerning interface parameters, including the number of ringers, which may be connected to a particular line, needed to permit Customer-provided terminal equipment to operate in a manner compatible with the telecommunications network.

(3) The Telephone Company may make changes in its telecommunications network, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any Customer's terminal equipment or communications system incompatible with the telecommunications network, or require modification or alteration of such Customer-provided terminal equipment or communications systems, or other-wise materially affect its use or performance, the Customer will be given adequate notice in writing, to allow the Customer an opportunity to maintain uninterrupted service.

d. Recording of Two-Way Telephone Conversations

Private line services are not represented as adapted to the recording of two-way telephone conversations. When Customer-provided voice recording equipment is used with a private line service which is connected to telecommunications services, the provisions relating to Recording of Two-Way Telephone Conversations as set forth in Section 14 are applicable to such private line service.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

1. General Provisions (Continued)

e. Violation of Regulations

When any Customer-provided terminal equipment or communications system is used with private line channels in violation of any of the provisions in this Section, the Telephone Company will take such immediate action as necessary for the protection of the telecommunications network and Telephone Company employees, and will promptly notify the Customer of the violation. The Customer shall take such steps as are necessary to discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the Customer's service until such time as there is compliance with the provisions of this Product Guide.

f. Definitions

Equipment-to-Equipment Connection
As defined in Section 14.

Grandfathered Communications Systems

The term "Grandfathered Communications Systems" as used in this Product Guide denotes communications systems (including their equipment premises wiring and protective circuitry, if any) connected at the customer's premises, in accordance with any telephone company's Tariffs and/or Product Guide, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because:

(i) such systems were connected to the telecommunications network or the private line channels specified in 2.a. following prior to January 1, 1980 and were of a type system which was directly connected (i.e. without telephone company-provided connecting arrangements) to the telecommunications network or the private line channels specified in 2.a. following as of June 1, 1978, or

(ii) such systems are connected to the private line services channels in 2.a.(3)(b) or 2.a.(3)(c) following prior to May 1, 1983 and are of a type system which was directly connected (i.e. without telephone company-provided connecting arrangements) to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) following as of April 30, 1980.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

1. General Provisions (Continued)

f. Definitions (Continued)

Grandfathered Connections of Communications Systems

The term "Grandfathered Connections of Communications Systems" as used in this Product Guide denotes connections via telephone company provided connecting arrangements of communications systems (including their equipment and premises wiring) at the Customer's premises, in accordance with any telephone company's Tariffs and/or Product Guide, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because:

(i) such connections to the telecommunications network or the private line channels specified in 2.a. following were made via telephone company-provided connecting arrangements prior to January 1, 1980 and such connecting arrangement are of a type of connecting arrangement connected to the telecommunications network or the private line channels specified in B.l. following as of June 1, 1978, or

(ii) such connections to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) following are made via telephone company-provided connecting arrangements prior to May 1, 1983 and such connecting arrangements are of a type of connecting arrangement connected to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) following as of April 30, 1980.

Grandfathered Terminal Equipment

The term "Grandfathered Terminal Equipment" is used in this Product Guide denotes terminal equipment (including protective circuitry if any) connected at the Customer's premises, in accordance with any telephone company's Tariffs and/or Product Guide, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because:

(i) such terminal equipment was connected to the telecommunications network or the private line channels specified in 2.a. following prior to July 1, 1979 and was of a type of terminal equipment which was directly connected (i.e. without telephone company-provided connecting arrangements) to the telecommunications network or the private line channels specified in 2.a. following as of October 17, 1977, or

(iii) such terminal equipment is connected to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) following prior to May 1, 1983 and is of a type of terminal equipment which was directly connected (i.e. without telephone company-provided connecting arrangements) to the private line channels specified 2.a.(3)(b) or 2.a.(3)(c) following as of April 30, 1980.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

1. General Provisions (Continued)

f. Definitions (Continued)

Grandfathered Connections of Terminal Equipment

The term "Grandfathered Connections of Terminal Equipment" as used in this Product Guide denotes connections via telephone company-provided connecting arrangements of Customer-provided terminal equipment connected at the Customer's premises, in accordance with any telephone company's Tariffs and/or Product Guide, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because:

(i) such connections to the telecommunications network or the private line channels specified in 2.a. following were made via telephone company-provided connecting arrangements prior to July 1, l979 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network or the private line channels specified in 2.a. following as of October 17, l977, or

(ii) such connections to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) following are made via telephone company-provided connecting arrangements prior to May 1, l983 and such connecting arrangements are of a type of connecting arrangement connected to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) following as of April 30, 1980.

Registered

The term "Registered" as used herein denotes equipment which complies with and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

2. Connections of Registered Equipment

Terminal equipment, protective circuitry and communications systems that are registered may be connected via the appropriate Registration Interface (Jack) to those private line channels specified in 2.a.(3)(b) following, subject to 1., General Provisions preceding; this 2. and 2.a.(3)(b) Connections of Registered Equipment, and as set forth in Section 14 and Jacks as set forth in Section 3.

a. The connections may be made only at the Customer's premises to private line channels that present a two-wire or four-wire loop-signaling interface for such connection under the following conditions:

(1) Registered terminal equipment, registered protective circuitry, and registered key telephone systems may be connected to the station end of private line channels furnished in connection with off-premises stations.
(2) Registered PBX Systems may be connected as a trunk termination, to the station end of private line channels furnished in connection with off-premises stations.

(3) Registered terminal equipment, registered protective circuitry, and registered key telephone systems may be connected to CCSA or EPSCS access lines.

(a) A channel may be utilized with Registered terminal equipment, registered protective circuitry and registered communications systems which are connected to the exchange telephone service associated with such channels.

(b) The connection of registered terminal equipment and registered PBX systems may be made only at the customer's premises to private line channels that present an interface for either 2 or 4 wire transmission, with separate E and M signaling leads conventionally known as Type I (battery/ground) or Type II (contact closure type). Such E and M signaling leads are those terminal equipment or PBX leads (other than voice or data communications leads) used for the purpose of transferring supervisory or address signals across the interface.

(c) The connection of Customer-provided registered terminal equipment and registered PBX systems may be made only at the Customer's premises to private line channels furnished to provide indications of message registration of outgoing calls or automatic identification of outward dialing (AIOD) to such Customer-provided equipment or systems.

In addition, customers who intend to install, perform additions to or make rearrangements of AIOD functions shall give advance notice to the Telephone Company in accordance with the procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations or as otherwise authorized by the Federal Communications Commission.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems

a. Direct Connections

(1) Grandfathered terminal equipment and grandfathered communications systems, directly connected to the private line channels specified in 2.a. preceding are subject to Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems, set forth in Section 14. Such connections are subject to the minimum protection criteria set forth in 4.f. following.

(2) Grandfathered terminal equipment and grandfathered communications systems, directly connected to the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) preceding on April 30, 1980, may remain connected for the life of the equipment without registration, and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

(a) All such connections shall comply with the minimum protection criteria set forth in 4.f. following.

(b) No change may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.

(3) Until May 1, 1983, new installations of terminal equipment or communications systems which have been grandfathered may be connected for use with the private line channels specified in 2.a.(3)(b) or 2.a.(3)(c) preceding, subject to the following:

(a) the Customer shall notify the Telephone Company when such equipment or systems are to be connected and shall notify the Telephone Company when such equipment or systems are to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;

(b) all such connections are made through Telephone Company-provided standard jacks or are otherwise connected by the Telephone Company.

(c) all such connections small comply with the minimum protection criteria set forth in 4.f. following;

(d) premises wiring associated with communications systems shall conform to Part 68 of the Federal Communications Commission's Rules and Regulations;

(e) no changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Continued)

a. Direct Connections (Continued)

(4) Additions to grandfathered terminal equipment or grandfathered communications systems specified in (2) and (3) preceding may be made, subject to (3) (a) through (e) preceding and to the following:

(a) until May 1, 1983, where the equipment being added is of a type which has been grandfathered, and

(b) after May 1, 1983, where the equipment being added is grandfathered.

(c) additions of registered equipment is subject to 2., Connections of Registered Equipment preceding.

(5) Systems connected to pursuant to (2) through (4) preceding may remain connected and be moved and reconnected, in accordance with (3) (a) through (e) preceding, for the life of the equipment and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

(6) Customer-provided terminal equipment and Customer-provided communications systems connected via Customer-provided grandfathered protective circuitry are subject to the provisions of (l) through (5) preceding.

b. Connections Through Connecting Arrangements Provided by the Telephone Company

(1) Grandfathered connections of terminal equipment and grandfathered connections of communications systems to the private line channels specified in 2.a preceding are subject to this 3.b. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems, set forth in Section 14. Such connections are subject to the minimum protection criteria set forth in 4.f. following.

(2) Grandfathered connections of terminal equipment and grandfathered connections of communications systems to the private line channels specified in 2.a.(3)(b) and 2.a.(3)(c) preceding are subject to the following:

(a) Until May 1, 1983, the Telephone Company will provide connecting arrangements for installations of new Customer-provided terminal equipment or communications systems that are subject to Part 68 of the Federal Communications Commission's Rules and Regulations. However, after May 1, 1983, Telephone Company-provided connecting arrangements will only be provided, to the extent that such connecting arrangements are available, to reconnect terminal equipment or communications systems which were previously connected to the private line channels specified in 2.a.(3)(b) and 2.a.(3)(c) preceding through connecting arrangements prior to May 1, 1983.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (Continued)

b. Connections Through Connecting Arrangements Provided by the Telephone Company (Continued)

(2) (Continued)

(b) Grandfathered connections of terminal equipment and grandfathered connections of communications systems made in accordance with (a) preceding may remain connected and be moved and reconnected for the life of the equipment and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

(c) Network control signaling shall be performed by the connecting equipment furnished, installed and maintained by the Telephone Company, except that Customer-provided tone-type address signaling is permissible through the Telephone Company-provided connecting arrangement.

(d) The connections specified in (a) through (c) preceding must comply with the minimum protection criteria specified in 4.f. following.

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program

a. General

(1) Connecting arrangements are not required and minimum protection criteria are not applicable where Customer-provided terminal equipment or communications systems are connected with the following channels when such channels are used for the types of transmission specified herein due to the nature of the service provided and/or the type of channels and equipment used.

- Type NB-1 through Type NB-3 Channels
- Type VG-2 Channels
- Type 4002 Channels
- Type 5022 through Type 5024 Channels
- Type 5101 through Type 5106 Channels
- Type 5202 through Type 5204 Channels
- Type 5402 Channels
- Series 6000 Channels
- Series 7000 Channels

(2) Except as otherwise provided in 2. and 3. preceding customer-provided terminal equipment and communications systems may be electrically connected to private line channels in accordance with this 4.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

a. General (Continued)

(2) (Continued)

(a) When customer-provided terminal equipment or communications system is connected with private line channels furnished by the Telephone Company and such private line channels are arranged for connection to telecommunications services, such connections shall be made to an interface provided by the Telephone Company.

(b) When the customer-provided terminal equipment or a communications system is connected with private line channels furnished by the Telephone Company and such private line channels are arranged for connection to telecommunications systems:

(i) such connections shall be made through a connecting arrangement as provided in this 4., and

(ii) the connection shall be such that the functions of network control signaling (except Customer-provided tone type address signaling through a Telephone Company-provided connecting arrangement) are performed by equipment furnished by the Telephone Company.

(c) Customer-provided terminal equipment or communications systems connected pursuant to (a) or (b) preceding must comply with the minimum protection criteria specified in f. following.

b. Data Terminal Equipment

Customer provided data terminal equipment (including telephotograph equipment) may be connected at the Customer's premises to private line service through a network control signaling unit and a data access arrangement provided by the Telephone Company in accordance with the following when such private line channels are arranged as provided in 4.a.(2)(b) preceding.

(1) The Customer shall furnish the equipment, which performs the functions of:

(a) conditioning the data signals generated by the Customer-provided terminal equipment to signals suitable for transmission by means of Telephone Company channels, and

(b) conditioning signals transmitted by means of Telephone Company channels to data signals suitable for reception by Customer-provided equipment.

(2) Where a data access arrangement is furnished in connection with Customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the Customer-provided terminal equipment for voice communication.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

c. Voice Terminal Equipment

(1) Customer-provided voice terminal equipment may be connected at the Customer's premises to private line channels in accordance with the following when such private line channels are arranged as provided in a.(2)(b) preceding.

(a) The connection shall be made through a network control signaling unit and a connecting arrangement furnished by the Telephone Company.

(b) Where a data access arrangement if furnished in connection with Customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the Customer-provided terminal equipment for voice communication.

(2) Attested Equipment and Conforming Answering Devices may be used with private line service subject to the provisions of Section 14.

d. Communications System

(1) Customer-provided communications systems may be connected (other than communications systems connected pursuant to 2. and 3. preceding) to private line channels in accordance with this 1.c.(1). These communication systems (including channels derived from such systems), not exceeding voice grade, may be connected at the Customer's premises where the Customer has a regular and continuing requirement for the origination or termination of communications over the Customer-provided communications system provided that:

(a) The normal mode of operation of the Customer-provided communications systems shall be to provide communications originating or terminating at the premises on which the connection is made.

(b) The connection shall be made through switching equipment provided either by the Customer or authorized user or by the Telephone Company.

(c) When the private line channel is arranged as provided in 4.a.(2)(b) preceding, the connection is made through a network control signaling unit and connecting arrangement furnished by the Telephone Company.

(d) The connection shall be to channels of a Type number lower than 5500 furnished by the Telephone Company or to channels created there-from.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

d. Communications System (Continued)

(2) Customer-provided communications systems may be connected with Series 5000 wideband data channels furnished to the same customer at the premises of the customer or authorized user where the customer has a regular and continuing requirement for the origination or termination of communications over the customer-provided communications system provided that:

(a) The normal mode of operation of the customer-provided communications system shall be to provide communications originating or terminating at the premises on which the connection is made,

(b) The connection shall be mate through switching equipment provided by the customer or authorized user.

(c) The connection shall be made to service terminals provided by the Telephone Company furnished for the transmission of sequential synchronous signals at the rates of 40.8 kilobits per second or for the transmission of two level sequential non-synchronous facsimile signals.

(3) Customer-provided communications systems may be connected through connecting arrangements furnished by the Telephone Company with Type 10001 channels (entrance facilities) furnished for the purpose of extending the Customer-provided communications system to a premises of the customer. The Type 10001 channel or channels created therefrom in accordance with the provisions of O. preceding may be connected at such customer's premises to other customer-provided communications systems in accordance with (1), (1)(a), (1)(b) and (1)(c) preceding.

(4) At the customer's request and where a private line is arranged for joint use, a joint user of such service may connect his own communications system to such jointly used private line on the same basis as set forth in a.(2) and d.(l) preceding and f. following.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

d. Communications System (Continued)

(5) A communications system provided by an authorized user may be connected at the premises of the authorized user to private line channels furnished by the Telephone Company to a Customer on which the authorized user has a station provided that:

(a) The Customer has a regular and continuing requirement for communications originating or terminating at the authorized user's premises at which the connection is made.

(b) The normal mode of operation of the authorized user-provided communications system shall be to provide communications originating or terminating at the premises on which connection is made.

(c) The connection shall be made through switching equipment provided by the Customer or authorized user or by the Telephone Company.

(d) The connection shall be to channels of a Type number lower than 5500 furnished by the Telephone Company or to channels created there from in accordance with the provisions of 4. preceding.

(e) The connection shall be made on the same basis as set forth for the Customer in a.(2) preceding and (f) following.

(f) All communications over the interconnected facilities shall be between the Customer and authorized user and relate directly to the Customer's business.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

d. Communications System (Continued)

(6) A communications system provided by an authorized user may be connected at the premises of the authorized user with Series 5000 wideband data services furnished to a Customer provided that:

(a) The Customer has a regular and continuing requirement for communications originating or terminating at the authorized user's premises at which the connection is made.

(b) The normal mode of operation of the authorized user-provided communications system shall be to provide communications originating or terminating at the premises on which the connection is made.

(c) The connection shall be made on the same basis as set forth for the customer in a.(2) preceding and (e) following.

(d) The connection shall be made to service terminals provided by the Telephone Company furnished for the transmission of sequential synchronous signals at the rates of 40.8 kilobits per second or for the transmission of two level sequential non-synchronous facsimile signals.

(e) All communications over the interconnected facilities shall be between the Customer and authorized user and relate directly to the Customer's business.

e. Accessories

Accessories provided by a Customer may be used with private line channels provided that such accessories comply with the provisions of 1.b. and 4.a.(2)(b)(ii) preceding.

f. Minimum Protection Criteria for Electrical Connections

(1) Since private line services utilize Telephone Company channels and equipment in common with other services it is necessary in order to prevent excessive noise and crosstalk that the power of the signal applied to the Telephone Company private line services is individually engineered, a single valued limit for all applications cannot be specified. Therefore, the power of the signal in the band above 300 Hertz which may be applied by the Customer-provided equipment to the interface will be specified by the Telephone Company for each application to be consistent with the signal power allowed on the telecommunications network.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

f. Minimum Protection Criteria for Electrical Connections (Continued)

(2) To protect other services, it is necessary that the signal, which is applied by the Customer-provided equipment to the Telephone Company interface located on the Customer's premises meet the following limits:

(a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (l) above.

(b) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16dB below one milliwatt.

(c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.

(d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.

(e) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.

(3) Where there is connection to telecommunications services, to prevent the interruption or disconnection of a call, or inter-ference with network control signaling, it is necessary that the signal applied by the Customer-provided equipment to the Telephone Company interface located on the Customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

g. Acoustic or Inductive Connections

(1) General

(a) Customer-provided voice or data terminal equipment (including telephotograph equipment) may be acoustically or inductively connected at the Customer's premises to a private line channel provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Telephone Company.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

g. Acoustic or Inductive Connections (Continued)

(1) General (Continued)

(b) Customer-provided communications systems may be acoustically or inductively connected with private line channels as specified in (i) following, provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Telephone Company.

(i) Customer-provided communications systems may be connected at premises of the Customer or authorized user where the customer has a regular and continuing requirement for the organization or termination of communications over the Customer-provided communications system provided that:
(ii) The normal mode of operation of the Customer-provided communications system shall be to provide communications originating or terminating at the premises on which the connection is made.
(iii) The connection shall be to channels of a Type number lower than 5500 furnished by the Telephone Company.

(c) At the Customer's request and where a private line is arranged for joint use, a joint user of such service may acoustically or inductively connect his own communications system to such jointly used private line on the same basis as set forth for the customer in (b) preceding.

(d) A communications system provided by an authorized user may be acoustically or inductively connected at the premises of the authorized user with Telephone Company facilities for private line channels, on which the authorized user has a station, provided that:

(i) The normal mode of operation of the authorized user-provided communications system shall be to provide communications originating or terminating at the premises on which the connection is made.
(ii) The customer has a regular and continuing requirement for communications originating or terminating at the authorized user's premises at which the connection is made.
(iii) The connection shall be to channels of a Type number lower than 5500 furnished by the Telephone Company.
(iv) The connection shall be made on the same basis as set forth for the customer in (b) preceding.
(v) All communications over the interconnected facilities shall be between the customer and authorized user and relate directly to the customer's business.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

4. Connections of Customer-Provided Terminal Equipment and Communications Systems Not Subject to the Federal Communications Commission's Registration Program (Continued)

g. Acoustic or Inductive Connections (Continued)

(1) General (Continued)

(e) Customer-provided tone-type address signaling is permitted through such connections. However, the channels of the Telephone Company are not designed for such use and the Telephone Company makes no representation as to the reliability of addresses signaling which is performed in such manner.

(2) Minimum Protection Criteria

(a) Since private line services utilize Telephone Company channels and equipment in common with other services it is necessary in order to prevent excessive noise and crosstalk that the power of the signal applied to the Telephone Company private line service be limited. Because each private line service is individually engineered a single valued limit for all applications cannot be specified. Therefore, the power of the signal, which may be applied by the Customer-provided equipment to the interface will be specified by the Telephone Company for each application to be consistent with the signal power allowed on the telecommunications network.

(b) To protect other services, it is necessary that the signal which is applied by the Customer-provided equipment to the interface located on the Customer's premises meet the following limits at the output of the network control signaling unit:

(i) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (a) preceding.
(ii) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16dB below one milliwatt.
(iii) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.
(iv) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.
(v) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.

(c) When there is connection to telecommunications service, to prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the Customer-provided equipment to the Telephone Company-provided voice transmitting and receiving equipment located on the Customer's premises be limited so that the signal at the output of the Telephone Company-provided voice transmitting and receiving equipment shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the Telephone Company-provided voice transmitting and receiving equipment in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

5. Channel Derivation Devices

Customer-provided channel derivation devices, which are used to create additional channels in accordance with this 5. Channel Derivation Devices may be connected to private line service subject to 1. 2. and 3. preceding.

6. Connections of Certain Facilities of Power, Pipe Line and Railroad Companies

Facilities of an electric power company, an oil, oil products or natural gas pipe line company, or a railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company may, in lieu of the provisions of 3. and 4.(D) preceding, be connected with services furnished by the Telephone Company to the same customer, subject to the following:

(1) Such connections will be made by means of switching or connecting equipment furnished by the Telephone Company.

(2) Such customer telephone facilities will be connected to private line channels furnished by the Telephone Company for voice transmission and utilizing a VG-2 Type channel, when furnished to the same customer, for communications with stations associated with such services; provided, however, that facilities of the customer will not be connected to a local or toll central office line to form a through connection except as follows:

(a) in cases of emergency involving safety of life or property;

(b) in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance, or construction of railroad rights-of-way, structures, or equipment;

(c) in cases where the Customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities; and

(d) during an interim period in cases where the Customer has arranged for replacement of said Customer facilities with facilities of the Telephone Company.

(3) Telephone circuits of such companies will be connected to a local or toll central office line to form a through connection. Such equipment or position may be located at either or both ends of the Customer's circuit.

(4) Connection of a telephone circuit of such companies as specified in (2)(b), (c)(d) preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

6. Connections of Certain Facilities of Power, Pipe Line and Railroad Companies (Continued)

(5) Customer teletypewriter or morse, telephotograph, data transmission, remote metering, supervisory control or miscellaneous signaling facilities will be connected to private line channels furnished by the Telephone Company for such purposes to the same Customer.

(6) Telephone Company-provided private line channels, when connected with facilities of the Customer, will not be used for communications of other than the Customer, except that such services may be used for the communications of, and be connected with services furnished by the Telephone Company to other companies which:

(a) are operated with the Customer as parts of an integrated electric power, oil, oil products or natural gas system or railroad system under direct or common ownership or control; or

(b) own or operate an electric power or pipe line or railroad system jointly with the Customer; or

(c) own or operate electric power or pipe line or railroad facilities interconnected with those of the Customer. Telephone Company-provided line channels when so connected to a local or toll central office line to form a through connection for communications of other companies specified in (a), (b), or (c) preceding, including calls originated by employees of such companies only under the circumstances set forth in (2) (a) and (b) preceding.

(7) Customer-provided terminal equipment and communications systems connected to the private line channels specified in 2.(a) preceding in accordance with (1) through (6) preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of customer-provided terminal equipment or communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations connected to such private line channels must meet the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations.

(8) Effective May 1, 1983, new installations of or additions to Customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations, connected to the private line channels specified in (2)(b) or (c) preceding in accordance with (1) through (6) preceding, must meet the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

O. CONNECTIONS (Continued)

7. Connections of Certain Facilities of the U.S. Army, Navy, Air Force and National Aeronautics and Space Administration

Facilities of the U. S. Department of the Army, Navy, or Air Force and of the National Aeronautics and Space Administration will be connected with services furnished by the Telephone Company, in lieu of the provisions of 3. and 4.d. preceding, as provided in (1) thru (4) following, where the Secretary of the appropriate Department or his authorized representative, or the Administrator of the National Aeronautics and space Administration, or his authorized representative, notifies the Telephone Company in writing that such connection is required for reasons of military necessity, or for the control of space vehicles. Such connections will be made by means of switching or connecting equipment furnished by the Telephone Company.

(1) Telephone facilities of the aforesaid Departments or Administration will be connected to private line channels furnished by the Telephone Company for voice transmission and utilizing a VG-2 Type channel for communications with stations associated with such channels; provided, however, that such Department or Administration facilities will not be connected to a local or toll central office line to form a through connection except in cases of emergency involving safety of life or property, unless such facilities are provided in locations where it is impracticable for the Telephone Company to furnish its services.

(2) Terminal equipment and communications systems connected to the private line specified in 2.a. preceding in accordance with (1) preceding prior to January 1, 1980 may remain connected and be moved and reconnected for the life of the equipment without registration unless subsequently modified. New installations of terminal equipment or communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations connected to such private line channels must meet the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations.

(3) Effective May 1, 1983, new installations of or additions to terminal equipment and communications systems subject Part 68 of the Federal Communications Commission’s Rules and Regulations, connected to the private line channels specified in 2(b) or (c) preceding in accordance with (1) preceding, must meet the requirements of Part 68 of the Federal Communications Commission’s Rules and Regulations.

P. INTEREXCHANGE SAME TOWN EXCEPTIONS

Where a municipal government agency desires a voice grade circuit to any of its locations in the case where a municipality is served by more than one exchange and it is necessary by means of interexchange facilities to provide such circuits between locations in the municipality which are served by different exchanges, a rate equivalent to the rate for one interoffice channel applies for the interexchange facilities. In addition, local channel and interoffice channel rates will apply if normally required for the type of service being provided. The interexchange same town exception for a municipal government agency for voice grade circuits applies only to circuits which qualify for municipal discount application.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – REGULATIONS (Continued)

Q. CHARGES FOR TEMPORARY SERVICE

Where service is desired for a temporary period of less than one month, such service is subject to the initial contract period set forth in I. Initial Contract Period preceding and regular rates and charges for all facilities and equipment apply.

R. SPECIAL EQUIPMENT AND ARRANGEMENTS

1. For special equipment and arrangements furnished in connection with private line services and channels, or where multiple conductors are required to provide channel facilities for a single purpose, rates and charges are determined by the circumstances in each case.

2. The rates specified for channels in the several classifications contemplate the furnishing of normal facilities suitable for the transmission of frequencies within the range specified. Where channel facilities of a different type that would normally be furnished are required by the customer for reasons other than the basic frequency requirements, the rate applicable to such channels will be based on the circumstances in each case. Special construction charges may also apply as specified in Section 5.

3. When a customer requests a special routing for a channel or channels involving a route other than that which the Telephone Company would normally utilize, the rate applicable to such channels will be based on the circumstances in each case and in addition special construction charges may also apply as specified in Section 5.

S. CABLE PLANT FOR SECURITY ALARM COMPANIES

In circumstances where the construction of new or additional cable beyond that required for general distribution is required in connection with the establishment, expansion or move of a customer, or in connection with a change in service arrangements, a special construction termination liability as set forth in Section 5 applies as an obligation of the customer.

T. PRIORITY OF SERVICE

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of message toll and regular exchange telephone services shall take precedence over all other services and uses.

U. CHANGE IN SERVICE ARRANGEMENT

If a modification of use causes a service to be re-designated from an Exchange to an Access status, such a change is allowed without incurring Termination Charges given the following conditions are met:

- There must be no change in service locations
- The new Term Payment Plan (TPP) must be equal to or longer than the remaining time in the existing TPP

Nonrecurring charges associated with the service under the new jurisdiction may apply.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - CHANNELS

A. GENERAL

1. Facilities consisting of channels, service terminations and channel arrangements are classified by Service and Series and further classified by Types. The various Types are described in terms of characteristics and use.

2. To determine charges refer to the rates in B. Classification of Rates following for the Service or Series and Type channel involved.

3. Mileage Measurements

   a. Interexchange Mileage

      A centrally located rate center is established for each exchange. Interexchange rate mileage for private line services and channels is the air-line distance between such rate centers, determined in accordance with (a) and (b) following. Fractional miles are considered as full miles for rating purposes.

      (1) Voice Grade Channels

         (a) Two-Point Service

            The interexchange mileage is the air-line distance per mile (fractional miles being considered as full miles) between rate centers of the service points (exchanges at which connection is made with local facilities).

         (b) Multi-Point Service

            The interexchange mileage for multi-point service is that combination of air-line distances connecting service points which will produce the lowest total interexchange mileage charge. The air-line distance between each pair of points is determined in accordance with (a) preceding.

         (c) For the purpose of determining rate distances, a Vertical "V" and Horizontal "H" Coordinate system is used. The V-H system consists of a series of coordinates which represents a theoretical grid of vertical and horizontal lines covering the state of Connecticut.

            The location of a rate center expressed in latitude and longitude is converted mathematically to its grid location, that is Vertical "V" and Horizontal "H" coordinates. These coordinates permit calculation of the rate mileage distance between any two rate centers.

      (2) Series 6000 and 7000 Channels

         Mileages are determined as set forth following in this Section for the type channel involved.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - CHANNELS (Continued)

A. GENERAL (Continued)

3. Mileage Measurements (Continued)

a. Interexchange Mileage (Continued)

(3) When the subscriber specifies the sequence in which the rate centers are to be connected, the mileage distance is the shortest air-line mileage measured as specified in (1) above which will connect the rate centers in the specified sequence.

B. CLASSIFICATION AND RATES

1. Subvoice Channels

a. Types, Descriptions and Regulations

(1) Types

(a) Narrowband Channel Descriptions

Narrowband Special Service Channels are unconditioned two-wire channels capable of transmitting low speed varying signals at rates of up to 45 baud. These channels will only be provided where appropriate facilities are available. The three basic types of narrowband channels are listed and described below:

		Class of Service
NB-1	Provides a channel that can accommodate signal transfer rates up to 45 Baud. End to end DC continuity is neither guaranteed now implied. Furnished for alarm services only.	RMT3+
NB-2	Provides a low frequency unidirectional narrowband transmission path (non-voice) that can accommodate signal speeds of up to 15 Bits per second (Bps). The transmission path may or may not have DC continuity.	RMT2+
NB-3	Provides for the transmission of DC and/or low frequency (60 Hz) control signals. This channel provides DC continuity which may be monitored by the end user. This channel may be provided, on an inquiry basis, only where suitable facilities exist, for use only by electrical power companies.	RMTN+

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels

a. Types, Descriptions and Regulations

These channels are furnished for voice and half or full duplex data operations as required by the terminal equipment on a two pint or multi-point basis for service 7 days per week, 24 hours per day, for a minim period of one month. The parameters and specifications for voice grade private line channels are set forth in applicable Technical References and national standards publications.

(1) Description and Regulations

Private line voice grade service provides for speech and/or data communications within the specifications and limits as stated in 3.2.2 (A)(1) above and are divided into two basic service offerings; interexchange and intraexchange service. Interexchange service is divided into three basic rate elements; interexchange mileage, channel terminals and intraexchange elements. Intraexchange service is divided into three basic rate elements; premises chanel, local channel and interoffice channel. Premises channels are installed when it is necessary to cross a public right of way or interface with network facilities in order to provide service. It is the customer's responsibility to be sure electrical parameters conform to applicable technical standards.

(a) Local channels used to provide a transmission path to interconnect terminal equipment are defined in terms of electrical interfaces. The customer is responsible for selecting the proper type of local channel to meet his service requirements. Interconnection protection criteria and regulations as described in this section shall apply.

(b) For VG-2 and VG-3 type service the customer is responsible for selecting the appropriate Universal Service Order Code (USOC) for the Telephone Company provided standard jack interface required. Jacks are set forth in Section 3.

(c) For VG-6 type service an optional jack interface is available. Jacks are set forth in Section 3.

Voice Grade Special Service Channels are capable of transmitting voice and frequencies in the range of 300 to 3000 Hz. These channels may be provided via effective 2-Wire or 4-Wire facilities and may be terminated 2-Wire or 4-Wire. The three types of Voice Grade Channels are listed and described below:

VG-2 Provides a Voice Grade (300-3000Hz) Channel for two point or multi-point non-switched private line applications.

VG-3 Provides a Voice Grade (300-3000Hz) Channel for two point switched private line applications.

VG-6 Provides a Voice Grade (300-3000Hz) Channel for two point or multi-point non-switched private line analog data applications. This channel includes basic data conditioning.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

a. Types, Descriptions and Regulations (continued)

(2) Premises channels are used for the termination of each two-point channel in different buildings on the same premises that cross a public right of way or interface with network facilities. Special Construction charges may apply (see Part II Section 3). A requirement of 25 or more pairs necessitates a Generic Cable Complement (see Part IV Section 3).

(3) Types	Class of Service
(a) The various types of local channels.	
VG-2 A two wire interface with two wire facilities engineered for a 1000 Hz net loss of 0dB to 5.5dB. If signaling is required see B.2.e following.	OMRV+
A two wire interface with two wire facilities engineered for a 1000 Hz net loss of 0.0dB to 10dB. If signaling is required see B.2.e following.	PLYV+ RMTV+
VG-3 A two wire or four wire transmission interface with four wire facilities for tie line use between PBX's or a PBX and a Centrex CO; for two point service with the signaling arrangement as specified in B.2.e.2 for dial repeating tie line use.	PTBV+
A two wire interface with two wire facilities engineered for a 1000 Hz net loss of 0dB to 4.5dB capable of operating over loops with resistance up to 1300 ohms with signaling arrangements as specified in B.2.e.1.	None
VG-6 A four wire interface with four wire facilities engineered for a 1000 Hz net loss of 16dB.	DATV+
A two wire interface with two wire facilities engineered for a 1000 Hz net loss of 16dB.	DATW+
A two wire interface with four wire facilities engineered for a 1000 Hz net loss of 16dB.	DATX+
Furnished for data transmission, data use only.	DATY+

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

a. Types, Descriptions and Regulations (Continued)

(3) Types (Continued)

(b) Interoffice channels will be similar for all types of uses for voice grade services. Customers must have at least one interoffice channel (per circuit) for connecting central offices (wire centers) in multi-office exchanges when there are station locations in different central office (wire center) areas.

(c) Interexchange channels will be similar for all types of uses for voice grade services.

(d) Multi-point service is a service, which provides communications capability between more than two private line station locations constituting a common dedicated communications system.

(e) When a channel between different buildings on the same continuous property requires a connection to the serving wire center then the rate and charge for each local channel required will apply.

b. Monthly Rates

(1) Intraexchange Channels

	Two-Wire Interface	Four-Wire Interface	
(a) Premise Channels			
For termination of each two-point channel in different buildings on the same premises that cross a public right of way or interface with network facilities. [1]	$25.00	-	(I)
(b) Local Channel For termination of each local channel and additional local channel [2] in different buildings on different premises,[3] termination			
Type VG-2	$147.20	-	
Type VG-3	$147.20	$303.60	
Type VG-6 (2 Wire Facility)	$37.95	-	
Type VG-6 (4 Wire Facility)	$342.70	$5,101.38	(I)

[1] Special Construction Charges May Apply, See Part II Section 3.
[2] Type VG-2 See Regulations B.2.a.(3) preceding.
[3] Also, see B.2.a.(3)(d) preceding.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

b. Monthly Rates (Continued)

(1) Intraexchange Channels (Continued)

	Two-Wire Interface	Four-Wire Interface	
(c) Interoffice Channel, Per Channel			
Type VG-2	$677.50	-	(I)
Type VG-3	$677.50	$311.65	|
Type VG-6 (2 Wire Facility)	$311.65	$4,639.12	|
Type VG-6 (4 Wire Facility)	$330.05	$4,912.98	(I)

(d) Tie Line Transmission Interface

All tie line channels not terminating in a central office service are subject to one-time charges for the tie line transmission interface.

A Tie Line "Transmission Interface" is the customer premises hardware which provides the transmission path between channel points, establishes balanced levels and controls impairment to the tie line channel.

Transmission Interface	Monthly Rate	One Time Charge
Each, per termination	NR	$47.32

(e) Data Channel Terminating Unit

All voice grade data channels are subject to one-time charges for data channel terminating unit.

Transmission equipment required to provide signal conditioning and isolation capability for the interface between a 2-wire/4-wire, voice-grade data service, and a telco or a customer-provided 2-wire/4-wire modem.

	Monthly Rate	One Time Charge
Local Channels		
2-wire/4-wire, per termination	--	$47.32

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

b. Monthly Rates (Continued)

	Monthly Rate	
(2) Interexchange Channel		
(a) Interexchange Mileage (measured VH method between rate centers) per mile, per channel. All types	$46.00	(I)
(b) Channel Terminals, per terminal (two per inter-exchange channel) All types	$21.05	
(c) Local Channel For each local channel associated with inter-exchange facilities, per local channel, and additional local channel termination. Rates are as prescribed in B.2.b.(1) preceding.		
(d) Interoffice Channel Per channel, if required.	$713.33	

c. Interexchange Same Town Exceptions

See Regulations, Part IV, Section 2

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

d. Non-Recurring Charges

(1) Non-Recurring Charges for New Service, Relocation (different building or premises) and Change of Terminating Equipment.

Non-recurring charges are applicable for new circuit installations and to relocate one or both terminating points of an existing circuit either to another building on the same premises or to a different premises. The charge to relocate terminating points of an existing circuit is applied per Termination relocating.

	Non-Recurring Charge
Installation and Relocation	
For all types	
Intraexchange	
Per local channel	$118.31
Per additional local channel termination	$118.31
Tie Cable, per termination	$118.31
Interoffice Channel	
Per channel	$99.38
Interexchange	
Per channel terminal	$85.18
Per local channel and additional local channel	$118.31
Premises Channel, per termination	$52.05

Change of terminating equipment charges apply when the specifications of the equipment changing may affect the compatibility of the channel with the equipment and the customer requests the Company to ensure this compatibility. The change of equipment charge applies per termination changing equipment.

Change of Termination Equipment	
For all types	
Intraexchange	
Per local channel	$70.98
Per additional local channel	$70.98
Tie Cable, per termination	$70.98
Interexchange	
Per local channel	$70.98
Per additional local channel	$70.98

(2) Non-Recurring Charges for Relocating of a Network Termination of a Private Line For all types - Actual Costs Applies set forth in Section 3.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

e. Signaling on private lines is provided as follows:

	Monthly Rate		
Ringing current is provided by:			
(a) Local channel	$188.00		
(1) Where the necessary central office equipment is available, by automatic ringing. For 2 point Service only [1], Per 2 point service	$36.38		(I)

Note: When ringing facilities furnished in connection with other services are satisfactory, they may be utilized in connection with private lines without charge.

	Monthly Rate		Non-Recurring Charge
(1) Signaling for off-premises stations			
For use with PBX (or similar) off-premises channels. Signaling arrangements are furnished for grandfathered and registered PBXs (or similar) in accordance with Part 68 of the FCC Rules and Regulations.			
Type A - Furnished for use with Class A PBX (or similar) station ports capable of operation over loops with resistance in the range of 0-199 ohms	$13.80		$28.39
Type B - Furnished for use with Class B PBX (or similar) station ports capable of operation over loops with resistance in the range of 200-899 ohms	$10.38	(I)	$9.46
Type C - Furnished for use with Class C PBX (or similar) station ports capable of operation over loops with resistance in the range of 900 ohms or more	NR		NR

[1] For multi-point service rates and charges will be based on actual costs.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

e. Signaling on private lines is provided as follows: (Continued)

(1) Signaling for off-premises stations (Continued)

Regulations

1. For connections to registered PBX (or similar) equipment, customers must specify the equipment capability, i.e., Type A, B, or C port of the Registered equipment.

2. Customers with customer provided equipment may, at their option:

a. continue to provide their own off-premises station signaling capability and utilize only a VG-3 type channel, or

b. request that off-premises station signaling capability be provided by the Telephone Company.

Where this option is selected, the customer must specify the signaling arrangement appropriate for use with Type A, B, or C customer provided equipment.

3. Based on information provided by the customer, the Telephone Company will furnish the appropriate Signaling Arrangement. Where the requested Signaling Arrangement is furnished and determined to be of a different signaling range than required and the customer requests the Telephone Company to furnish another Signaling Arrangement, such request will be treated as a new request for service and appropriate Service Charges will apply.

4. Customers with grandfathered PBX (or similar) equipment requesting new channel service will be classified as either a Class A, B, or C station port and the corresponding Type A, B, or C Signaling Arrangement, at appropriate rates and charges, will apply.

5. One Signaling Arrangement is required only for the VG-3 Type Local Channel which is connected to the PBX (or similar) station port for service furnished as specified in 1, 2.b, and 4, above.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

e. Signaling on private lines is provided as follows: (Continued)

	Monthly Rate	Non-Recurring Charge
(2) Signaling arrangements for dial repeating tie lines		
Furnished for use with PBX-to-PBX and PBX-to-Centrex CO tie lines VG-3 type channels requiring E&M signaling interfaces	$12.88	$80.45

This Signaling Arrangement is furnished for grandfathered and Registered PBX's in accordance with Part 68 of the FCC Rules and Regulations.

Regulations

1. An E&M Signaling Arrangement is required for each tie line termination, operating in a Dial Repeating mode, at a customer premises with a Registered PBX.

2. An E&M Signaling Arrangement is required for each tie line termination at a customer premises with grandfathered PBXs when the tie line is arranged with an E&M signaling interface.

3. An E&M Signaling Arrangement is not required with VG-3 Type Channels for addition to or for new installations of grandfathered PBX equipment when not arranged with an E&M signaling interface.

f. Bridging Arrangements

(1) Bridging arrangements are required for two-point circuits with multiple terminations and multi-point circuits for half duplex and duplex service.

For VG-2 and VG-6 Type Service.

	Monthly Rate	
Bridging arrangements provided at a central office of the Telephone Company -		
For half duplex service channels, each local channel	$72.75	(I)
For full duplex service channels, each local channel	$96.45	(I)

Note: If an additional termination on a premises that is to be bridged to a circuit requires a separate local channel, then the rate for a local channel plus central office bridging will apply.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

f. Bridging Arrangements (Continued)

(2) Bridging arrangements for use with security computer polling systems with operating specifications identical to the Morse SPC 5000 security computer polling system.

The following channels are to be used with these bridging arrangements:

Voice Grade Channel - Type VG-2
Type VG-6

	Monthly Rate	Installation Charge
Main Distribution Bridge		
A Main Distribution Bridge, located in a Telephone Company central office, is used to connect one, four wire channel from the customer's computer port to a maximum of twenty, four wire channels which extend to Primary Local Distribution Bridges and/or Secondary Main Distribution Bridges.		
One Main Distribution Bridge is required for each four wire channel which terminates in the customer's computer access port. Per Bridge	$21.05	$283.94
Primary Local Distribution Bridge		
A Primary Local Distribution Bridge, located in a Telephone Company central office, is used to connect one, four wire channel from a Main or Secondary Distribution Bridge to a maximum of twenty, two wire channels which extend to the customer's patrons' locations. Per bridge	$67.10	$1,135.74
Additional Local Distribution Bridge		
An additional Local Distribution Bridge, located in a Telephone Company central office and connected to a Local Distribution Bridge, is used to provide additional capacity to terminate up to twenty, two wire channels which extend to, which the customer's patrons' locations. Per bridge	$13.00	$236.61

Note: For every forty, two wire channels which extend to the customer's patrons' locations, one Primary Local Distribution and one Additional Local Distribution Bridge is required.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

f. Bridging Arrangements (Continued)

(2) (Continued)

	Monthly Rate	Installation Charge
Port Connection		
A port connection monthly rate and charge is required for each two wire channel extended to a customer's patrons' location and each four wire channel extended from the computer access port to a Main Distribution Bridge. Per port	$2.05	$47.32

g. Conditioning Options - These charges are required on channels for data services only.

(1) Types and Description

(a) Type C1 conditioning provides assured transmission quality as specified below. For two points or multi-point channels.

Envelope delay distortion between 1000 and 2400 hz shall not exceed a maximum difference of 1000 micro-seconds.

The loss deviation with frequency (from a 1000 hz reference) shall not exceed -1 to +3 db from 1000 to 2400 hz and -2 to +6 db from 300 to 2700 hz.

(b) Type C2 conditioning provides assured transmission quality as specified below. For two point or multi-point channels.

Envelope delay shall not exceed the maximum difference as follows:

- Between 1000 and 2600 c.p.s., a maximum difference of 500 mcs.

- Between 600 and 2600 c.p.s., a maximum difference of 1500 mcs.

- Between 500 and 2800 c.p.s., a maximum difference of 3000 mcs.

The loss deviation with frequency (from a 1000 c.p.s. reference) shall not exceed -1 to +3 db from 500 to 2800 c.p.s. and from -2 to +6 db from 300 to 3000 c.p.s.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

2. Voice Grade Channels (Continued)

g. Conditioning Options - These charges are required on channels for data services only. (Continued)

(1) Types and Description (Continued)

(c) High Performance Data Conditioning Type D1 is furnished for use with VG-6 Type channels only and is restricted to two to two point channels which are not arranged for switching. The technical parameters for Type D1 conditioning are listed below.

- Signal to C-notched Noise Ratio	28db
- Nonlinear distortion	
- (a) signal to second order distortion	35db
- (b) signal to third order distortion	40db

When the channel equipped with this conditioning is utilized for voice communications, the Telephone Company does not undertake to represent that the channel will be suitable for such voice transmission.

(2) Charges

	Monthly Rate	Non-Recurring Charge
Per Local Channel		
Type C1	NR	$231.88
Type C2	NR	$246.08
Type D1	NR	$269.74

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels

a. Types and Description

Channels furnished for one-way program (audio) transmission in connection with loudspeakers and sound recording.

(1) Two-Point Interexchange Program Channels

Any one of the following arrangements comprises a two-point interexchange program channel service:

One local channel with or without an interoffice channel in an exchange connected by an interexchange channel to another local channel with or without an interoffice channel in a different exchange.

One local channel with or without an interoffice channel in an exchange feeding a music distribution center in another exchange with or without an interoffice channel connected by an inter-exchange channel.

An interexchange channel with or without an interoffice channel connecting music distribution centers.

(a) Type 6064

A one directional two-wire interexchange service engineered for a 1000 Hz maximum loss of 12 dB and nonequalized.

(b) Type 6065

A one directional two-wire interexchange service engineered for a 1000 Hz maximum pre-equalized loss of 12 dB and equalized from 100 - 5000 Hz.

(c) Type 6066

A one directional two-wire interexchange service engineered for a 1000 maximum pre-equalized loss of 12 dB and equalized from 50 - 8000 Hz.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels (Continued)

a. Types and Description (Continued)

(2) Local Channels and Interoffice Channels

Provides for program transmission facilities within an exchange area.

Between a station and its serving central office.

Between a studio or a distributing center and its Serving central office.

Between a studio and a distributing center if the distributing center is located in the central office serving the studio.

Between a distributing center located in a central office and stations served by that central office.

A point of connection with a studio or station or distributing center with an interexchange channel provided the rate center central office is the serving central office.

Between a rate center central office terminating an interexchange channel, and the serving central office of a studio, station and distributing center.

Between a studio and station where both are served by different central offices.

Between a station or studio and a distributing center where the distributing center is located in a different central office as the station or studio.

(a) Type 6060
A one directional two-wire intraexchange service engineered for a 1000 Hz maximum loss of 12 dB and non-equalized.

(b) Type 6061
A one directional two wire intraexchange service engineered for a 1000 Hz maximum pre-equalized loss of 12 dB and equalized to ± 1 dB of the 1000 Hz loss from 100 - 5000 Hz.

(c) Type 6062
A one directional two wire intraexchange service engineered for a 1000 Hz maximum pre-equalized loss of 12 dB and equalized to ± 1 dB of the 1000 Hz loss from 50 - 8000 Hz.

(d) Type 6063
A one directional two wire intraexchange service engineered for a 1000 Hz maximum pre-equalized loss of 12 dB and equalized to ± 1 dB of the 1000 Hz 108s from 50 - 15,000 Hz.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels (Continued)

b. Regulations

In addition to the regulations set forth in Section 2 preceding, the following regulations apply to Series 6000 channels.

(1) Description of Channels

(a) Facilities specially equipped and operated for program transmission in connection with loudspeakers and sound recording, are furnished for the transmission in one direction of music or speech.

(b) The channel facilities covered in this Product Guide are the only channel facilities furnished by the Telephone Company for program transmission in connection with loudspeakers and sound recording. Facilities furnished in connection with exchange, message toll or telephone private line services may neither be connected with program transmission channels nor be connected directly or indirectly with loudspeaker or sound recording equipment associated with program transmission channels. Channels furnished in connection with loud-speakers may be connected with paging systems. Channels furnished in connection with loudspeakers and sound recording may be interconnected with channels furnished in connection with radio broadcasting.

(c) Program transmission channels in connection with loudspeakers may be interconnected to form a network for the distribution of program material to several loudspeaker locations on different premises. Interconnection of such channels is made at distributing centers at Telephone Company premises.

(d) Amplifying equipment provided by the customer and located at the subscriber's studio may be used to connect channels furnished under the same or under different schedule classifications.

(e) All station equipment and station wiring, other than equipment necessary for the suitable termination of the channel facilities on the premises of the customer and his patrons, shall be provided by the customer or his patron.

(f) The customer may interconnect at his studio the channels furnished by the Telephone Company with channels furnished by others, provided such interconnection will not result in direct or indirect connection for through transmission of Telephone Company interexchange channels with inter-exchange facilities of others except as specifically provided in below, and further provided that no interference with or impairment of service rendered by the Telephone Company will result.

Telephone Company interexchange channels may be connected with interexchange channels operating on frequencies assigned for frequency modulation broadcasting (FM broadcast channels), provided that Telephone Company interexchange channels are not connected via such broadcasting channels with interexchange channels of others except FM broadcast channels.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels (Continued)

b. Regulations (Continued)

(2) Minimum Contract Period

The minimum contract period is as indicated in the rates for the channel facilities except that when the provision of the channel facilities involves an unusually high investment, a longer contract period may be required in lieu of a construction charge.

c. Mileage Measurements

(1) Interexchange Channels

Two-Point Service

The interexchange mileage is the airline distance (fractional miles being considered as full miles) between the rate centers of the service points (exchanges at which connection is made with local channels) mathematically determined in accordance with the V-H coordinate system of calculation of the distance between rate centers.

(a) Multi-Point Service

Except as provided below, the interexchange mileage for multi-point service is that combination of airline distances connecting service points which will produce the lowest total interexchange mileage charge. The airline distance between each pair of points is determined in accordance with a. preceding.

When the customer requests that the service points be connected in a specified sequence, the interexchange mileage is the shortest airline mileage determined in accordance with a. preceding which will connect the service points in the specified sequence.

(2) Local Channels and Interoffice Channels

Local channels and interoffice channels are provided by local plant distribution and do not require any mileage measurements because the intraexchange program rate schedule is based on a flat monthly rate treatment.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels (Continued)

d. Monthly Rates

(1) Interexchange Channels

Class of Service POM

	Monthly Rate
(a) Channels	
(1) Interexchange Mileage (measured VH Method between rate centers) per mile, per channel	
Type 6066	$13.91
Type 6065	$10.43
Type 6064	$13.90
(2) Channel Terminals, per terminal (two per interexchange channel)	
Type 6066	$44.73
Type 6065	$44.73
Type 6064	$18.30

(b) Station Connections and Bridging Connections Series 6000 channels furnished by the Telephone Company may be connected with the audio portion of Series 7000 channels at a Telephone Company central office and a connect or bridged charge as listed below will apply.

	Monthly Rate
Station Connections, each	
Type 6066 Channel	$248.47
Type 6065 Channel	$149.08
Bridging Connections, each	
Type 6064 Channel	$39.76

Where short lengths of interexchange channels are involved in (a) and (b) above, station connections or bridging connections may not be required for satisfactory transmission. Where they are not required no charge is made for such connections.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels (Continued)

d. Monthly Rates

(2) Local Channels and Interoffice Channels

Class of Service POM	Non-Recurring Charge	Monthly Rate	
(a) Premises Channels			
For termination of each two-point channel in different buildings on the same premises that cross a public public right of way or interface with network facilities [1]		$11.50	
(b) Local Channel			
For each termination of a local channel and additional local channel in different buildings on different premises.			
Type 6060		$21.94	
Type 6061		$21.31	
Type 6062		$22.31	
Type 6063		$45.77	
(c) Interoffice Channel, per channel			
Type 6060		$458.18	(I)
Type 6061		$123.81	
Type 6062		$142.86	
Type 6063		$161.91	
(d) Bridging Terminals			
10 line capacity, each	-	$3.91	
(e) Distributing Center			
48 line capacity, each	$165.63	$102.87	
(f) Equalization Charge			
One channel, or two channels between the same points and equalized at the same time per local channel	$8.52	NR	

[1] Special Construction Charges May Apply, See Part II Section 3.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

3. Series 6000 Channels (Continued)

e. Non-Recurring Charges

(1) Non-Recurring Charges for New Service, Relocation (different building or premises) and Change of Terminating Equipment

Non-Recurring charges are applicable for new circuit installations and to relocate one or both terminating points of an existing circuit either to another building on the same premises or to a different premises. The charge to relocate terminating points of an existing circuit is applied per termination relocating.

	Non-Recurring Charge
Installation and Relocation	
For all types	
Intraexchange	
Per local channel	$118.75
Per additional local channel termination	$118.75
Tie Cable, per termination	118.75
Interoffice Channel	
Per channel	$99.75
Interexchange	
Per channel terminal	$85.50
Per local channel and additional local channel	$118.75
Premises Channel, per termination	$52.25

Change of terminating equipment charges apply when the specifications of the equipment changing may affect the compatibility of the channel with the equipment and the customer requests the Company to ensure this compatibility. The change of equipment charge applies per termination changing equipment.

Change of Terminating Equipment	
For all types	
Intraexchange	
Per local channel	$71.25
Per additional local channel	$71.25
Tie cable, per termination	$71.25
Interexchange	
Per local channel	$71.25
Per additional local channel	$71.25

(2) Non-Recurring Charges for Relocation of a Network Termination of a Private Line.
For all types - Actual Cost applies as set forth in Section 3.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

4. Series 7000 Channels (ETV)

Channels for television transmission for use in educational television systems are furnished only for transmission of educational television program material by public or private schools, noncommercial educational television broadcast stations and other noncommercial educational organizations and are provided on an individual case basis. Rates and charges will be based upon costs involved.

5. Series 7000 Channels (Other Than ETV)

a. Regulations

(1) Description of Channels

(a) Channels specially equipped and operated for video transmission in connection with television viewers, are furnished for transmission of 525 line monochrome signals in one direction only.

(b) Local channels have a frequency range of approximately 4 megacycles, and are not designed for use where the through transmission of video material between stations involves more than 4 local channels furnished by the Telephone Company or others.

(c) Interexchange channels have a frequency range of approximately 3 megacycles.

(d) Facilities furnished for audio transmission as set forth under Series 6000 Channels may be used to provide audio transmission in connection with television viewers.

(2) Allowance for Interruptions

When use of facilities is interrupted for a period of thirty minutes or more, due to any cause other than the negligence of the subscriber or the failure of facilities provided by the subscriber, credit is allowed at the proportionate rate in multiples of 30 minutes for each 30 minutes or fraction thereof of interruption.

(3) The channel facilities covered in this Product Guide are the only channel facilities furnished by the Telephone Company for video transmission in connection with television viewers. Facilities furnished in connection with other services or channels may not be connected with video transmission channels, or with television viewers at customer's station, either directly or indirectly, except as provided in (1)(d) above.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

6. Series 7000 Channels Type 7005A

a. Regulations

(1) Channels of the Telephone Company for video transmission may be interconnected at a station provided no interference with or impairment of Telephone Company channels or services will result. Interconnection may be made as follows:

(a) Local channels of the Telephone Company or of others may be connected with other local channels of the Telephone Company or of others.

(b) Local channels of the Telephone Company may be connected with interexchange channels of the Telephone Company or of others.

(c) Local channels of others may be connected with Telephone Company interexchange channels only via local channels of the Telephone Company.

(d) Telephone Company interexchange channels may be inter-connected.

(e) Interexchange channels of others may be connected either directly or indirectly with interexchange channels of the Telephone Company.

(2) Local channels of the Telephone Company may be interconnected at a Telephone Company central office by means of switching equipment furnished by the Telephone Company.

b. Rates

Channels are furnished under individual contract with the customer at rates and charges based upon the costs involved.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

B. CLASSIFICATION AND RATES (Continued)

7. Series 10000 Channels (Entrance Facilities)

a. Types and Description

Series 10000 channels are furnished to the customer by the Telephone Company for the purpose of extending customer-provided communications systems to a premises of the customer. Channels are furnished for half-duplex or duplex operation on a two-point basis for service 7 days per week, 24 hours per day, for a minimum period of one month.

Type 10001 - Approximate bandwidth of 300 - 3000 Hertz.
Furnished, to the extent permitted by the normal transmission characteristics of this grade of channel, for types of transmission similar to those set forth for Subvoice and Voice Grade channels.

b. Regulations

In addition to the regulations set forth in Section 2, the following regulations apply to Series 10000 channels as specified below:

The customer's premises must be located 25 airline miles or less from the point at which the customer-provided communication channel is connected to the Telephone Company entrance facility.

c. Rates - Monthly Service

Entrance facilities are furnished at rates and charges based upon costs involved in each individual case.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

C. ALTERNATE USE ARRANGEMENTS

Subject to the provisions in Section 2 preceding the Telephone Company will provide private line service to permit the customer to use such service for different types of transmission on an alternate use basis. The types of transmission for which service may be used and the charges applicable for such use are as set forth below. When alternate use for "voice" is indicated, the voice use permitted is that for which VG-2 Type channels are furnished under this Product Guide. The customer may at will switch from one type of operation to another but only one type of operation can be used at one time except as otherwise provided in this Product Guide. Regulations applicable to a particular type of operation apply during the period the service is used for that type of operation. The alternate use charges specified are in addition to all other charges applicable for the type of operation, the type of channel required, and equipment furnished in connection with the private line service.

1. Voice Grade Channels

	Alternate Uses	Channel Type Required	Alternate Use Charge
a.	Voice and Remote Operation and Control of Mobile Radiotelephone. Available on two-point services; on services involving more than two points, alternate use furnished where facility conditions permit. During alternate use as remote operation and control channels the subscriber may transmit more than one tone in sequence or simultaneously for remote control and indicating purposes only.	VG-2	(Rates and charges for private line channels.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

C. ALTERNATE USE ARRANGEMENTS (Continued)

1. Voice Grade Channels (Continued)

	Alternate Uses	Channel Type Required	Alternate Use Charge
b.	Voice private line service used alternately as a channel in connection with Foreign Exchange Service Foreign exchange operation available only between two points on the private line service)	VG-2	(Rates and charges for private line channel, in addition, alternate switching arrangements will be provided based on costs. (The rate of foreign exchange service is the rate applicable in the foreign exchange for the class of service furnished.
c.	Voice and remote metering, supervisory control and miscellaneous signaling purposes to 150 bauds. Available on two-point services; on services involving more than two points alternate use furnished where facility conditions permit.	VG-2	(Rates and charges for private line channels.
d.	Voice and teletype writer up to 150 bauds. Available on two-point services; on services involving more than two points, alternate use furnished where facility conditions permit.	VG-2	(Rates and charges for private line channel.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

D. SUPERVISORY DROP

A supervisory drop is a wire facility, which extends from a telephone pole to a subscriber's building. It terminates in a Telephone Company-provided connecting block or its equivalent, which is located at a point suitable to the Telephone Company within the subscriber's building (see Section 1, General Regulations, paragraph 9, Use of Commercial Power for Operation of Equipment or Facilities).

A supervisory drop is a dedicated facility limited to alarm supervision only and has no connection to the Telephone Company's general exchange network. It is provided for use in connection with a customer provided local alarm device which is activated if either the supervisory drop or the exchange service is severed.

This service is designed for use only where aerial drops are used.

Supervisory drops are provided in one of two ways as follows:

Single conductor drop

The single conductor drop cable is a single wire pair drop cable provided in addition to the subscriber's exchange service drop cable.

Multi conductor drop

The multi conductor drop cable is a six wire pair drop cable provided to contain both the exchange service drop and the supervisory drop in one cable.

	Monthly Rate	Installation Charge [1]
Single Conductor Drop Cable (one pair)	$2.73	$18.93
Multi Conductor Drop Cable (six pair)	$5.39	$28.39

Retermination Charge

Inside move - For both types, per point of termination	$18.93

For retermination to a different premises or different building on the same premises the installation charge will apply.

[1] In addition, a charge for the termination per premises as set forth in Section 17, paragraph B.2.b., preceding for an intraexchange local channel applies.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

E. GENERIC CABLE COMPLEMENTS

A separate sheathed, point-to-point facility, connecting one customer location to another (different building - same premises, divided by a public right-of-way).

These complements are facilities only. No performance guarantees for any given service use are expressed herein or implied. The assignment and use of such facilities, within appropriate Company technical operating parameters, are at the discretion of, and become the responsibility of, the customer. The Company will maintain the physical facilities only.

F. EMERGENCY MEDICAL SERVICE (EMS) DISCOUNT

As ordered in Docket No. 89-12-05 Connecticut's EMS providers will not receive an increase to analog private line rates until June 30, 1992. Beginning on July 1, 1992, the Company shall increase the rates annually for the next three years bringing EMS provider rates to full private line rates on July 1, 1994.

Description		Rate July 1993	Rate July 1994	Rate July 1995	Current Rate	
Bridging Arrangement		$18.46	$21.53	$29.10	$33.47	
Channel Terminals						
- 75/150		$7.10	$8.28	$8.30	$21.05	
- Voice/Data		$17.04	$19.88	$18.30	$21.05	
Local Channels						
- ARW-B&L NB-2 Add'l Leg.		$.70	$.82	$22.55	$147.20	
- Narrowband	2W	$8.06	$9.40	$22.55	$147.20	
- Telegraph	2W	$9.16	$10.69	$22.55	$147.20	
- Narrowband	4W	$15.98	$18.64	$46.15	$303.60	
- Telegraph	4W	$15.98	$18.64	$46.15	$303.60	
- Voice (PBX Station, P.L.)	2W	$17.08	$19.93	$22.55	$147.20	
- Data	2W	$17.14	$20.00	$22.55	$147.20	
- Voice/Data	4W	$25.18	$29.38	$52.00	$342.70	
Interoffice Channels						
- Narrowband	2W	$33.72	$39.34	$39.34	$3,851.56	(I)
- Telegraph	2W	$36.56	$42.65	$42.65	$281.75	
- P.L., PBX Station, Voice Data	2W	$40.48	$47.22	$47.22	$311.65	
- Narrowband	4W	$67.44	$78.68	$78.68	$90.48	
- Telegraph	4W					
- Voice/Data	4W	$80.93	$94.41	$50.00	$330.05	

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – CHANNELS (Continued)

G. ANALOG PRIVATE LINE SERVICE – Woodbury Exchange

1. Telephone private line service is the provision of requisite facilities, including channels and station equipment, for telephone communication between specified locations. Service of this type may not be used to connect with toll or exchange service. In addition, channels furnished for telephone service may have the alternate use as channels for remote control, alarm, or miscellaneous signaling purposes. The rates prescribed below are applicable for either use.

2. Private Line Service for the Woodbury service area is further described and provided under the terms and conditions contained in Section 17.

3. Applicable basic, access line charge and premises work charge apply for each cable terminal leg.

   Private Line, each: (Grandfathered)

	Monthly Rate Per Channel	
	Regular	Municipal
From a cable terminal location to the central office serving the area in which the terminal is located, each	$6.35	Same
Interoffice cable facilities between:		
Woodbury Main and Southbury	$13.15	Same
Woodbury Main and Bethlehem	$13.15	Same
Southbury and Bethlehem	$26.30	Same
Drop loop from cable terminal location to subscriber's premises, per 1/10 mile	$0.90 [1]	

Note: Integration of Woodbury Telephone customers into Frontier will occur throughout the month of April 2007, depending on the Woodbury customer's billing date.

[1] An installation charge of $22.00 is applicable with the installation of each drop loop.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICES AND CHANNELS - SPECIAL CONSTRUCTION

A. APPLICATION

Special construction is involved where, at the request of a customer the Telephone Company constructs facilities:

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed,

2. of a type other than that which the Telephone Company would normally utilize,

3. involving a route other than that which the Telephone Company would normally utilize,

4. in a quantity greater than that required to serve the customer's immediate facility needs,

5. on an expedited basis,

6. on a temporary basis until permanent facilities are available,

7. involving abnormal costs,

8. in advance of normal construction.

B. RATES AND CHARGES

1. Basis for Rates and Charges

Rates and charges for special construction will be related to cost incurred by the Telephone Company and may include, but is not limited to, (l) initial one time charges, (2) basic termination liabilities, or (3) combinations thereof.

2. Basis for Cost Computation

The cost of providing facilities referred to in B.1 preceding shall consist of an estimate of the following items to the extent they are applicable.

(a) Cost of maintenance.

(b) Cost of operation.

(c) Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

(d) Administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items.

(e) Any other specific items of expense associated with the particular situation.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICES AND CHANNELS - SPECIAL CONSTRUCTION (Continued)

B. RATES AND CHARGES (Continued)

2. Basis for Cost Computation (Continued)

(f) A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.

Estimated cost installed as mentioned in (c) and (f) preceding includes cost of equipment and materials specifically provided or used plus the estimated cost of installing including engineering, labor, supervision, transportation, rights-of-way and any other items, which are chargeable to the capital accounts.

3. Termination Liability

To the extent that there is no other requirement for use by the Telephone Company, a termination liability may apply for facilities specially constructed at the request of the customer.

(a) The termination liability period is 5 years.

(b) The amount of the maximum termination liability is equal to the estimated amounts for:

(1) Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:

A. Equipment and materials provided or used.
B. Engineering, labor, and supervision.
C. Transportation.
D. Rights of way.

(2) License preparation, processing and related fees.

(3) Preparation, processing and related fees.

(4) Any other identifiable costs related the specially constructed or rearranged facilities.

(c) The maximum termination liability defined above is reduced by 1/60 for each month of the 5 year period that the facilities are utilized after they are placed in service.

C. OWNERSHIP OF FACILITIES

Title to all facilities provided in accordance with the preceding or following regulations remains in the Telephone Company.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - OTHER

A. PRIVATE LINE TELETYPERWRITER WEATHER BULLENTIN SERVICE

1. GENERAL

a. Private Line Teletypewriter Weather Bulletin Service consists of 75 baud teletypewriter channels and customer provided equipment arranged to permit a customer to receive teletyped weather bulletins transmitted from the United States Weather Bureau offices serving the Hartford and New Haven areas, and also road condition reports and Civil Defense warnings transmitted by the State Police Headquarters at Hartford.

b. The United States Weather Bureau offices serving the Hartford and New Haven areas are provided with appropriate teletypewriter transmitting and receiving equipment and are interconnected by teletypewriter channel facilities. State Police Headquarters is also provided with teletypewriter transmitting and receiving equipment which is authorized to be connected to the network at Hartford. Customers to teletypewriter weather bulletin service are provided with receiving only teletypewriter equipment and teletypewriter channel facilities connecting into the network. Compatible customer-provided terminal equipment will be employed.

2. RATES AND CHARGES

Private Line Teletypewriter Weather Bulletin Service is furnished, installed and maintained at the following rate:

	Monthly Rate
Weather Bulletin Service	$18.21

Teletypewriter channel facilities from the subscriber's location to either the Hartford or the New Haven rate center, whichever is nearer.

B. PRIVATE LINE DATA CHANNELS PROVIDED FOR COMPUTERIZED TRAFFIC SIGNALING

1. GENERAL

Private Line half and full duplex data channels, as described in Section 17 may be provided for computerized traffic signaling systems using the payment plan in Rates and Charges below in lieu of the monthly rates in Section 17. This payment plan combines a high one-time charge with a compensating lower monthly rate to enable governmental customers to take advantage of federal grants.

This alternative rate plan is available only to State and Municipal government customers who have access to federal grants for the establishment of traffic signaling systems and additions to such systems, and only for half and full duplex data grade channels.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS – OTHER (Continued)

B. PRIVATE LINE DATA CHANNELS PROVIDED FOR COMPUTERIZED TRAFFIC SIGNALING (Continued)

2. RATES AND CHARGES

	Monthly Rate	One-Time Charge	
Local Channel			
Two-Wire Interface	$9.55	$402.24	
Four-Wire Interface	$18.98	$590.59	
Interoffice Channel			
Two-Wire Interface	$16.28	$946.45	
Four-Wire Interface	$32.58	$1,892.90	
Interexchange Mileage	$2.39	$167.52	
Channel Terminals	$107.03	$430.64	(I)
Bridging Arrangements			
Half Duplex	$10.06	$518.66	
Full Duplex	$11.62	$598.16	

In addition to the above rates and charges, non-recurring charges associated with local channels and interoffice channels apply as set forth in Section 17.

The rates and charges in this plan are derived from and are the economic equivalent of the rates for multi-point data channels as set forth in Section 17. They are subject in the future to the incorporation of changes in the underlying rates on which they are based.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE

A. HIGH CAPACITY TRANSPORT SERVICE

High Capacity Transport Service is a dedicated private line channel used for the transmission of digital signals. High Capacity Transport Service is comprised of one or more channels. Service functions may be added to the channel to improve its efficiency.

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE

a. GENERAL

(1) 1.544 Megabits per second (Mbps) Digital Service consists of dedicated two-point digital channels and equipment which provides for simultaneous two-way transmission of serial, bipolar, return-to-zero, isochronous digital signals at a transmission speed of 1.544 Mbps.

(2) The regulations and rates specified herein are in addition to the applicable regulations and rates specified in this Product Guide and/or other tariffs of this Company.

b. REGULATIONS

(1) Explanation of Terms

Bit

A bit is the smallest unit of information in the binary system of notation.

Central Office Channelization

An arrangement that converts a 1.544 Mbps channel to twenty-four channels for use with Voice Grade Services.

Inter Wire Center Digital Channel

An Inter Wire Center Digital Channel (IWCDC) is a path for digital transmission, which can be provided between serving wire centers. An IWCDC can only be provided where the originating and terminating serving wire centers, as well as all intermediate Telephone Company offices, are equipped with suitable digital facilities and equipment.

Isochronous

With isochronous transmission, timing is derived from the signal carrying the data (i.e., no timing or clock lead is provided at the customer interface).

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE (Continued)

A. HIGH CAPACITY TRANSPORT SERVICE (Continued)

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE (Continued)

b. REGULATIONS (Continued)

(1) Explanation of Terms (Continued)

Local Digital Channel

A Local Digital Channel is a path for digital transmission furnished between the customer's premises and the serving wire center.

(2) Availability of Service

1. 1.544 Mbps Digital Service can only be provided from wire centers equipped for digital transmission. This service is subject to the technical limitations of the digital equipment used by the Company as set forth in d. following.

(3) Provision of Service

1. 1.544 Mbps Digital Service is furnished on a full-time basis (24 hours a day, seven days a week).
2. Performance criteria and Interface Specifications

1.544 Mbps High Capacity Digital Service is designed to provide error performance and circuit availability, at the Network Interface, on an end-to-end basis, as specified in the following technical documents:

Bell Systems Technical Publications	PUB62411
Bellcore Technical Reference	TR-NPL-000054
ANSI Standard	T1 403-1989
ANSI Standard	T1 503-1989

Overall service performance criteria is dependent upon the Customer Provided terminal equipment (CSU/DSUs) also conforming to the interface and performance specifications in the above Technical Documents.

3. Network Interface

The demarcation point between the Telephone Company network and the customer’s equipment/facilities is located at the minimum point of penetration into the customer premises. This is usually located within the telephone equipment room or area. If the customer requires additional inside wire beyond the Network Interface, the customer may provide it, hire a contractor, or request the Telephone Company’s agent to install it on a time and materials basis. This may, however, incur additional charges for design review and/or equipment to ensure proper performance.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE (Continued)

A. HIGH CAPACITY TRANSPORT SERVICE (Continued)

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE (Continued)

b. REGULATIONS (Continued)

(4) Customer Signal Constraints

All signals generated by customer terminal equipment must meet the signal and format constraints. Some of these constraints are as listed below. Details are set forth in Technical Reference Publication 62411.

1. Data Rate: 1.544 Mbps +/- 75 bps.
2. Consecutive zeros: No more than 15 consecutive zeros may be generated.
3. Pulse density: At least 3 pulses in any 24 bit interval.

(5) Minimum Service Period
The minimum service period of thirty (30) days is required for 1.544 Mbps Digital Service.

(6) Termination Liability

1. Removal of the service in total, prior to the end of the service period except as noted in 2. below shall generate a termination charge.

If the customer terminates the Term Payment Plan (TPP) agreement prior to the expiration of the one, two, three, or five year TPP, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge for all service terms will be calculated as follows:

For service terms that become effective on or after December 20, 2004:

- All unpaid Special Construction or Nonrecurring Charges (excluding any waived charges); plus
- Fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

<u>For service terms in effect prior to December 20, 2004:</u>
If the customer chooses a one year term, and the service is discontinued prior to the minimum service period, the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses the three year term or longer, and the service is discontinued prior to the minimum service period of the term period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

2. The customer has the option to upgrade the speed of the service or migrate to an alternate Company service at any time during the contract period without incurring a termination charge. However, a one time service change charge or NRC will apply. These changes may also require a brief service interruption.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE (Continued)

A. HIGH CAPACITY TRANSPORT SERVICE (Continued)

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE (Continued)

b. REGULATIONS (Continued)

(7) Allowance for Interruptions

The credits listed below are specific to High Capacity Transport Service; no other service guarantee credits shall apply.

Service interruptions of 2 hours or more in duration, which are reported to the Telephone Company and are not due to the negligence or willful act of the customer, shall be credited to the customer as specified below.

The Service Maintenance Guarantee (SMG), credit allowance can be applied once in any monthly billing period, on a per circuit basis. The SMG credit allowance is applied to the customer bill in addition to the existing monthly service rate(s). The total credit allowance available to the customer, regardless of the number of service interruptions in any one monthly billing period, will not exceed 100% of the monthly rates per affected service.

Interruption Period	Applicable Credit
2 hours up to 4 hours	$120.00
Over 4 hours	240.00

(8) Mileage Measurements

Inter Wire Center Digital Channel

Mileage used to rate the Inter Wire Center Digital Channel (IWCDC) is the direct airline distance measured between the serving wire centers.

(9) Cancellation and Deferment of Start of Service Charge

Cancellation charges apply if the service order request is canceled in whole or in part prior to complete installation or start of service. The applicant is responsible for payment of the non-recoverable expenses (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Company in connection with the order. Installation is considered to have started when, following receipt of the order, the Telephone Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred. Charges are also applicable for deferment of start of service at the customer's request beyond one month as stated in Section 1, General Regulations, paragraph 8..

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE (Continued)

A. HIGH CAPACITY TRANSPORT SERVICE (Continued)

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE (Continued)

b. REGULATIONS (Continued)

(10) Promotions

The Company may periodically offer promotional campaigns.

(11) Waiver of Non-Recurring Charges

The Company may periodically waive the Non-recurring charges. For those customers who choose a Term Payment Plan (TPP) period of two (2) years or greater in length the Non-recurring charge does not apply.

c. SERVICE FUNCTIONS

1. Transfer Arrangement

The Transfer Arrangement service function permits a customer to transfer a Local Digital Channel between one of two other Local Digital Channels terminating in the same wire center. The Local Digital Channels must use the same signal format.

A Dial Tone Multifrequency Tone (DTMF) activated control circuit is required to operate the transfer arrangement. A Type VG-2 voice grade private line channel between the customer designated control station and the serving wire center may be obtained from this Product Guide, Section 17 for this purpose.

2. Diverse Routing

The Diverse Routing service function allows a customer with multiple 1.544 Mbps Digital Services between the same premises to designate that all such services or any subset of such services by physically provided over different interoffice routes. In the event that suitable facilities are not available, special construction charges may be applicable.

3. Central Office Channelization

This service function, when used in conjunction with Telephone Company provided or compatible customer provided channelization equipment at the customer's premises, provides for the derivation of up to 24 voice grade connections in a central office. The signaling required at the central office for the voice grade connection application is provided by the central office channelization equipment service function. The standard rates and charges for the services interconnected will apply in addition to the central office channelization service function rates and charges contained in this section. The customer is also responsible for furnishing the signaling for derived voice grade applications (circuits).

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE (Continued)

A. HIGH CAPACITY TRANSPORT SERVICE (Continued)

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE (Continued)

d. RATES AND CHARGES

The following rates will apply for High Capacity Transport Services. The Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate. Rates charged must be at or between the minimum and maximum rates.

	Non-Recurring Charge	Monthly Rate Minimum	Monthly Rate Maximum	Monthly Rate Current	
(1) Grandfathered Inter Wire Center Digital Channel Per Mile [1]					
One year term	N/A	$35.00	$900.00	$802.44	(I)
Three year term	N/A	$30.00	$150.00	$46.00	
Five year term [2]	N/A	$25.00	$900.00	$748.92	(I)
(2) Local Digital Channel Per Local Digital Channel					
Month to Month	$600.00	$175.00	$5000.00	$4,279.62	(I)
One year term	$600.00	$150.00	$700.00	$230.00	
Two Year term	$600.00	$125.00	$700.00	$207.00	
Three year term	$600.00	$110.00	$700.00	$189.75	
Five year term [2]	$600.00	$90.00	$5000.00	$2,311.00	(I)
(3) Inter Wire Center Digital Channel per Mile					
Month to Month	N/A	$22.00	$40.00	$35.00	
One year term	N/A	$19.00	$29.00	$26.45	
Two year term	N/A	$14.00	$28.00	$23.00	
Three year term	N/A	$11.00	$500.00	$342.30	(I)
Five year term [2]	N/A	$9.00	$26.00	$16.10	
Fixed					
Month to Month	N/A	$115.00	$200.00	$172.50	
One year term	N/A	$95.00	$200.00	$138.00	
Two year term	N/A	$80.00	$200.00	$120.75	
Three year term	N/A	$56.00	$200.00	$86.25	
Five year term [2]	N/A	$38.00	$200.00	$57.50	

[1] The Inter Wire Center Digital Channel Per Mile rate structure is hereby Grandfathered. Existing customers may remain on this rate structure until the existing one, three or five year term expires. Upon expiration, customers may sign a new term agreement utilizing the current rate structure.

[2] As of October 1, 2013, Term Plan terms greater than 36 months are no longer available for new or renewing subscribers.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - HIGH CAPACITY TRANSPORT SERVICE (Continued)

A. HIGH CAPACITY TRANSPORT SERVICE (Continued)

1. 1.544 MEGABITS PER SECOND DIGITAL SERVICE (Continued)

d. RATES AND CHARGES (Continued)

(4) Relocation

1. Relocation of the Local Digital Channel to another building on the same premises or to a different premises is the same as a new Local Digital Channel installation.

2. For relocation within the same building - actual costs apply.

Service Functions	Non-Recurring Charge	Monthly Rates	
(5) Transfer Arrangement	$1,325.03	$28.75	
(6) Diverse Routing	$189.29		
per Mile or fraction thereof			
One year term	N/A	$784.60	
Five year term [1]	N/A	$51.75	
(7) Central Office Channelization			
Month to Month	N/A	$5,563.44	(I)
One year term	N/A	$350.75	
Two Year term	N/A	$4,964.40	(I)
Three year term	N/A	$322.00	
Five year term [1]	N/A	$2,095.90	(I)

[1] As of October 1, 2013, Term Plan terms greater than 36 months are no longer available for new or renewing subscribers.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - DIGITAL DATA SERVICE

A. GENERAL

1. Digital Data Service is a service for the transmission of digital signals using only digital transmission facilities.

2. Digital Data Service provides channels suitable for duplex transmission of synchronous digital signals at transmission speed of 2.4, 4.8, 9.6, 56 or 64 Kilobits per second (Kbps) between two or more locations for the same customer. Additional service features are available to improve the utility of Digital Data Service channels.

3. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in this Product Guide and/or other Tariffs of this Company.

B. REGULATIONS

1. Explanation of Terms

Bit

A bit is the smallest unit of information in binary system of notation.

Inter Wire Center Digital Channel (IWCDC)

An Inter Wire Center Digital Channel (IWCDC) is a path for digital transmission at speeds indicated in this Product Guide which can be provided between serving wire centers. An IWCDC can only be provided where the originating and terminating serving wire centers, as well as all intermediate Telephone Company offices, are equipped with suitable digital facilities and equipment.

Local Digital Channel (LDC)

A Local Digital Channel (LDC) is a transmission path between the customer's premises and the serving wire center.

Network Interface

The demarcation point between the Telephone Company network and the customer's equipment/facilities, is located at the minimum point of penetration into the customer's premises. This is usually located within the telephone equipment room or area. If the customer requires additional inside wire beyond the Network Interface, the customer may provide it, hire a contractor to provide it, or request the Telephone Company's agent to provide it on a time and materials basis. This may, however, incur additional charges for design review and/or equipment to ensure proper performance.

2. Service Availability

Digital Data Service is available to customers from wire centers equipped for digital transmission. Digital Data Service is limited to the transmission speeds as stated in A.2. above.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - DIGITAL DATA SERVICE (Continued)

B. REGULATIONS (Continued)

3. Performance Criteria and Interface Specifications Digital Data Service Channels provide the transmission paths for digital data signals between two or more customer locations at data rates of 2.4, 4.8, 9.6, 56 and 64 Kbps, all available with or without Secondary Channel. These channels are furnished on a full time basis (24 hours per day, seven days per week).

   Digital Data Service is designed to provide error performance and circuit availability, at the Network Interface, on a point-to-point and multi-point basis.

   Overall service performance criteria is dependent upon the Customer Provided terminal equipment (CSU/DSU) also conforming to the interface and performance specifications in the above Technical Documents.

4. Minimum Service Period

   A minimum service period of thirty (30) days is required for the month to month service. A minimum service period of one year is required for service arrangements one year or longer.

5. Termination Liability

   a. Removal of the service in total, prior to the end of the service period except as noted in b. below shall generate a termination charge.

      If the customer terminates the Term Payment Plan (TPP) agreement prior to the expiration of the one, three, or five year TPP, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. The termination charge for all service terms will be calculated as follows:

      For service terms that become effective on or after December 20, 2004:

      - All unpaid Special Construction or Nonrecurring Charges (excluding any waived charges); plus
      - Fifty percent (50%) of all recurring charges for the remaining months of the customer's term.

      For service terms in effect prior to December 20, 2004:

      If the customer chooses a one year term, and the service is disconnected prior to the minimum service period, the customer will be billed for the remaining number of months times the monthly payment. If the customer chooses the three year term or longer, and the service is discontinued prior to the minimum service period of the term period, the customer will be billed for the remaining number of months times the monthly payment for the first year, and the present worth of the remaining monthly charges of the unexpired portion for years two and beyond.

   b. The customer has the option to upgrade the speed of the service or migrate to an alternate Company service at any time during the contract period without incurring a termination charge. However, a one time service change charge or NRC will apply. These changes may also require a brief service interruption.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - DIGITAL DATA SERVICE (Continued)

B. REGULATIONS (Continued)

6. Allowance for Interruptions

The credits listed below are specific to Digital Data Service, no other service guarantee credits shall apply.

Service interruptions of 2 hours or more in duration, which are reported to the Telephone Company and are not due to the negligence or willful act of the customer, shall be credited to the customer as specified below.

The Service Maintenance Guarantee (SMG), credit allowance can be applied once in any monthly billing period, on a per circuit basis. The SMG credit allowance is applied to the customer bill in addition to the existing monthly service rate(s). The total credit allowance available to the customer, regardless of the number of service interruptions in any one monthly billing period, will not exceed 100% of the monthly rates per affected service.

Interruption Period	Applicable Credit
2 hours up to 4 hours	$45.00
Over 4 hours	$90.00

7. Waiver of Non-Recurring Charges

The Company may periodically offer promotional campaigns.

As a condition of the waiver, the customer shall be required to commit to a minimum service period greater than the period provided in B.4., preceding, which period may vary depending on the extent of the waiver and competitive conditions. If the customer changes or discontinues this service prior to the end of the contracted period, the customer will be liable for the termination liability charges as stated in B.5., preceding.

C. MILEAGE MEASUREMENTS

1. Local Digital Channel (LDC)

The local digital channel (LDC) is provided between the customer interface on the customer premises and the serving wire center on a flat rated basis.

2. Two Point - Inter Wire Center Digital Channel (IWCDC)

Two point service mileage used to rate the Inter Wire Center Digital Channel (IWCDC) is the direct airline distance measured per mile between the serving wire centers at which connection is made with local digital channels.

3. Multi-Station Service - Inter Wire Center Digital Channel (IWCDC)

The Inter Wire Center Digital Channel (IWCDC) for multi-station service is that combination of air-line distances connecting the serving wire centers which produce the lowest total Inter Wire Center Digital Channel mileage charge.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - DIGITAL DATA SERVICE (Continued)

D. CANCELLATION AND DEFERMENT OF START OF SERVICE CHARGE

Cancellation charges, as stated in Section 1, General Regulations, paragraph 8 for private line facilities, apply if the service order request is cancelled in whole or in part prior to complete installation or start of service. Charges are also applicable for deferment of start of service at the customer request beyond one month as stated in Section 1, General Regulations, paragraph 8.

E. SERVICE FUNCTIONS

1. Multi-Point Arrangement

This arrangement provides the capability to connect multiple digital Data Service channels. A multi-point arrangement is required and provided for each Local Digital Channel (LDC) when three or more local Digital Channels are inter connected. All channels connected by a Multi-Point Arrangement must operate at the same transmission speed.

This arrangement allows customers to simultaneously transmit communications from one location to many locations and receive at a single location from many locations. All communications are under the control of the customer specified and provided master station. The rates and charges as specified in 9.6 following are in addition to all other rates and charges contained in this Product Guide.

2. Secondary Channel Capability (SCC)

Provides for the flexibility of utilizing a secondary channel in conjunction with a primary DDS channel. The secondary and primary channels operate independently of each other, over the same facilities, and must be coterminated in common customer provided equipment. The SCC is typically used for network management applications and is offered as a two-point or multi-point service. Secondary channel capability is available on all speeds except 64 Kbps.

F. RATES AND CHARGES

The following rates will apply for Digital Data Service. With respect to rate elements having minimum and maximum rates. The Telephone Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate. Rates charged must be at or between the minimum and maximum rates.

1. Local Digital Channel (LDC)

		Monthly Rate			
Per LDC	Non-Recurring Charge	1 Year	3 Years [1]	5 Years [1]	
2.4 Kbps	$520.55	$74.75	$186.88	$186.88	(I)
4.8 Kbps	$520.55	$74.75	$186.88	$186.88	(I)
9.6 Kbps	$520.55	$695.39	$186.88	$186.88	(I)
56 Kbps	$591.53	$1,540.68	$244.38	$230.00	(I)
64 Kbps	$591.53	$103.50	$244.38	$230.00	(I)

[1] The 3 year and 5 year term plans are grandfathered and not allowed for new installations or renewals of existing contracts. This service is only offered on a 1 year term plan.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - DIGITAL DATA SERVICE (Continued)

F. RATES AND CHARGES (Continued)

2. Inter Wire Center Digital Channel ---------- Monthly Rate----------

Per LDC	Non-Recurring Charge	Minimum	Maximum	Current 1 Year	Current 3 Years [1]	Current 5 Years [1]	
2.4 Kbps	N/A	$2.50	$3.50	$3.45	$7.90	$7.20	(I)
4.8 Kbps	N/A	$2.50	$3.50	$3.45	$7.90	$7.20	(I)
9.6 Kbps	N/A	$2.50	$3.50	$3.45	$7.90	$7.20	(I)
56 Kbps	N/A	$2.75	$3.75	$74.85	$29.10	$3.16	(I)
64 Kbps	N/A	$2.75	$3.75	$74.85	$29.10	$3.16	(I)

3. Relocation

a. Relocation of the Local Digital Channel to another building on the same premises or to a different premises generates the same charges as a new LDC installation.

b. For relocation within the same building actual costs apply as set forth in Section 3, Complex Time and Materials.

4. Subsequent Change of Speed

When a customer requests a change of speed subsequent to the initial installation, a non-recurring change of speed charge per LDC will apply in place of all other DDS non-recurring charges.

Change of Speed charge, per LDC $141.97

5. Service Functions

a. Multi point Arrangement

Per LDC	Non-Recurring Charge	Monthly Rate Minimum	Monthly Rate Maximum	Monthly Rate Current
2.4 Kbps	$94.65	$13.00	$100.00	$91.85
4.8 Kbps	94.65	$13.00	$100.00	$91.85
9.6 Kbps	94.65	$13.00	$100.00	$91.85
56 Kbps	94.65	$13.00	$100.00	$91.85
64 Kbps	94.65	$13.00	$100.00	$91.85

b. Secondary Channel Capability (SCC) [2]
(per point of termination, per all speeds except 64Kbps)

Initial	None	N/R	N/R	N/R
Subsequent	$300.00	N/R	N/R	N/R

[1] The 3 year and 5 year term plans are grandfathered and not allowed for new installations or renewals of existing contracts. This service is only offered on a 1 year term plan.

[2] The addition of the SCC service function to an existing DDS service will be treated as a subsequent addition to the existing service.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)

A. GENERAL DESCRIPTION

1G Dedicated Ethernet Service is a dedicated high capacity channel limited to the transport of data signals between customer locations. 1G Dedicated Ethernet provides for the transmission of serial data at a discrete bit rate of 1 Gigabit per second (Gbps) in Ethernet format (Ethernet IEEE 802.3). 1G Dedicated Ethernet is available in a point-to-point (node-to-node) configuration. 1G Dedicated Ethernet may be used to provide Local Area Network (LAN) to LAN interconnection service through a transparent, native rate, interface.

1G Dedicated Ethernet Service can be used to seamlessly extend customer local area networks to off-site locations such as data centers, storage locations or satellite office locations within the same metro area. Applications that could be used with 1G Dedicated Ethernet Service include LAN-to-LAN connectivity, CAD/CAM file transfer, telemedicine and business continuity transport.

B. REGULATIONS

In addition to the regulations contained in this Product Guide, the following regulations apply to 1G Dedicated Ethernet.

1. The services provided for 1G Dedicated Ethernet are primarily designed to meet the private line communications requirements of business customers, i.e., non-interexchange carriers.

2. Service Interruption

   a. A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this Product Guide or in the event that the protective controls applied by the Company result in the complete loss of service to the customer. An interruption period starts when an inoperative service is reported to the Company and the Company confirms that continuity has been lost, and ends when the service becomes operative.

   b. In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

   b. The Company’s failure to provide or maintain services under this Product Guide shall be excused by force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company’s reasonable control.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (Continued) (D)

B. REGULATIONS (Continued)

3. Service Level Agreement - Protection Options

A Service Level Agreement (SLA) is offered with fully protected 1G Dedicated Ethernet Service, which provides the customer with a performance commitment that includes a service credit if the service does not perform as described. An SLA of 99.999% Service Availability performance is offered on a 1G Dedicated Ethernet circuit with Protection (defined as Equipment Plus Fiber Path Protection for every segment of the circuit). Service Availability will be determined using unavailable seconds as defined in ANSI T1.503-2002 (see Technical Specification Packages following).

- SLAs are applicable to customers who purchase Equipment Plus Fiber Path Protection with Alternate Wire Center Path Protection or Equipment Plus Fiber Path Protection with Local Channel Path Protection on both ends of a circuit (both local channels), as well as Inter-Wire Center Path Protection, when applicable.
- If this SLA is not met, or if there is any single event of unavailability of service of 10 seconds or more, the customer will be entitled to a credit equal to 100% of the monthly rate for the circuit. Only one such credit in a billing period will apply.
- In order to qualify for this credit, the event causing the unavailability must be determined by the Company to be in its network and the failure occurred in that part of the service with Protection.
- SLA adjustments are not available in the event of a cable cut in any unprotected portion of the 1G Dedicated Ethernet Service fiber path or due to customer-requested modifications to the service that may require down time.
- The customer is responsible for notifying the Company when the service parameter within the calendar month falls below the committed level.
- The customer must request a service credit within 25 calendar days after the unavailability event occurred.

C. PROVISION OF SERVICE

1. Interface specifications are as specified in the following Technical Specifications Packages

Network Interface Specifications	SBC-TP-76412-000
Network Performance Parameters for Dedicated Digital Services – Definitions and Measurements	ANSI T1.503-2002

The SBC publication can be obtained from
APEx Support Team (734) 523-7348

The ANSI publication can be obtained from
Alliance for Telecommunications Industry Solutions
1200 G. Street, NW Suite 500
Washington, DC 20005

2. The customer provided equipment (CPE) must deliver the data signals for 1G Dedicated Ethernet transport within the industry specification for the subscribed data service.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

C. PROVISION OF SERVICE (Continued)

3. 1G Dedicated Ethernet provides physical layer transport only. The Company assumes no responsibility for the through transmission of signals generated by CPE, for the quality of or defects in such transmission, for the reception of signals by CPE, or address signaling to the extent addressing is performed by CPE. Error detection and correction of data generated by CPE is the customer's responsibility.

4. 1G Dedicated Ethernet is designed to provide connectivity at the discrete bit rate of 1 Gbps. The service is considered interrupted when the customer reports to the Company and the Company confirms that continuity has been lost.

5. The provision of 1G Dedicated Ethernet service is subject to the availability and operational limitations of the equipment and associated facilities. In the event that suitable facilities are not available or modifications to existing facilities are required, Special Construction Charges may be applicable as set forth in Section 17.

6. Repeaters (circuit regenerators) will be located in Company wire centers as required. A monthly charge will be associated with each repeater network element, except for the first repeater in a circuit path (as the first repeater is also used for service alarming and monitoring purposes).

7. Additional repeaters (circuit regenerators) may be required on the diverse or alternately routed path when Protection Options are ordered by the customer. The need for repeaters on the protected path will be determined by the Company. Additional charges will apply.

8. If Protection Options are added to an existing 1G Dedicated Ethernet circuit that was installed after May 10, 2004, a temporary service interruption will result as the new protected circuit must be re-designed and re-installed. Termination Charges will not apply for the circuit redesign (see Term Pricing Plan following). This installation must occur during an agreed-upon maintenance window between a designated customer representative and the Company. The customer will be responsible for providing adequate floor space, as determined by the Company, to accommodate additional equipment bays and related power protection equipment (such as batteries). Protection Options are contingent on availability of equipment and fiber facilities from premise to premise. Other Special Construction charges, as necessary, may apply.

9. Interoffice Channel Mileage charges are applicable on both paths of the 1G Dedicated Ethernet Service when any of the Protection Options are ordered.

D. CHANNEL TYPES

A one (1) Gbps 1G Dedicated Ethernet channel: an dedicated high capacity channel, limited to the transport of data signals between customer stations. 1G Dedicated Ethernet service provides for the transmission of data at a discrete bit rate of 1 Gigabit per second (Gbps) in Ethernet format (Ethernet IEEE 802.3). Node-to-Node Service is the provision of 1G Dedicated Ethernet service between two customers' designated premises (nodes). Each node-to node service arrangement consists of the channel interfaces at the customer premises and the fiber optic facilities between nodes.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

E. SERVICE COMPONENTS

Local Distribution Channel (LDC)

The LDC is the channel between a customer's premises and the serving wire center that normally provides service to that customer's premises.

Interoffice Channel Mileage (ICM)

ICM is defined as the component of the service between two company serving wire centers. The serving wire centers may be located in the same exchange area or in two different exchange areas.

Interoffice channel mileage charges include a fixed charge, and a per mile charge, which is based on the vertical and horizontal (V-H) distance between serving wire centers, a serving wire center and a digital hub, between digital or NRS hubs, or between exchanges, measured in whole miles. Fractional miles are rounded to the next whole mile.

Repeater (RPTR)

A Repeater (circuit regenerator) may be used to extend the transmission of 1G Dedicated Ethernet signals (service) when necessary. In addition, the first repeater in any multi-repeater circuit will be used for service alarming and monitoring purposes.

Diversity Options

1G Dedicated Ethernet Service offers three Route Diversity options. They are Local Channel Diversity, Inter-Wire Center Diversity, and Alternate Wire Center Diversity. Each is described more fully in paragraph 6 following. End to end diversity can be achieved by coupling alternate wire center diversity with inter-wire center diversity.

Protection Options

1G Dedicated Ethernet Service offers the following Protection Options: Equipment Only Protection, Equipment Plus Fiber Path Protection, Inter-Wire Center Path Protection, and Power Protection. Protection Options provide additional levels of reliability to 1G Dedicated Ethernet Service.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

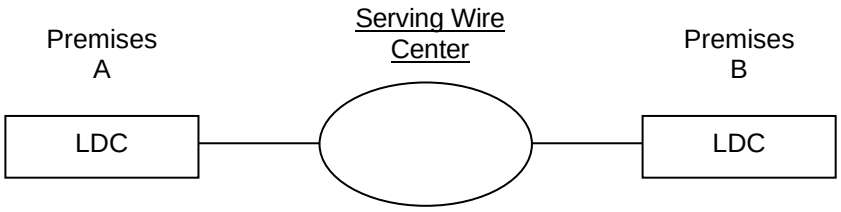
PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

F. SERVICE CONFIGURATIONS

All basic service configurations provide a full duplex service, as a two-way simultaneous transmission. There is one basic type of 1G Dedicated Ethernet Service configuration: Node-to-Node Service (two-point) Service. 1G Dedicated Ethernet services from a customer data hub location to multiple points, or multiple 1G Dedicated Ethernet services between two customer data hub locations are merely aggregated Node-to-Node services.

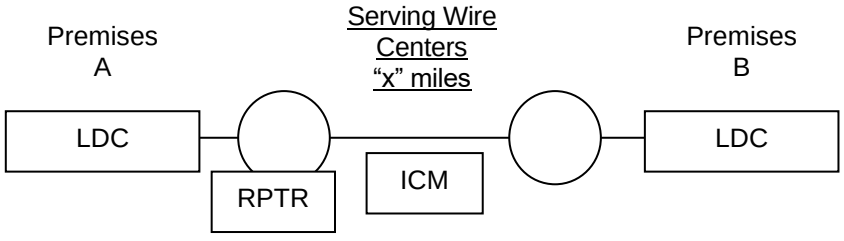
A Node-to-Node configuration connects two customer designated premises either inter- or intra-wire center.

The following diagram depicts a Node-to-Node configuration connecting two customer designated premises served from the same wire center (intra-wire center configuration).



LDC – Local Distribution Channel

The following diagram depicts a Node-to-Node configuration connecting two customer designated premises with Serving Wire Centers located “x” miles apart (inter-wire center configuration).



LDC – Local Distribution Channel
ICM – Interoffice Channel Mileage
RPTR – Repeater (where required)

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

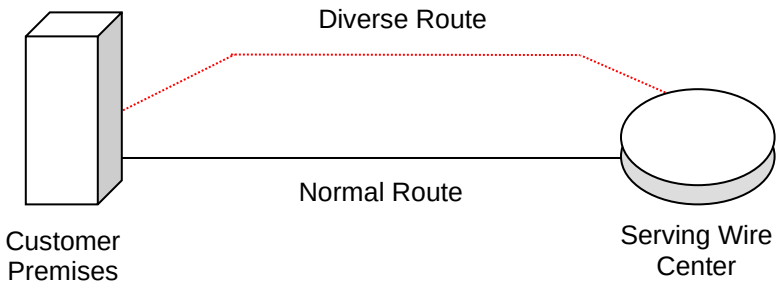
F. SERVICE CONFIGURATIONS (Continued)

Diversity Options

Route diversity options are available where facilities exist. If appropriate facilities do not exist, Special Construction charges may apply. End-to-end diversity can be achieved by coupling Alternative Wire Center Diversity with Inter-Wire Center Diversity. Diversity Options are only available to customers with service installed after March 15, 2004. 1G Dedicated Ethernet offers three diversity options:

Local Channel Diversity (LCD)

Local Channel Diversity provides for a transmission path between a designated customer premise and the standard serving wire center (SWC) that is diverse from the normal/standard transmission path. Local Channel Diversity requires two eligible services purchased by (or for the benefit of) the same customer. The Company will determine which services are eligible based on technical or operational limitations. With this arrangement, one or more local distribution channels will be provisioned over a standard route and one or more local distribution channels will be provisioned over a diverse route. Local channel diversity does not provide for full diversity; it only allows for diversity from the splice point closest to the customer's property line to the SWC. If a customer desires full diversity, arrangements must be made for the construction of dual entrance facilities into the customer's premises, at the customer's expense.



[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

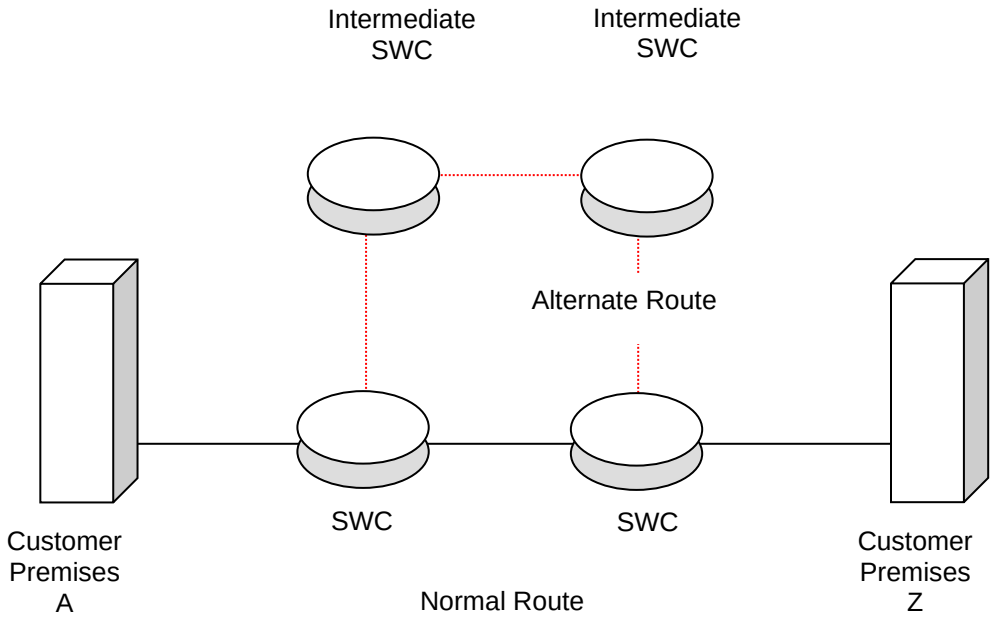
F. SERVICE CONFIGURATIONS (Continued)

Diversity Options (Continued)

Inter-Wire Center Diversity (IWCD)

Inter-Wire Center Diversity arrangements presume that each end of a 1G Dedicated Ethernet local distribution channel is served out of a different serving wire center (SWC). This arrangement provides a transmission path for the 1G Dedicated Ethernet local distribution channels between the customer's designated SWC and the serving wire center at the distant end of the circuit, over a transmission path that is separate from the standard transmission path between the two wire centers. Interoffice mileage will be calculated between the intermediate serving wire centers along the circuit path of the diversely routed 1G Dedicated Ethernet Service. Inter-Wire Center Diversity requires two eligible services purchased by (or for the benefit of) the same customer. The Company will determine which services are eligible based on technical or operational limitations.

In this scenario, the customer may or may not already have a 1G Dedicated Ethernet local distribution channel operating over the normal (or standard) inter-office route. Inter-wire center diversity does not provide for full diversity; it only offers interoffice diversity. If a customer desires full diversity, Alternate Wire Center Diversity must be coupled with Inter-Wire Center Diversity. Additionally, arrangements must be made for the construction of dual entrance facilities at the customer's premises, at the customer's expense.



[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

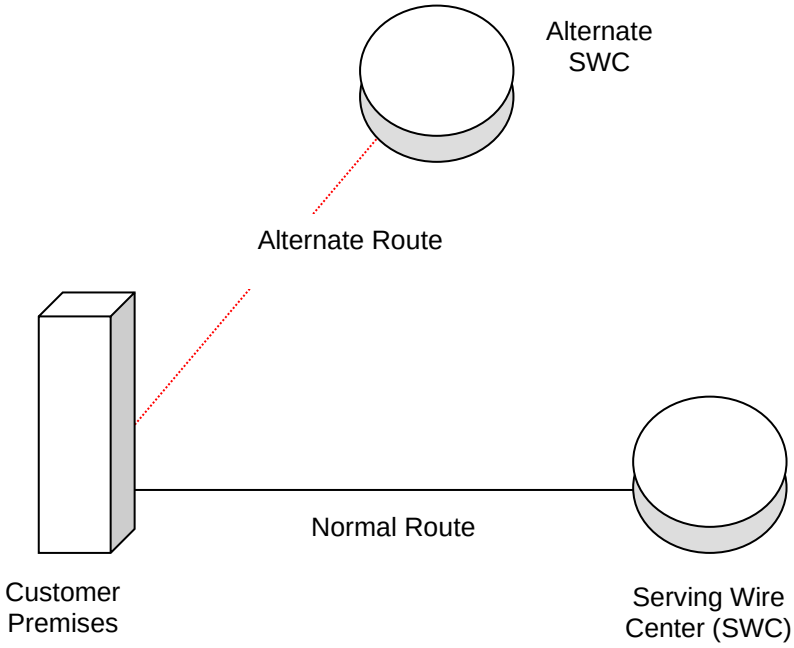
PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

F. SERVICE CONFIGURATIONS (Continued)

Diversity Options (Continued)

Alternate Wire Center Diversity (AWCD)

Alternate Wire Center Diversity is for the local loop only. It provides a local channel transmission path for 1G Dedicated Ethernet service between the customers designated premises and a wire center that is not the normal (or standard) serving wire center. The Company will choose the alternate wire center closest to the customer's designated premises that is capable of providing 1G Dedicated Ethernet Service over the alternate route. Alternate Wire Center Diversity does not require the purchase of two 1G Dedicated Ethernet Services by (or for the benefit of) the same customer, nor does it require the customer to have an existing 1G Dedicated Ethernet circuit operating over the normal (or standard) route to the normal (or standard) serving wire center. With this arrangement, one or more local distribution channels will be provisioned over the alternate route. If a customer desires full diversity, arrangements must be made for the construction of dual entrance facilities into the customer's premises, at the customer's expense.



[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (Continued) (D)

F. SERVICE CONFIGURATIONS (Continued)

Protection Options
Protection Options are available where facilities exist. If appropriate facilities do not exist, Special Construction charges may apply. Protection Options are only available to customers with service installed after May 10, 2004. In addition to charges for the various Protection Options, normal charges for the Local Distribution Channel and Interoffice Channel Mileage will apply. Protection Options provide additional levels of reliability to 1G Dedicated Ethernet Service. There are multiple options for Protection at each end of a two point circuit. The options at each end do not need to be the same, but both ends must include some form of Protection, for any to be offered. A 1G Dedicated Ethernet circuit cannot include Protection at only one end (excluding Power Protection which can be at just one end, or both ends, of the circuit).

1G Dedicated Ethernet offers the following Protection Options:

Equipment Only Protection (EOP)
Equipment Only Protection offers a network design where one 1G Dedicated Ethernet signal will be routed down two different fiber pairs that co-exist in the same cable and conduit structure, and terminate at the customer's premise in the same device (but into separate and distinct modules). Protection switching will occur between the two modules if necessary. Should one fiber pair or network element become defective, service will be maintained through 50 millisecond protection switching within the network terminating equipment (NTE) at the customer's demarcation point. If both fiber pairs are cut, an Out Of Service condition will result. This form of protection can only be ordered per loop (per end) for each circuit the customer wishes to protect.

Equipment Plus Fiber Path Protection
Equipment Plus Fiber Path Protection offers varying degrees of path protection for each terminating end of the circuit. For circuits that are served by different wire centers, Equipment Plus Fiber Path Protection may be combined with Inter-Wire Center Path Protection, to ensure a fully-protected circuit.

Equipment Plus Fiber Path Protection, with …

Alternate Wire Center Path Protection (AWCPP)
One 1G Dedicated Ethernet (1 Gbps) signal will be routed over one fiber pair of the protected circuit from the customer's premise to the normal serving wire center, and a duplicate 1G Dedicated Ethernet (1 Gbps) signal will be routed over a diversely routed fiber pair to the Alternate Wire Center selected by the Company. If any location between the fiber paths is closer than 10 feet, the location or locations will be disclosed to the customer. The customer will determine whether to accept the engineered path, or agree to pay Special Construction Charges to have a completely diverse route constructed in those instances where there is not a minimum separation of 10 feet between paths. The customer can also select Equipment Only Protection for an inter-office segment where facilities are not available. This option can be selected for one or both terminating ends. If an equipment failure or fiber cable cut occurs in a segment of the circuit that has this form of protection, the circuit will be switched to the alternate path in 50 milliseconds or less. If a customer desires full path diversity, arrangements must be made for constructing dual entrance facilities into the customer's premise, at the customer's expense.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (Continued) (D)

F. SERVICE CONFIGURATIONS (Continued)

Equipment Plus Fiber Path Protection, with … (Continued)

Local Channel Path Protection (LCPP)

The two fiber pairs of the protected service will be routed diversely to the normal serving wire center. If any location between the fiber paths is closer than 10 feet, the location or locations will be disclosed to the customer. The customer will determine whether to accept the engineered path, or agree to pay Special Construction Charges to have a completely diverse route constructed. This option can be selected for one or both terminating ends. If an equipment failure or fiber cable cut occurs in a segment of the circuit that has this form of protection, the circuit will be switched to the alternate path in 50 milliseconds or less. If a customer desires full path diversity, arrangements must be made for constructing dual entrance facilities into the customer's premise, at the customer's expense.

Inter-Wire Center Path Protection (IWCPP)

Each fiber pair is routed through different Central Offices between the two serving wire centers, or between the standard serving wire center and an alternate serving wire center. Inter-Wire Center Protection begins at the first manhole out of the Central Office. If only the two serving wire centers are involved, the two fiber pairs will be routed down two fiber paths that are separated by at least 10 feet. If any location between the fiber paths is closer than 10 feet, the location or locations will be disclosed to the customer. The customer will determine whether to accept the engineered path, or agree to pay Special Construction Charges to have a completely diverse route constructed. The customer will receive Equipment Only Protection for an inter-office segment where facilities are not available. If an equipment failure or fiber cable cut occurs on one of the inter-office routes, the circuit will be switched to the alternate path in 50 milliseconds or less. Interoffice mileage will be calculated between the intermediate serving wire centers along the circuit paths of both protected fiber pairs.

Power Protection (PP)

Power Protection provides customers with battery back-up for up to eight (8) hours to maintain 1G Dedicated Ethernet equipment in case of a power failure. Power Protection is provided on a per rack or cabinet basis, and customers in a multi-tenant building will require separate equipment and bays dedicated to each customer. Power Protection is not available for installations using a wall mounted cabinet. Requests for Power Protection are subject to equipment availability and compatibility. Upon receipt of a customer request for Power Protection, the Company will determine the availability, design and engineering requirements for Power Protection, and the appropriate number of service element charges to apply. The addition of Power Protection to existing 1G Dedicated Ethernet Service will result in a temporary service interruption.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (Continued)

G. RATES AND CHARGES

	Monthly Rate	
LDC – Local Distribution Channel		
One year term	$3,795.00	(I)
Two year term	$3,565.00	
Three year term	$3,277.50	
Five year term	$2875.00	
Monthly Extension	$4,370.00	
ICM – Interoffice Channel Mileage		
Fixed		
One year term	$287.50	
Two year term	$258.75	
Three year term	$230.00	
Five year term	$115.00	
Monthly Extension	$287.50	
Per Mile		
One year term	$143.75	
Two year term	$132.25	
Three year term	$115.00	
Five year term	$86.25	
Monthly Extension	$143.75	
Diversity Options		
Local Channel Diversity		
One year term	$862.50	
Two year term	$862.50	
Three year term	$862.50	
Five year term	$862.50	
Monthly Extension	$862.50	
Inter-Wire Center Diversity		
One year term	$575.00	
Two year term	$575.00	
Three year term	$575.00	
Five year term	$575.00	
Monthly Extension	$575.00	
Alternate Wire Center Diversity		
One year term	$1,380.00	
Two year term	$1,380.00	
Three year term	$1,380.00	
Five year term	$1,380.00	
Monthly Extension	$1,380.00	(I)

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date.

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

G. RATES AND CHARGES (Continued)

	Monthly Rate
Diversity Options (Continued)	
Repeater	
One year term	$2,400.00
Two year term	$1,700.00
Three year term	$1,150.00
Five year term	$850.00
Monthly Extension	$2,500.00
Protection Options	
Per terminating end	
Equipment Only Protection	
One year term	$1,375.00
Two year term	$1,225.00
Three year term	$1,050.00
Five year term	$900.00
Monthly Extension	$1,500.00
Equipment Protection with …	
Alternate Wire Center Path Protection	
One year term	$2,050.00
Two year term	$1,840.00
Three year term	$1,600.00
Five year term	$1,400.00
Monthly Extension	$2,460.00
or	
Local Channel Path Protection	
One year term	$1,825.00
Two year term	$1,650.00
Three year term	$1,425.00
Five year term	$1,225.00
Monthly Extension	42,190.00
Per premise	
Power Protection	
One year term	$625.00
Two year term	$525.00
Three year term	$480.00
Five year term	$435.00
Monthly Extension	$700.00

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [4] - Grandfathered (Continued) (D)

G. RATES AND CHARGES (Continued)

	Monthly Rate
Protection Options (Continued)	
Per circuit	
Inter-Wire Center Path Protection [1]	
One year term	$375.00
Two year term	$200.00
Three year term	$150.00
Five year term	$100.00
Monthly Extension	$475.00
	Non-Recurring Charges
Per each LDC [2]	$1,500.00
Diversity Options	
Per each wire center termination	
Local Channel, Inter-Wire Center, Alternate Wire Center	N/A
Protection Options	
Per terminating end	
Equipment Only	$625.00
Equipment Plus Fiber Path Protection, with …	
Alternate Wire Center Path Protection, or	$1,400.00
Local Channel Path Protection	$1,225.00
Per cabinet or rack	
Power Protection	$475.00
Per circuit	
Inter-Wire Center Path Protection [3]	$625.00

[1] Inter-Wire Center Path Protection must be ordered in conjunction with an Equipment Protection option at each end of the circuit.
[2] The Non-Recurring Charge will not apply for those customers selecting the three year or five year Term Pricing Plan (TPP) period for new service.
[3] Inter-Wire Center Path Protection must be ordered in conjunction with an Equipment Protection option at each end of the circuit.
[4] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

H. TERM PRICING PLAN (TPP)

1. The Term Pricing Plan provides the customer with rate stabilization for the specific term period selected. Decreases in Term monthly recurring rates will be passed on to customers who participate in a Term Pricing Plan. The Company will notify customers participating in a Term Pricing Plan when Term monthly recurring rates are decreased.

   Should the Company increase its rates during the Term Pricing Plan period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the Term Pricing Plan.

2. The customer may choose to terminate an existing Term Pricing Plan before the end of the one, two, three or five year period and negotiate a new one, two, three or five year Term Pricing Plan. The new Term Pricing Plan must be based upon the rates that are currently in effect and available to all customers.

3. The customer must provide the Company with a written notice of intent to renew a Term Pricing Plan no later than 90 days prior to its expiration. If the customer elects not to renew the Term Pricing Plan, or does not notify the Company of the customer's intent to renew the Term Pricing Plan, the service will automatically be billed under the Product Guide monthly extension rates in effect at the time the Term Pricing Plan expires. Subsequently, customers under the Product Guide monthly extension rates may convert their existing service to either a one, two, three or five year Term Pricing Plan. Nonrecurring charges will be waived at the time of conversion.

4. Upon completion of a TPP, a customer's service will automatically convert to the monthly extension rates unless the customer requests a new TPP. No customer shall purchase 1G Dedicated Ethernet on a month-to-month basis prior to the completion of a TPP.

5. Termination Liability

   Customers requesting the termination of a Term Pricing Plan prior to the expiration date, excluding Term Pricing Plans terminated as a result of renegotiations, will be charged a termination charge. The termination charge shall be:

   - All unpaid Special Construction or nonrecurring charges (excluding any waived charges); plus

   - Fifty (50) percent of all recurring charges for the remaining months of the customer's term.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [2] - Grandfathered (D)
(Continued)

H. TERM PRICING PLAN (TPP) (Continued)

5. Termination Liability (Continued)

Customers will be permitted to upgrade to a higher-speed service provided by the Company without incurring Termination Charges, given the following conditions are met:

- an upgrade is considered an increase in speed or capacity when comparing 1G Dedicated Ethernet Service to the new service.

- the customer must issue a disconnect order for the existing 1G Dedicated Ethernet Service and place a service order for the new, higher-speed service, such that there is no more than 90 days overlap in service.

- the same customer locations must be utilized for the new, higher-speed service.

- the expiration date for the new, higher-speed service is beyond the end of the original TPP term associated with the existing 1G Dedicated Ethernet Service.

- the existing 1G Dedicated Ethernet Service must have been in service for a minimum period of 12 months for a 24-month contract, 15 months for a 36-month contract, or 18 months for a 60-month contract. Existing 1G Dedicated Ethernet Service with 12-month contracts will not be eligible for this upgrade option. [1]

6. Cancellation and Deferment of Start of Service Charge

Cancellation charges apply if the service order request is canceled in whole or in part prior to complete installation or start of service. The applicant is responsible for payment of the non-recoverable expenses (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Company in connection with the order. Installation is considered to have started when, following receipt of the order, the Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred. Charges are also applicable for deferment of start of service at the customer's request beyond one month as stated in Section 1, General Regulations, paragraph 8.

7. Waiver of Non-Recurring Charges

The Company may periodically offer promotional campaigns. As a condition of the waiver, the customer shall be required to commit to a minimum service period which may vary depending on the extent of the waiver and competitive conditions. If the customer changes or discontinues this service prior to the end of the contracted period, the customer will be liable for the present worth of the remaining monthly charges.

[1] Minimum in-service periods required for upgrades only apply for service installed after July 10, 2007.

[2] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

H. TERM PRICING PLAN (TPP) (Continued)

8. Moves

For circuits installed prior to May 10, 2004, a customer may move one Local Distribution Channel of a 1G Dedicated Ethernet Service during their TPP term to another premises in the same LATA and keep the Term Plan in force (without assessment of Early Termination Liability), provided no lapse in billing occurs.

Moves of one Channel Termination to a premises in a different serving office (SWC) may result in a change in the monthly charges.

Standard non-recurring charges as appropriate are applicable (Section 8). If appropriate facilities are not available at the new location, Special Construction charges may apply. If the customer moves both ends of the service concurrently the customer will be liable for Termination Liability charges as this is considered a complete disconnection of the service.

For circuits installed after May 10, 2004, customers will be permitted to move one end of a 1G Dedicated Ethernet Service to another location, without incurring Termination Charges, given the following conditions are met:

- The customer must issue a disconnect order for the existing location and place a new service order for 1G Dedicated Ethernet Service at the new location. Termination Charges for the existing location will be waived. Standard nonrecurring charges to install 1G Dedicated Ethernet Service as a new circuit will apply.

- Negotiated down time will apply, as the new circuit will need to be designed and installed.

- The term of the new contract must be equal to or greater than the remaining time left on the existing 1G Dedicated Ethernet contract.

- The existing 1G Dedicated Ethernet Service must have been in service for a minimum period of 12 months for a 2-year contract, 15 months for a 3-year contract or 18 months for a 5-year contract. Existing 1G Dedicated Ethernet Service with 1-year contracts will not be eligible for this Moves option.

Moves are contingent on availability of fiber from premise to premise. Other Special Construction charges, as necessary, may apply.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - 1G DEDICATED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

H. TERM PRICING PLAN (TPP) (Continued)

9. Technology Migration

Effective March 15, 2004, the Company migrated to a new equipment platform in support of 1G Dedicated Ethernet Service. As of March 15, 2004, customers who request a conversion from the legacy 1G Dedicated Ethernet platform to the new equipment platform will be allowed to do so under the following conditions:

- The customer must issue a disconnect order for their legacy 1G Dedicated Ethernet Service and place a service order for 1G Dedicated Ethernet Service using the new equipment platform. Termination Charges for the legacy service will be waived. Standard nonrecurring charges to install 1G Dedicated Ethernet Service using the new equipment platform will apply.

- The term of the new contract must be equal to or greater than the remaining time left on the legacy 1G Dedicated Ethernet contract.

Migration is contingent on availability of fiber from premise to premise. Other Special Construction charges, as necessary, may apply.

10. Addition of Protection Options

Customers will be permitted to add Protection Options to existing 1G Dedicated Ethernet Service that was installed after May 10, 2004, without incurring Termination Charges, given the following conditions are met:

- The customer must issue a disconnect order for the existing circuit and place a service order for the newly protected circuit. Termination Charges for the existing circuit will be waived. Standard nonrecurring charges to install the newly protected 1G Dedicated Ethernet Service will apply. (The conditions described here do not apply to Power Protection added to an existing 1G Dedicated Ethernet circuit.)

- Negotiated down time will apply, as the new circuit will need to be designed and installed.

- The term of the new contract must be equal to or greater than the remaining time left on the existing 1G Dedicated Ethernet contract. (The conditions described here do not apply to Power Protection added to an existing 1G Dedicated Ethernet circuit.)

- The existing 1G Dedicated Ethernet Service must have been in service for a minimum period of 12 months for a 2-year contract, 15 months for a 3-year contract or 18 months for a 5-year contract. Existing 1G Dedicated Ethernet Service with 1-year contracts will not be eligible for this option. (The conditions described here do not apply to Power Protection added to an existing 1G Dedicated Ethernet circuit.)

Addition of Protection Options are contingent on availability of equipment and fiber facilities from premise to premise. Other Special Construction charges, as necessary, may apply.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [3] – Grandfathered (D)

A. DESCRIPTION

Basic Switched Ethernet Service is an optically switched data service, which allows for versatile scalability and flexibility over an Ethernet network provided by the Company. Basic Switched Ethernet Service allows businesses to interconnect customer locations within a Metropolitan Area Network (MAN) as if they were segments on the same LAN using packet-based switching technologies. Connections at the customer premises are made using Native Ethernet interfaces and traverse the MAN over fiber and/or copper facilities (at the Company's discretion). Basic Switched Ethernet Service provides dedicated bandwidth from 2 Mbps up to 1 Gbps.

Customers connect to Basic Switched Ethernet Service via one of the following standard connections, as requested by the customer:

- 10/100BaseT (100 Mbps)
- Gigabit Ethernet (1000BaseSX, 1000BaseLX/LH and 1000BaseZX) [1]

Customers may connect any two or more locations together when utilizing a point-to-point or point-to-multipoint configuration, and a minimum of three or more locations when utilizing a multipoint-to-multipoint configuration [2], as long as they are in the same LATA or MAN and the service is available.

Basic Switched Ethernet Service includes the connection from the customer's premise to the Ethernet network, a port on the Ethernet network, a Committed Information Rate (CIR), and Ethernet Virtual Connections (EVCs). Ethernet Virtual Connections (EVCs) are logical connections that establish a logical path for customer traffic between two customer locations. A portion of the CIR is assigned to each EVC to establish how much bandwidth each path should have.

Basic Switched Ethernet is provided under several service configurations:

Basic

The Basic Switched Ethernet Basic Service provides the customer a switched, logical point-to-point or point-to-multipoint connection between customer locations, using a physical connection to the network, and virtual connections through the Basic Switched Ethernet network.

Basic Plus

The Basic Switched Ethernet Basic Plus service configuration provides the customer a switched, logical point-to-point, point-to-multipoint or multipoint-to-multipoint connection between customer locations, using a physical connection to the network, and virtual connections through the Basic Switched Ethernet network.

Service configurations include a choice of one of three underlying Grades of Service: Best Effort, Bronze and Silver. Each Grade of Service offers a different level of service performance. The following describes the service parameters for each Grade of Service.

[1] CIR is inclusive of allowances for overhead within the Ethernet network. If a customer orders 1 Gbps of CIR on a single port, the Company reserves the right to use up to 10% of the bandwidth for traffic management.

[2] This provisioning requirement will only apply to new service installed after November 29, 2006.

[3] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

A. DESCRIPTION (Continued)

Best Effort

This Grade of Service supports non-critical data applications with more tolerance for delay and/or those that are lower in priority (i.e. LAN traffic). There are no service performance parameters associated with this Grade of Service.

Bronze

The applications best suited for this Grade of Service are general data applications with more tolerance for delay and/or those that are lower in priority. This Grade of Service is the appropriate selection for general data traffic since it tolerates bursty and time-varying traffic. The service parameters associated with this Grade of Service are Packet Delivery Rate (PDR) and Latency.

Packet Delivery Rate is at least 99.5% of the total traffic from the source Network Terminating Equipment (NTE) to the destination NTE to which the customer port is attached.

Latency is limited to a delay across a connection of no more than 27 ms (54 ms roundtrip) one-way end-to-end within the Company's network for packets 1500 bytes or less.

Silver

Supports applications that require minimal loss and low latency variation (jitter). Data in this Grade of Service will be provisioned in a priority queue indicating that it is delay sensitive. The service parameters associated with this Grade of Service are Packet Delivery Rate (PDR), Latency and Jitter.

Packet Delivery Rate is at least 99.9% of the total traffic from source NTE to the destination NTE to which the customer port is attached.

Latency is limited to a delay across a connection of no more than 18 ms (36 ms roundtrip) one-way end-to-end within the Company's network for packets 1500 bytes or less.

Jitter is limited to less than 12 ms one-way end-to-end within the Company's network.

B. DEFINITIONS

Jitter

Jitter is defined as the delay that occurs between two (2) packets or Ethernet frames that are traversing the network. Jitter is calculated as the delay variance of the packets transported across the network or the delta between two consecutive packets. It is measured between two endpoints, and will consist of measuring the time between a set of packets. Jitter is measured by averaging sample measurements taken during a 30 day period between network termination equipment to which the customer ports are attached when the Basic Switched Ethernet network is available.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

B. DEFINITIONS (Continued)

Latency

Latency is defined as the amount of time necessary for a typical frame to traverse the network. Latency is calculated as the measurement of time taken for a customer frame to go from one end of the network (origination point) to the other end (termination point). The measurement will consist of measuring the time it takes to "ping" or travel from the origination to termination points for the connection in question. Latency is measured by averaging sample measurements taken during a 30 day period between network terminating equipment to which the customer ports are attached when the Basic Switched Ethernet network is available.

Packet Delivery Rate (PDR)

PDR is defined as the actual amount of useful and non-redundant information that is transmitted or processed from end-to-end across the network. It is a function of bandwidth, error performance, congestion and other factors. PDR is expressed as a percentage of Ethernet frames offered to the network that successfully traverse the network, end-to-end, within the Committed Information Rate (CIR), and within a 30 day period. PDR is calculated as the total number of effective Ethernet frames, per port, that successfully traverse the network divided by the total number of effective Ethernet frames, per port, offered to the network within a 30 day period. Those frames that violate the maximum range will be excluded from the calculation. PDR is measured by averaging sample measurements taken during a 30 day period from network terminating equipment to network terminating equipment to which the customer ports are attached when the Basic Switched Ethernet network is available.

Media Access Control (MAC) Address

Denotes a data link layer protocol used for Layer 2 connectivity.

C. TERMS AND CONDITIONS

In addition to regulations set forth elsewhere in this Product Guide, the following regulations apply to Basic Switched Ethernet Service:

1. Basic Switched Ethernet Service is provided at the option of the Company where equipment and facilities permit. If appropriate facilities are not available, Special Construction charges may apply. Basic Switched Ethernet service is available in Company Central Offices as specified in National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 (NECA Tariff F.C.C. No. 4).

2. If a customer desires service from a Serving Wire Center that is not equipped to provide Basic Switched Ethernet Service, additional charges (including a repeater charge) will apply. A network engineering study will need to be completed to ensure adequate service provisioning is capable.

3. The customer provided equipment (CPE) must deliver the data signal for the Basic Switched Ethernet transport within the industry specifications for the subscribed data service.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

C. TERMS AND CONDITIONS (Continued)

4. If a customer connects to the Basic Switched Ethernet network using a bridge or switch for Layer 2 (Ethernet data link layer) connectivity, only 50 Media Access Control (MAC) addresses can be used per Layer 2 device, per port. Any additional addresses will be assessed an additional charge, with a maximum limit of 100 MAC addresses total per port.

5. If a customer desires that service be provided on a due date less than the standard installation interval, the customer may request that service be provided on an expedited basis. If the Company determines that service can be provided on the requested expedited date and spare facilities are available, the Expedite Order Charge (per port, per location) will apply.

6. If a customer cancels service prior to installation being completed, a Service Order Cancellation Charge (per port, per location) will apply. The customer's intent to cancel service must be made in writing.

7. The CIR selected by the customer must be committed to for a 30 day period before an increase in CIR can be requested.

8. Basic Switched Ethernet does not allow for oversubscription. The sum total of the Usage assigned to EVCs are mapped to a single port, and cannot exceed the ordered CIR.

9. For Basic Service, a total of 8 EVCs may be configured per 10/100BaseT connection, and a total of 64 EVCs may be configured per 1 Gbps connection. For Basic Plus Service, a total of 7 EVCs may be configured per 10/100BaseT connection, and a total of 63 EVCs may be configured per 1 Gbps connection. Should a customer request more than 64 EVCs on a Basic Service 1Gbps connection, or more than 63 EVCs on a Basic Plus Service 1 Gbps connection, a technical review will be conducted to determine whether the network will support the request.

10. Basic Switched Ethernet Service supports full duplex communication.

11. Basic Switched Ethernet Service is not available in a meet-point billing arrangement involving other carriers.

12. A Letter of Authorization (LOA) will need to be established if customers want to purchase a logical connection via an Ethernet Virtual Connection (EVC) to another customer in order to ensure security and accuracy in the connection.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

C. TERMS AND CONDITIONS (Continued)

13. Service Level Agreements (SLAs) will be offered with this service for the Bronze and Silver Grades of Service, and provides customers with end-to-end performance backed by service credits if minimum quality standards are not met by the Company.

a. Network Availability

- Network Availability of 99.95% per month, including the local loop, is provided by the Company. This equates to less than 21.6 minutes of downtime per month (based on a 30-day month), excluding maintenance windows and other appropriate exclusions. Network Availability is calculated as the percentage of time that the Basic Switched Ethernet network is capable of accepting and delivering customer data to the total time in the measurement period. The calculation for Network Availability for a given calendar month is as follows:

  Network Availability =
  [24 hours x days in month x 60 minutes x number of customer sites] – network outage time (measured in minutes)

  [24 hours x days in month x 60 minutes x number of customer sites]

- As noted in the above formula, all ports included in a customer's network are utilized in calculating Network Availability.
- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below the committed level, and (2) requesting a service credit.
- Upon verification by the Company that the actual service performance for that parameter was less than the committed level, the customer will be provided a service credit equal to 10% of the monthly recurring charge for that service parameter for all affected ports.

b. Grade of Service

Grade of Service SLAs are provided for Basic Switched Ethernet Service for the Bronze and Silver Grades of Service. If the Company fails to meet service parameters defined for the Bronze or Silver Grades of Service, service credits will be offered to the customer given certain conditions are met:

- The customer is responsible for (1) notifying the Company within 45 days after the end of the month when the service parameter falls below (or above) the committed level, and (2) requesting a service credit.
- Upon notification by the customer that the actual service performance for that parameter was less than the committed level, the Company has 30 days to correct the problem.
- If after 30 days, the service performance for that parameter is still less than the committed level, the customer will be provided a service credit equal to 25% of the monthly recurring charge for that service parameter for all affected ports for the month in which the service parameters fall below (or above) the committed level.
- Packet Delivery Rate (PDR), Latency and Jitter calculations will be measured only when Basic Switched Ethernet network is available.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [2] - Grandfathered (Continued) (D)

C. TERMS AND CONDITIONS (Continued)

13. (Continued)

c. Exclusions (Service Level Agreements and Grade of Service credits)

The Company will be excluded from providing SLA and Grade of Service credits for the Bronze and Silver Grades of Service should any of the following conditions occur or as limited by other sections of this Product Guide:

- Force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.

- All SLAs are offered across the Company's network. The failure of any components beyond the local facility, including the Network Interface (NI), are excluded from the SLA credit calculation.

- Data loss during the company's scheduled maintenance window.

- Data exceeding the subscribed to CIR.

- Failures attributed to facilities or equipment provided by the customer or its contractors, equipment vendors, another local exchange carrier or interexchange carrier.

- Any customer Network Management is not included in the SLA.

14. For Basic and Basic Plus point-to-point and point-to-multipoint service, the Company will use controls to limit the amount of broadcast traffic to protect the Basic Switched Ethernet network against broadcast storms. The maximum throughput of broadcast traffic will be set at 10 Mbps per customer port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for broadcast traffic within the customer network(s). [1]

15. For Basic Plus multipoint-to-multipoint service, the Company will use controls to limit the amount of multicast and broadcast traffic to protect the Basic Switched Ethernet network against traffic storms. The maximum throughput of multicast traffic will be set at 1 Mbps per customer port, while the maximum throughput of broadcast traffic will be set at 200 packets per second per port. Packets dropped by traffic controls will be excluded from SLA calculations. The Company recommends that customers enable controls for multicast, broadcast and unknown unicast traffic within the customer network(s).

16. Data exiting the network through the customer ports are excluded from SLA calculations to the extent that it exceeds the CIR for those ports.

[1] This provisioning requirement will only apply to new service installed after April 30, 2007.
[2] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [2] - Grandfathered (D)
(Continued)

C. TERMS AND CONDITIONS (Continued)

17. The responsibility of the Company shall be limited to furnishing the Basic Switched Ethernet network. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by CPE or for the quality of, or defects in, such transmission or the rejection of signal by CPE. The Company shall not be responsible for installation, operation, maintenance or adapting Basic Switched Ethernet to the technological requirements of specific CPE. In addition, the Company shall not be responsible to the customer if changes in any of the equipment, operations or procedures of the Company used in the provisioning of Basic Switched Ethernet render any facilities provided by the customer obsolete; or require modification or alteration of such equipment or system; or otherwise affect its use or performance, provided the Company has met all applicable information disclosure requirements otherwise required by law.

18. Customers will be permitted to move from a 10/100BaseT to a Gigabit Ethernet interface option where facilities and equipment permit (staying within the Basic or Basic Plus Connection, or moving from the Basic to the Basic Plus Connection), however, the Nonrecurring Charge associated with the new Gigabit Ethernet Connection will apply. However, should a customer simply wish to move from Basic to Basic Plus (without any change to the interface option; for example, retaining the 10/100BaseT interface), only the Service Order Change Charge will apply. See Rates and Charges following.

19. The aggregate assigned Committed Information Rate (CIR) across all Ethernet Virtual Connections (EVCs) between any two customer connections cannot exceed 600 Mbps per Basic or Basic Plus connection. [1]

D. FEATURES

1. Standard Features

Connection

Provides for the physical connection between the customer's premise and the serving wire center. This is comprised of a transport component, interface component and a port connection component. Several interface protocols are available: 10/100BaseT (100Mbps) and Gigabit Ethernet (1000BaseSX, 1000BaseLX/LH or 1000BaseZX).

Committed Information Rate (CIR)

CIR provides a committed level of transmission (or bandwidth) to the Connection. The customer can select a CIR from 2 Mbps to 1 Gbps per connection. The CIR is shared among one or more Ethernet Virtual Connections (EVCs), which provide a logical point-to-point connection between two customer locations.

[1] This provisioning requirement will only apply to new service installed after November 29, 2006.
[2] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

D. FEATURES (Continued)

1. Standard Features (Continued)

Repeater

For those customers who are located outside normal transmission parameters, or are served by a Serving Wire Center that is not equipped for Basic Switched Ethernet Service, service can be provided using a repeater. An engineering study will be completed to ensure transmission parameters can be met using a repeater, and the Company will determine when Repeaters are necessary. Additional charges will apply. Provisioning of Basic Switched Ethernet Service is subject to the availability and operational limitations of the equipment and associated facilities.

Additional MAC Addresses

If a customer connects to the Basic Switched Ethernet network using a bridge or switch for Layer 2 connectivity, only 50 MAC addresses can be used per Layer 2 device, per port. Any additional addresses will be assessed an additional charge, with a limit of 100 MAC addresses total per port.

Ethernet Virtual Connection (EVC)

An Ethernet Virtual Connection is a logical point-to-point connection between two customer locations, and goes from the customer demarcation point at one location through the Basic Switched Ethernet network to terminate at demarcation point at the second customer location. When multiple EVCs are provisioned, the customer must designate the portion of the CIR assigned to each EVC. For point-to-point and point-to-multipoint connections, EVCs can be set in 1Mbps increments from 2 Mbps to 600 Mbps(1). For multipoint-to-multipoint connections, EVCs can be set in 1 Mbps increments from 2 Mbps to 1 Gbps.

If a customer purchases the Silver Grade of Service for CIR, the initial EVC will be prioritized as Silver. Additional EVCs can be prioritized as Silver, Bronze or Best Effort.

If a customer purchases the Bronze Grade of Service for CIR, additional EVCs cannot be prioritized as Silver, but only as Bronze or Best Effort.

If a customer purchases the Best Effort Grade of Service for CIR, additional EVCs can only be prioritized as Best Effort.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

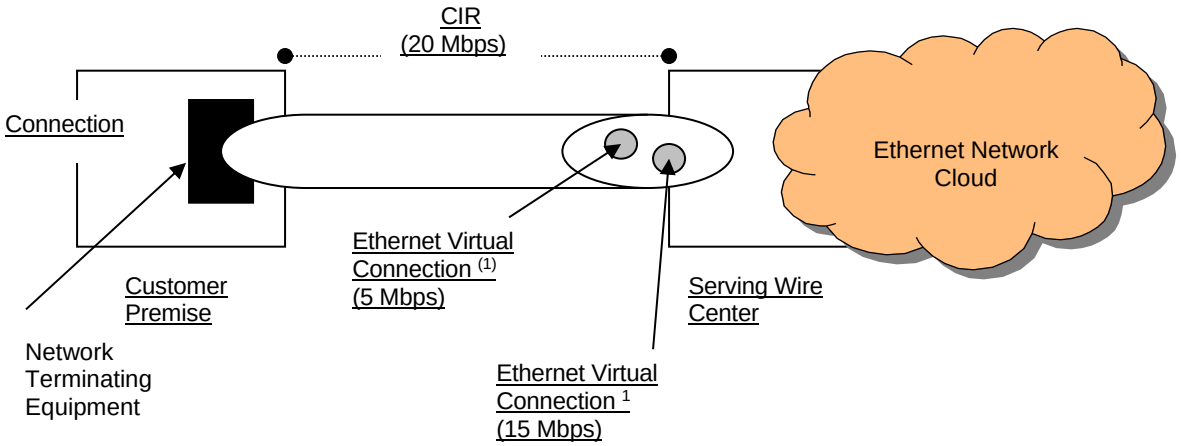
PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [2] - Grandfathered (D)
(Continued)

D. FEATURES (Continued)

2. Optional Features

The following diagram describes the various service components:



[1] Ethernet Virtual Connections are used to establish a path for certain traffic between two customer locations, and do not have a charge associated with them. Each EVC must have a portion of the Committed Information Rate (CIR) service element assigned to it.

[2] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [4] - Grandfathered (D)
(Continued)

E. RATES AND CHARGES

1. Service Elements

Description /Billing Code/	Non-Recurring Charge [1]	Monthly Payment Term Payment Plans 12 Months	24 Months	36 Months	60 Months [2]	Monthly Extension
Connection, each customer location						
Basic Service						
10/100BaseT	$1,925.00	$780.00	$750.00	$650.00	$575.00	$925.00
Gigabit Ethernet	$2,100.00	$1,200.00	$1,150.00	$1,000.00	$850.00	$1,400.00
Basic Plus Service						
10/100BaseT	$1,925.00	$780.00	$750.00	$650.00	$575.00	$925.00
Gigabit Ethernet	$2,100.00	$1,200.00	$1,150.00	$1,000.00	$850.00	$1,400.00

Description /Billing Code/		Non-Recurring Charge [1]	Monthly Rate Best Effort	Bronze	Silver
Ethernet Virtual Connection [3] (EVC) – per connection		$0.00	$0.00	$0.00	$0.00
CIR Speed (Mbps) – per port	2	$75.00	$255.00	$300.00	$500.00
	4	$75.00	$295.00	$350.00	$550.00
	5	$75.00	N/A	$450.00	$650.00
	8	$75.00	$465.00	$550.00	$750.00
	10	$75.00	N/A	$650.00	$850.00
	20	$75.00	N/A	$900.00	$1,100.00
	50	$75.00	N/A	$1,025.00	$1,225.00
	100	$75.00	N/A	$1,200.00	$1,400.00
	150	$75.00	N/A	$1,375.00	$1,775.00
	250	$75.00	N/A	$1,575.00	$1,975.00
	500	$75.00	N/A	$1,900.00	$2,300.00
	600	$75.00	N/A	$2,225.00	$2,625.00
	1000	$75.00	N/A	$2,575.00	$2,975.00

[1] Nonrecurring charges will not apply for those customers selecting the 24, 36 or 60** month Term Payment Plan (TPP) period for new service.

[2] Effective November 15, 2013, customers may not establish new term plans greater than 36 months for Basic Switched Ethernet Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

[3] Ethernet Virtual Connections (EVCs) are required for provisioning purposes only, and as such will not have a charge associated with them.

[4] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [3] - Grandfathered (D)
(Continued)

E. RATES AND CHARGES (Continued)

1. Service Elements (Continued)

Description /Billing Code/	Non-Recurring Charge [1]	Monthly Rate
Optional Features		
Additional MAC Addresses – 51-100 MAC Addresses	$70.00	$5.00

		Monthly Payment Term Payment Plans				
	Nonrecurring Charge 1	12 Months	24 Months	36 Months	60 Months [2]	Monthly Extension
Repeater	$250.00	$400.00	$375.00	$325.00	$300.00	$475.00

	Nonrecurring Charge
Optional Charges	
Service Order Cancellation - per location	$200.00
Expedite Order Charge - per location	Section 3
Service Order Change Charge - applies to CIR changes, EVC changes and Configuration changes, per location	$75.00

[1] Nonrecurring charges will not apply for those customers selecting the 24, 36 or 60# month Term Payment Plan (TPP) period for new service.
[2] Effective November 15, 2013, customers may not establish new term plans greater than 36 months for Basic Switched Ethernet Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.
[3] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [2] - Grandfathered (D)
(Continued)

E. RATES AND CHARGES (Continued)

2. Payments Plans

a. Term Payment Plans

Basic Switched Ethernet Service is only available under the Term Payment Plan (TPP) whereby customers must select either a 12, 24, 36 or 60* month period. After the selected Term Payment Plan period is satisfied, the Monthly Extension Price in effect at the time of contract expiration will apply unless a new TPP is selected. Out of term monthly extension rates will only be offered when a term contract has expired and the customer has not yet signed another term contract.

b. Renewal of Term Payment Plans

At the end of a Term Payment Plan, the customer may renew with a written notice of intent to renew no later than 90 days prior to its expiration, for any TPP in effect without incurring new nonrecurring charges. If the customer elects not to renew the TPP or does not notify the Utility of its intent to renew the TPP, the service will automatically be billed under the Monthly Extension rates in effect at the time the TPP expires until the customer cancels or renews the service with a new TPP term. Subsequently, customers under the Monthly Extension rates may convert their existing service to either a 1, 2, 3 or 5 [1] year TPP. The customer will not be assessed any associated nonrecurring charges as long as the physical serving arrangement does not change. Monthly Extension rates are not available to new service.

c. The Term Pricing Plan provides the customer with rate stabilization for the specific term period selected. Decreases in Term monthly recurring Product Guide rates will be passed on to customers who participate in a Term Pricing Plan. Should the Company increase its rates during the Term Pricing Plan period, the customer would continue to pay the rates in effect at the time the customer elected to establish service under the Term Pricing Plan.

[1] Effective November 15, 2013, customers may not establish new term plans greater than 36 months for Basic Switched Ethernet Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

[2] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [2] - Grandfathered (D)
(Continued)

E. RATES AND CHARGES (Continued)

3. Termination Charges

Termination Charges will apply to service terminated prior to the contracted period.

a. If the customer terminates the TPP agreement prior to the expiration of the 12, 24, 36 or 60 [1] month service term, the customer shall pay a termination charge. Payment of the termination charge does not release the customer from other previous amounts owed to the Company. In addition to any unpaid Special Construction or nonrecurring charges (excluding any waived charges), Termination Charges will be equal to:

Fifty percent (50%) of all recurring charges for the remaining months of the customer's term

b. Customers may upgrade their CIR to a higher speed without incurring Termination Charges, depending on facilities used. The Company will determine whether such an upgrade is permissible based on the type of facilities currently used to provide the service. In addition, Customers may upgrade their Grade of Service without incurring Termination Charges provided the upgrade does not include any reduction in the customer's existing CIR.

c. Customers may move their existing service to a new location without incurring Termination Charges provided all of the following conditions are met:

- The customer maintains the existing TPP at the new location or establishes a new TPP equal to or greater than the old location;
- During the TPP, a customer may move an Basic Switched Ethernet Service location to another premises in the same LATA and keep the TPP in force without assessment of Termination Charges, provided no lapse in billing occurs;
- The customer's request for disconnect at the existing location and the request for service at the new location are received at the same time, and the customer's disconnect order for the existing service references the new connect order for the new service;
- Moves of one location to a premise in a different serving office may result in a change in the monthly charges. Nonrecurring charges as appropriate are applicable.
- If the customer moves more than one location of the service concurrently, the customer will be liable for Termination Charges, as this is considered a complete disconnect of the service.

d. Customers may upgrade their Grade of Service (i.e. Bronze to Silver) without incurring Termination Charges provided the upgrade does not include any reduction in the customer's existing CIR.

[1] Effective November 15, 2013, customers may not establish new term plans greater than 36 months for Basic Switched Ethernet Service, and existing term plans greater than 36 months may not be renewed or extended for a term greater than 36 months.

[2] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

E. RATES AND CHARGES (Continued)

3. Termination Charges (Continued)

e. For service installed after July 10, 2007, customers will be permitted to upgrade to a higher-speed service provided by the Company, without incurring Termination Charges, given all of the following conditions are met:

- An upgrade is considered an increase in speed or capacity when comparing Basic Switched Ethernet Service to the new service.
- The customer must issue a disconnect order for the existing Basic Switched Ethernet Service and place a service order for the new higher-speed service at the same location(s) such that there is no more than 90 days overlap in service. Termination Charges for Basic Switched Ethernet Service at the current location(s) will be waived.
- The term of the new higher-speed service contract must be equal to or greater than the remaining time left on the existing Basic Switched Ethernet contract.
- The existing Basic Switched Ethernet Service must have been in service for a minimum period of 15 months for a 3-year contract or 18 months for a 5-year contract.

f. Migration to Ultimate Switched Ethernet Service

If the customer migrates from Basic Switched Ethernet Service to Ultimate Switched Ethernet Service, the customer may do so without termination charges, given all of the following conditions are met:

- The customer must issue a disconnect order for their existing Basic Switched Ethernet service and place a service order for Ultimate Switched Ethernet Service. If over-lapping service is required, billing will apply.
- Standard nonrecurring charges to install Ultimate Switched Ethernet Service, if applicable, will apply.
- The term of the new contract must be equal to or greater than the remaining time left on the existing Basic Switched Ethernet contract and the Monthly Recurring Charge of the new Switched Ethernet Service must be equal to or greater than the Monthly Recurring Charge of the Basic Switched Ethernet Service Service being replaced.
- The new Ultimate Switched Ethernet Service and the Basic Switched Ethernet service must be billed to the same customer of record at the same location(s).
- The customer's existing Basic Switched Ethernet service must have been in service at least 12 months.
- Migration is contingent on availability of fiber and equipment to serve the location being migrated.
- Other Special Construction charges, as necessary, may apply.
- If Special Construction charges were applicable to the existing Basic Switched Ethernet service being replaced, and those charges were not already paid, they must be carried forward to the new Ultimate Switched Ethernet Service contract.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N) (N)

PRIVATE LINE SERVICE

PRIVATE LINE SERVICE AND CHANNELS - BASIC SWITCHED ETHERNET SERVICE [1] - Grandfathered (D)
(Continued)

E. RATES AND CHARGES (Continued)

4. Credit Allowances

In case of an interruption to service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user, shall be as follows: no credit shall be allowed for an interruption of less than 10 seconds. The customer shall be credited for an interruption of 10 seconds or more as follows: the credit shall be at the rate of 10/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues. The credit allowance(s) for service interruptions shall not exceed 100% of the applicable monthly rates.

The Company's failure to provide or maintain services under this Product Guide shall be excused by force majeure events such as, but not limited to, an earthquake, hurricane, flood, fire, storms, tornadoes, explosion, lightning, power surges or failure, fiber cuts, strikes or labor disputes, acts of war, civil disturbances, acts of civil or military authorities or public enemy, governmental orders, civil commotion, criminal actions taken against the Company, acts of God and other circumstances beyond the Company's reasonable control.

5. Cancellation and Deferment of Start of Service Charge

Cancellation charges apply if the service order request is canceled in whole or in part prior to complete installation or start of service. The applicant is responsible for payment of the non-recoverable expenses (consisting of the loss on equipment and facilities installed or in the process of being installed, the installation labor, cost of removal and other expense factors involved) incurred by the Company in connection with the order. Installation is considered to have started when, following receipt of the order, the Company incurs any expense in connection therewith or in preparation therefore which would not otherwise have been incurred. Charges are also applicable for deferment of start of service at the customer's request beyond one month as stated in Section 1, General Regulations, paragraph 8.

6. Waiver of Non-Recurring Charges

The Company may periodically offer promotional campaigns.

[1] This service is grandfathered as of January 1, 2019. No add, moves or changes will be allowed after this date. (N)
(N)

TOLL SERVICES

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TOLL SERVICES

GENERAL

In addition to the General and Exchange Tariff, Section 1, General Regulations, the following regulations apply in connection with the furnishing of services set forth in this Product Guide.

REGULATIONS

1. General

   a. Message toll telephone service is that of furnishing facilities for telephone communication between local service areas in accordance with the regulations and system of charges specified in this section following.

   b. Toll rates ascertained as herein outlines are the effective rates applying to the message toll telephone service of the Southern New England Telephone Company when both originating and terminating within the State of Connecticut and handled exclusively by this Company or jointly by this Company and its associated or connecting companies.

   c. Message toll service offers two categories of calling service, namely station-to-station service and person-to-person service.

      (1) Station-to-Station Service

         a. Station-to-station service is that service where the call is originated by the telephone user in one of the following ways.

            (1) By direct distance dialing.
            (2) By giving to the Telephone Company operator the telephone number for the desired telephone, Centrex index telephone number, Centrex station or local connection facilities of a Miscellaneous Common Carrier.
            (3) By giving to the Telephone Company operator the name and address under which the desired telephone, private branch exchange system, Centrex system, or Miscellaneous Common Carrier is listed. The particular person, department, office, private branch exchange station, Centrex station or Miscellaneous Common Carrier mobile station may not be specified.

      (2) Person-to-Person Service

         a. Person-to-person service is that service under which the person originating the call specifies a particular person to be reached at the called point or a particular station, department, office private branch exchange, Centrex station or Miscellaneous Common Carrier mobile station.

            (1) Where the person originating the call wishes arrangements made in advance with a particular person or station for the establishment of a connection at a specified time (appointment call), the call is classified as person-to-person.

            When it is necessary for the Telephone Company to employ a messenger or other means to bring the called person to a telephone, the call is classified as person to person and, in addition to charges for the message; a charge is made for the exact amount expended, if any for messenger service.

TOLL SERVICES

REGULATIONS (Continued)

1. General (Continued)

d. One schedule of station-to-station service is offered for Basic Message Toll Schedule – Business.

Basic Message Toll Schedule (Business)

Defines the rates for unassisted Customer Calling - Sent Paid which is station-to-station service where the person originating the call from other than a public or semi-public coin telephone dials the telephone number desired and the call is completed without the assistance of a telephone company operator, except: when an operator records the originating telephone number where no automatic recording equipment is available; when an operator reaches the called number where facilities are not available for dial completion; when an operator places a call for a calling party who identifies themselves as being handicapped and unable to dial the call because of this handicap; when an operator reestablishes a call which has been interrupted after the called number has been reached; and when the operator establishes a call because the customer reports a service difficulty other than a "busy signal" or "no answer" condition at the called station.

e. Promotional Campaigns

Upon five (5) days' notice to the DPUC the Company may periodically offer promotional campaigns.

f. Applicable Call Types and Rate Periods

Call Types and Rate Periods	Time Applicable* From	To But Not Including	Days Applicable
1. Business - Station-to Station Unassisted Customer Calling - Sent Paid Initial and Overtime Periods			
Day	8:00 A.M.	5:00 P.M.	Monday through Friday
Evening	5:00 P.M. 8:00 A.M.	11:00 P.M. 11:00 P.M.	Monday through Friday and Saturdays, Sundays and Specified Holidays
Night	11:00 P.M.	8:00 A.M.	Every Day

Call Types and Rate Periods	From	To But Not Including	Days Applicable

TOLL SERVICES

REGULATIONS (Continued)

1. General (Continued)

2. Coin - Sent Paid

Initial Period Only

Day	All Times.	Every Day

3. Bill to Third Number, and other Operator Assisted

Initial Period Only

Day	All Times.	Every Day

4. Person-to-Person

Initial Period Only

Day	All Times.	Every Day

5. Bill to Third Number and other Operator Assisted, Coin-Sent Paid, and Person-to- Person:

Additional Minutes

Day	8:00 A.M.	5:00 P.M.	Monday through Friday
Evening	5:00 P.M. 8:00 A.M.	11:00 P.M. 11:00 P.M.	Monday through Friday and Saturdays, Sundays and Specified Holidays
Night	11:00 P.M.	8:00 A.M.	Every Day

* As prescribed in 3. (Time of Day) following, the time that the calling station governs.

2. Collection of Charges

a. Charges (including messenger charges) for all classes of telephone calls are billed against or collected from the calling telephone in all cases, except that upon request toll charges may be:

Billed against or collected from the called telephone (i.e., charges may be reversed) if the charges are accepted at the called station. Also, with positive acceptance from anyone at the billed number, toll charges may be transferred to a third telephone number at the request of the calling telephone user. In each case the Product Guide rates for the particular class of telephone call applies.

TOLL SERVICES

REGULATIONS (Continued)

3. Time of Day

   a. The time of day when conversation actually starts, determined in accordance with the time system - standard or daylight saving - legally or commonly in use at the point where the calling station is located, determines whether Day, Evening, or Night rates apply.

   b. In cases where a message begins in one rate period and ends in another, the rate in effect in each rate period applies to the portion of the message occurring within that rate period. In the event that a minute of use is split between two rate periods, the rate in effect at the start of the period applies.

4. Limited Conversation

   The Telephone Company reserves the right to limit the length of conversation when necessary in time of emergency resulting in a shortage of facilities.

5. Billed Number Screening

   a. The term “Billed Number Screening” denotes an arrangement whereby, at the time of the call origination, bill to third party and collect calls are screened for customer preauthorization or customer-directed non-acceptance.

   b. Billed Number Screening will be furnished in response to a customer request to control instances of fraudulent or unwanted calls, associated with bill to third party, station to station collect, or person to person collect service.

6. Toll Plans with MRCs

   For toll plans with monthly recurring charges (“MRCs”) and associated usage charges, the charges begin as of the first day of the billing cycle in which service is furnished, unless otherwise stated.

TOLL SERVICES

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE

1. SPECIFIC RATES WITHIN CONNECTICUT

Tables showing initial period station-to-station day rates between all toll rate centers in the State of Connecticut are included in a supplement hereto entitled Station-to-Station Day Rates Between Connecticut Points (Unassisted Customer Calling - Sent-Paid)."

2. RATE APPLICABLE ON CERTAIN HOLIDAYS

Station-to-Station Evening rates and Person-to-Person Evening rates apply for calls from 8:00 A.M. to, but not including, 11:00 P.M. for the following:

Independence Day (July 4)
Labor Day (the first Monday in September)
Thanksgiving Day (the fourth Thursday in November)
Christmas Day (December 25)
New Year's Day (January 1)

3. MESSAGE TOLL TELEPHONE COMMUNICATIONS TO AND BY HEARING OR SPEECH IMPAIRED CUSTOMERS

When a message toll telephone message is either placed to or by a hearing or speech impaired customer through the use of Telephone Company or customer-provided Telecommunication Devices for the Deaf/Text Telephone (TDD/TT) or Augmentative and Alternate Communication (AAC) devices, the charge for such a message will be based on 25 percent of the actual conversation time consumed for the message.

4. METHOD OF DETERMINING RATE MILEAGE BANDS

a. Message toll telephone rates between rate centers are based on air-line distance between such rate centers, determined in accordance with (a) and (b) following. Fractional miles are considered as full miles for rating purposes.

(1) For the purpose of determining rate distances, a Vertical “V” and Horizontal “H” coordinate system is used. The V-H system consists of vertical and horizontal lines covering the State of Connecticut.

(2) The location of a rate center expressed in latitude and longitude is converted mathematically to its grid location, that is, Vertical “V” and Horizontal “H” coordinates. These coordinates permit calculation of the distance between any two such rate centers.

b. For Message Toll Telephone service elements having minimum and maximum rates, the Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in that rate.

TOLL SERVICES

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

5. OUTBOUND DEFAULT RATES

	Minimum Usage Charge
Business	$22.50

If monthly outbound and/or inbound usage equals or exceeds the minimum usage charge in a billing period, the monthly minimum usage charge will not apply. If monthly inbound and/or outbound usage in a billing period is less than $22.50, the monthly minimum usage charge that will apply will be the difference between that month's usage and $22.50.

6. INITIAL AND OVERTIME PERIODS AND RATES

a. Message toll rate are quoted in terms of initial and over time periods.

(1) The initial period is the interval of time allowed at the rate quoted for toll connections between given points.

(2) The overtime period is the unit of time used for measuring and charging for time in excess of the initial period.

b. Initial period rates are for telephone connections of one minute or fraction thereof for Business calls and Section 18 for the CPAL Toll (Business only), and all overtime rates are for each additional minute or fraction thereof that the telephone connection continues beyond the initial period.

c. Timing of Messages

(1) Length of conversation is the elapsed time between the beginning and the end of a telephone communication.

(2) On calls placed on a station-to-station basis, conversation is considered as beginning at the time telephonic communication is established between the calling telephone and the called telephone, private branch exchange system, Centrex system or Miscellaneous Common Carrier mobile radio system.

(3) On calls placed on a person-to-person basis, conversation is considered as beginning at the time telephonic communications is established between the person calling and the particular person called, another person acceptable to the person calling, or the private branch exchange station called.

(4) On all calls, conversation is considered as terminated at the time the disconnect signal is received.

d. Basic Message Toll Schedules - Business and Operator Assisted

	Per Minute
Business and Business Operator Assisted:	$0.42

TOLL SERVICES

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

7. BASIC MESSAGE TOLL SCHEDULE OPERATOR ASSISTED CALLS

a. Basic Message Toll Schedule

The Basic Message Toll Schedules - Business provide the Weekday (Monday through Friday) Day rates for initial and additional minutes applicable to Unassisted Customer Calling Sent-Paid messages.

8. OPERATOR ASSISTED CALLS

a. Description of Service

Operator Assisted is station-to-station service other than "Unassisted Customer Calling-Sent Paid" and "Coin-Sent Paid." The rates for the Operator Assisted calls are determined by adding the appropriate Operator Assisted surcharge to the Basic Message Toll Schedule or to the local call rate as defined in this section. The surcharge categories for station-to-station Operator Assisted are as follows:

(1) Bill to Third Number (includes time and charges billed on a Bill to Third Number basis).

(2) All Other Operator Assisted - pertains to Collect, Toll Access Line and Customer Choice-Operator Completed (includes time and charges billed on a Collect and Toll Access Line).

Person-to-Person Service

Rates for person-to-person service are determined by adding the appropriate person-to-person surcharge to the Basic Toll Schedule as defined in this section.

Day, Evening or Night rates apply to both station-to-station and person-to-person services.

(D)

(D)

TOLL SERVICES

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

8. OPERATOR ASSISTED CALLS (Continued)

a. Description of Service (Continued)

Operated Dialed Service Charge

An Operator Dialed Service Charge is applied to any operator station or person-to-person call where the customer has the capability of dialing all the digits necessary to complete the call, but elects to have the operator dial the called number. This charge is in addition to any applicable surcharge.

Exemptions:

- Calls in which a Company operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

- Calls where a customer cannot otherwise dial the call, due to trouble on the Company's telecommunications network.

b. Rates and Charges

Operator Services is furnished to customers upon their request to assist in the completion of calls where facilities and operating conditions permit. This charge is in addition to all applicable measure usage charges.

Service Charges are assessed on a per call basis as specified below:

	Per Call	
Bill to Third	$3.00	
All other Operator Assisted messages	$3.00	
Person-to-Person Messages	$4.50	
		(D)
Operator Dialed Service Charge	$1.00	(D)

9. PAYPHONE USE CHARGE

The Payphone Use Charge applies to all completed non-sent paid (alternately billed) calls that originate from payphones. The Payphone Use Charge will apply in addition to any applicable Operator Assisted surcharges listed in paragraph 9. (Operator Assisted Calls) or other applicable surcharges and any applicable message charge.

	Minimum	Maximum	Current
Payphone Use Charge	$0.10	$0.75	$0.30

TOLL SERVICES

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

10. SPECIAL DISCOUNT RATES

a. From time to time, toll rates may be lowered by as much as 70% from the day rate for selected hours and selected days as determined by The Telephone Company as part of a calling incentive campaign. Each campaign will not exceed one day in length.

b. Special discount rates apply only to intrastate long distance calls which originate within the Company's franchise area that are station to station direct dial calls.

c. If the normal discounts (i.e., evening, night and holiday) applicable to an intrastate call make the cost of that call less than the special discount rate, the lower of the two rates will apply.

11. RATE DISCOUNTS AND APPLICATION PERIODS

a. Rate discounts and application periods for all toll messages and CPAL Toll Schedule messages are set forth in paragraph 11.c. following.

b. For all Operator Assisted and Person-to-Person toll messages, the Weekday initial period Basic Rate plus the applicable operator surcharge apply all days, all hours. For all CPAL Toll Schedule messages the appropriate Weekday initial period rate applies all days, all hours.

c. For Business Messages, as well as CPAL Toll Schedule, Operator Assisted and Person to Person Messages

<table>
<tr><th></th><th>Mon.</th><th>Tue</th><th>Wed</th><th>Thur</th><th>Fri</th><th>Sat</th><th>Sun</th><th>% Discounts</th></tr>
<tr><td>8AM to *5PM</td><td colspan="5">Day Rate Period</td><td></td><td></td><td rowspan="3">Discounts apply to 1) total charges for Unassisted Customer Sent-Paid Messages and

2) to total additional minute charges for operator assisted person-to-person and Coin Sent-Paid messages

Total Fractional Amounts are rounded to the nearest cent.</td></tr>
<tr><td>5PM to *11PM</td><td colspan="7">Evening and Weekend Rate Period

35% Discount</td></tr>
<tr><td>11PM to *8AM</td><td colspan="7">Night Rate Period

60% Discount</td></tr>
</table>

* to but not including

TOLL SERVICES

MESSAGE TOLL TELEPHONE TWO-POINT SERVICE (Continued)

11. RATE DISCOUNTS AND APPLICATION PERIODS (Continued)

d. Automatic Volume Discounts

Automatic volume discounts may apply to a customer's toll free usage charges on a Billed Telephone Number (BTN) basis. These discounts do not apply to direct dialed intrastate message toll telephone service charges.

Business Automatic Volume Discounts – Toll Free Usage

Total Monthly Usage			Discount %		
			Minimum	Maximum	Current
$ .01	-	$ 5.00	0	50	0
5.01	-	10.00	0	50	0
10.01	-	15.00	0	50	10
15.01	-	20.00	0	50	10
20.01	-	25.00	0	50	10
25.01	-	30.00	0	50	10
30.01	-	35.00	0	50	10
35.01	-	40.00	0	50	10
40.01	-	45.00	0	50	10
45.01	-	50.00	0	50	10
50.01	-	55.00	0	50	10
55.01	-	60.00	0	50	10
60.01	-	65.00	0	50	10
65.01	-	70.00	0	50	10
70.01	-	75.00	0	50	10
75.01	-	80.00	0	50	10
80.01	-	85.00	0	50	10
85.01	-	90.00	0	50	10
90.01	-	95.00	0	50	10
95.01	-	100.00	0	50	10
100.01	-	125.00	0	50	10
125.01	-	150.00	0	50	10
150.01	-	175.00	0	50	10
175.01	-	200.00	0	50	10
200.01	-	250.00	0	50	15
250.01	-	300.00	0	50	15
300.01	-	350.00	0	50	15
350.01	-	400.00	0	50	15
450.01	-	500.00	0	50	15
500.01	-	1,000.00	0	50	20
1,000.01	-	2,000.00	0	50	25
2,000.01	-	5,000.00	0	50	30
5,000.01	-	10,000.00	0	50	35
10,000.01	+		0	50	40

TOLL SERVICES

INTRASTATE TOLL RATES - INITIAL ONE MINUTE STATION-TO-STATION DAY INTRASTATE TOLL RATES (UNASSISTED CUSTOMER CALLING-SENT PAID)

	Per Minute
Business	$0.42

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP)

Optional Calling Plans provide participating subscribers with the option of paying a monthly charge to obtain special discounts on the message toll rates set forth in Section 18.

Effective May 20, 2014, Calling Card Service will no longer be available.

A. BUSINESS VOLUME DISCOUNT PLAN

1. DEFINITION

The Business Volume Discount Plan is an Optional Calling Plan offered only to business customers. Subscribers pay a monthly fee to have a discount applied to their Connecticut intrastate Message Toll Telephone Service (MTS) usage charges.

2. REGULATIONS

The regulations outlined for Message Toll Telephone Service as specified in Section 18 are applicable for the Business Volume Discount Plan.

3. LIMITATIONS

a. The Business Volume Discount applies to total intrastate usage charges on Message Toll Telephone Service calls outlined in Section 18 with the exclusion of:

1) Coin-Sent Paid Calls
2) Operator Handled Calls originating from Greenwich and Byram

b. This service is furnished only on an obsolete basis, that is, present customers cannot make any additions to their present service and no new customers may subscribe.

4. MINIMUM PERIOD

The minimum period of service is one month.

5. RATES AND CHARGES

a. Application of Charges

1. Business Volume Discount Plan charges include nonrecurring, recurring and usage charges. The nonrecurring charge to establish service is the business Service Order Charge – Subsequent outlined in Section 3. The recurring charge consists of a monthly subscription charge. The monthly subscription charge applies whether or not the customer makes any toll calls. The subscription charge is billed in addition to Message Toll Telephone Service usage charges.

2. Upon fourteen (14) days' notice to the DPUC, the Company may periodically offer promotional campaigns.

3. The monthly subscription charge is billed in advance to the customer's billing telephone number.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

A. BUSINESS VOLUME DISCOUNT PLAN (Continued)

5. RATES AND CHARGES (Continued)

a. Application of Charges (Continued)

4. When the customer's billing date and the date that the Business Volume Discount Plan is started or discontinued do not coincide, the monthly recurring charge will be adjusted to reflect the fractional part of the month service is provided. For these purposes, each month is considered to have 30 days.
5. If the customer's total monthly prediscounted intrastate MTS usage charges outlined in 3.a. above are at least at the level specified in 5.b.3. following, the monthly subscription charge will be waived.

6. The following subscription charge, volume discount and amount of prediscounted intrastate MTS charges to qualify for a monthly subscription charge waiver will apply for the Business Volume Discount Plan. The Telephone Company shall not charge any rate, apply any volume discount or waive any subscription charge on a customer's bill other than the ones approved unless they have so notified the Department of Public Utility Control fourteen (14) days prior to the effective date of any change to that subscription charge, volume discount level or amount of intrastate MTS charges that qualify for a subscription charge waiver.

b.

Rates and Charges Elements	Minimum	Maximum
1. Subscription Charge - monthly per account	$30.00	$80.00
2. Discount on intrastate MTS usage charges	l0%	30%
3. Monthly qualifying amount for subscription charge waiver.	$100.00	$400.00

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

B. EXCHANGE PLUS SERVICE (GRANDFATHERED)

1. DEFINITION

Exchange Plus Service offers customers the option of paying a monthly charge to obtain an initial cumulative time of direct dialed calling each month to exchanges they call the most, which would otherwise be accessible to a subscriber only by the use of message toll telephone service. The subscriber may place as many calls to the (se) exchange(s) during a month to accumulate the time used. The billing system will analyze all exchanges called that meet the requirements of the Exchange Plus calling plan, and apply the initial cumulative time and any additional discounts to the (se) exchange(s) which will provide to the subscriber the best savings. These exchanges may be the same each month or change each month dependent upon the subscriber's calling for any particular month. For direct dialed calls in excess of the initial cumulative period, subscribers obtain special discounts from basic MTS daytime rates. The Exchange Plus rates and charges set forth in paragraph 3 following are in payment for the service furnished between the calling and called stations.

2. REGULATIONS

a. Exchange Plus Service is not available to new business customers.

b. While Exchange Plus Service is provided with the understanding that calls made to exchanges under the
Exchange Plus plan will be dialed directly by the subscriber, calls may be placed through an operator of the Telephone Company in cases where assistance is needed for completion of the call. The service does not provide for person-to-person, collect, calling card, conference or other calls, which normally require an operator.

c. Exchange Plus calls do not qualify for further MTS automatic volume discounts.

d. Limitation of Service

The exchanges to which a subscriber to Exchange Plus receives the discounts, are limited to those beyond the subscribers extended local calling area.

e. Minimum Period

The minimum period of service is one month.

f. Allowance for Interruptions

Allowance for interruptions of service is as set forth in The General Exchange Tariff, Section 1, No. 16.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

B. EXCHANGE PLUS SERVICE (Grandfathered) (Continued)

3. RATES AND CHARGES

a. Application of Charges

1. Exchange Plus Service includes recurring and non-recurring charges. The non-recurring charge to establish service is the record order charge outlined in Section 3. The recurring charge consists of a monthly subscription fee, which is billed on a billed telephone number basis. The monthly subscription fee applies whether or not the subscriber makes any Exchange Plus Calls.

2. The Company may periodically offer promotional campaigns.

3. When the customer's billing date and the date that Exchange Plus Service is discontinued do not coincide, the monthly recurring charge will be adjusted to reflect the fractional part of the month service is provided. For those purposes, each month is considered to have 30 days.

4. The monthly recurring charge is billed to the customer's billing telephone number account in advance and the amount that is billed is based on the number of exchanges chosen per billing telephone number account.

5. The monthly recurring charge provides customers with the following initial period of cumulative direct dialed calling to the selected exchange(s) of their choice:

	Minimum	Maximum	Current
Business	30 Minutes	60 Minutes	30 Minutes
Business	30 Minutes	60 Minutes	60 Minutes

6. The following rates will apply for Exchange Plus, however, the Telephone Company shall not charge any rate or apply any discount other than the ones approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate.

Rates and Charges Elements

a. Monthly Recurring Charge -per account, per exchange

	Minimum	Maximum	Current
(2) Business	Imputation	$12.00	$4.00
(3) Business	Imputation	$12.00	$7.00

b. Discount on Direct Dialed Exchange Plus Calls

Business	Minimum	Maximum	Current
8AM - 5PM Weekdays	20%	60%	25%
5PM - 11PM Weekdays	20%	60%	60%
11PM - 8AM Weekdays	20%	60%	60%
Weekends and Holidays	20%	60%	60%

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED)

1. DEFINITION

The High Volume Discount (HVD) Plan is a service for which subscribers pay a monthly minimum fee to obtain one (1) second rating after the minimum call period on their intrastate message toll calls which are then rated according to the usage schedule and volume discount table set forth in paragraph 6 below. In addition, business subscribers may select the Multilocation Option whereby usage from customer specified billing telephone numbers are aggregated for the determination of further volume discounts. The HVD plan is offered on a grandfathered basis to existing customers only.

2. REGULATIONS

a. The HVD Plan and all of its options are no longer available to new business customers who are Frontier Long Distance Customers. The monthly option is also no longer available to new HVD customers.

b. The discounts specified in Section 18 of this Product Guide for Message Toll Telephone Service are no longer applicable for HVD Plan calls.

(1) In cases where a message begins in one rate period and ends in another, the rate in effect in each period applies to the portion of the message occurring within that rate period. In the event that the initial eighteen (18) seconds is split between two (2) rate periods, the rate in effect at the start of the message applies.

c. Upon three (3) business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

d. The Company will offer a no risk offer to trial a Company HVD Plan to customers of other long distance carriers. Customers who select the trial and who remain in service for at least two (2) months, but not more than six (6) months and then switch back to their former carrier will receive up to a $50 credit per customer. The Telephone Company will apply the credit to the customer's bill. This offer is limited to one such reimbursement per customer.

e. The Company will provide to customers who sign up for a term commitment of greater than one year, a usage credit not to exceed on full month's usage. The credit will be equal to the second month's usage and will be credited to the customer’s bill in the third month of the first year term commitment only.

f. The Company may aggregate toll service amounts with other selected services that have identical discount schedules.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

3. LIMITATIONS

a. The HVD Plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

b. The HVD Plan customers are not eligible for other toll Optional Call Plans provided for in this Product Guide.

4. MINIMUM PERIOD

The minimum period of service is twelve (12) months.

5. APPLICATION OF RATES AND CHARGES

a. The High Volume Discount Plan includes non-recurring charges, a monthly minimum usage charge and usage rates. The non-recurring charges are the record order charges outlined in Section 3. The monthly minimum fee is billed regardless if the subscriber places any High Volume Plan calls in the month. Usage on High Volume Discount Plan calls is rated based on an initial period of 18 seconds and additional periods of one (1) second.

b. The monthly minimum usage charge is billed on a per billing telephone number account basis.

c. High Volume Discount Plan calls rated on an initial period of (18) seconds and additional periods in one (1) second increments for usage and rating purposes.

d. The Company may periodically offer promotional campaigns.

6. RATES AND CHARGES

The following rates and charges will apply for the High Volume Discount Plan. With respect to elements having minimum and maximum rates, the Telephone Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in that rate.

	Minimum	Maximum	Current
a. Monthly Minimum Charge, per account per account	$200.00	$500.00	$200.00
b. Usage Rates-per call			
Day Initial 18 seconds	Imputation	$.0630	$.0450
Day Each additional 1 second	Imputation	$.0035	$.0025

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

6. RATES AND CHARGES (Continued)

c. High Volume Discount Table

Monthly Toll Bill	Percent Discount Minimum	Maximum	Current
$.01 - $300.00	0	50	0
$300.01 - $500.00	0	50	5%
$500.01 - $1,000.00	0	50	7%
$1,000.01 - $2,000.00	0	50	10%
$2,000.01 - $3,000.00	0	50	13%
$3,000.01 - $5,000.00	0	50	16%
$5,000.01 - $10,000.00	0	50	18%
$10,000.01 +	0	50	22%

7. MULTILOCATION OPTION

a. The High Volume Discount Plan Multilocation Option allows business subscribers to specify multiple billing telephone numbers to aggregate for the application of volume discounts outlined in 6.c. preceding. Volume discounts will be applied as a credit for each billed telephone number account based on the aggregate usage for the previous month.

b. Only those billing telephone number accounts where customers have selected the High Volume Discount Plan are eligible for the Multiloction Option.

c. Customers are responsible for identifying which billing telephone number accounts they want included under this option and notifying the Telephone Company to remove or add any accounts to the Multilocation Option.

d. The Multilocation Option will be available to the billing telephone number accounts within a customer's direct control.

e. The customer must specify one account as the primary location for the application of the monthly minimum usage charge if the monthly minimum usage requirement has not been met by the aggregate of accounts.

f. The record order charge as outlined in Section 3 is applied when subscribing to the Multilocation Option.

g. For a special initial service introductory period ending June 30, 1994, the Telephone Company will waive the non-recurring charges associated with the Multilocation Option.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. VOLUME/TERM OPTION

a. Definition

The Volume/Term Option extends to HVD customers the opportunity to receive further discounts on eligible services. The Volume/Term Option has two features, the first is the volume portion of the plan, which allows the customers to aggregate usage associated with each of their eligible services. The second feature of the plan is the term portion which allows the HVD customer the option of committing to the service for a one, two, three, four or five year period as outlined in the Term Rebate Schedule in exchange for an additional discount in the form an additional monthly Discount.

b. Regulations

The following regulations are in addition to those outlined in Section 18.

1. The record order charge as outlined in Section 3 is applied when subscribing to the Volume/Term Option.

2. The Company may periodically, upon notice to the Department of Public Utility Control, waive the record order charge for the Volume/Term Option, and non-recurring charges associated with all of the eligible services, as part of a promotional campaign not to exceed 90 days.

c. Aggregate Volume Feature

1. To be eligible for the Volume/Term Option customers must subscribe to the High Volume Discount Plan. Existing HVD customers will need to contact the Company to activate this feature. Customers who subscribe to the Aggregate Volume Feature receive the appropriate monthly HVD discount on the aggregate usage of all eligible services. The monthly HVD schedule can be found in 6.(c) above. The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate High Volume Discount in order to provide the total discounting benefit on a monthly basis.

2. Eligible Services and Usage Schedules

a) Outwards WATS - Outward WATS usage is initially rated according to usage schedules and rates located in Section 18, Wide Area Telephone Service (WATS) [1]. (C)

b) High Volume WATS - High Volume WATS usage is initially rated according to usage schedules and rates located in Section 18, Wide Area Telephone Service (WATS) [1]. (C)

c) High Volume Discount Plan - High Volume Discount Plan usage is initially rated according to usage schedules and rates located in Section 18, Wide Area Telephone Service (WATS) [1]. (C)

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. VOLUME/TERM OPTION (Continued)

c. Aggregate Volume Feature (Continued)

2. Eligible Services and Usage Schedules (Continued)

d) 800 CustomLink - All 800 CustomLink Service options except Option 1 non-dedicated local exchange line are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of 18 seconds and additional periods of 1 second increments for usage and rating purposes.

The following daytime rates apply for eligible 800 CustomLink usage as described in Section 5.

	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.0630	$.0390
Each additional 1 second	Imputation	$.0035	$.0022

The standard time-of-day rating periods and discounts found in 1.(b) above apply to eligible 800 CustomLink calls.

d. Term Rebate Feature

1. The Term Rebate Feature is based on the term period selected and the monthly volume of usage charges for each of the eligible services. Each month, customers receive fifty percent of the applicable rebate determined based upon the appropriate schedules contained in d. (4) below each month along with their monthly HVD discount. The remaining fifty percent of the rebate will be accumulated on a monthly basis and will be provided to the customer in a lump sum at the end of each plan year. Customers may choose to have their portion of their lump sum annual rebate payment either applied directly to their bill as a credit or sent to them in the form of a check.

2. Customers will forfeit the accumulated portion of their lump sum rebate if they terminate HVD service at any time before the commitment period expires. These customers will also be charged the difference between the rebate they have been provided to date and the rebate the customer was entitled to based on the actual length of time in the plan or 35% of average monthly billing to date for the remaining months of the contract whichever is greater.

3. The customer must notify the Company at least 30 days in advance of the Term Rebate expiration date to either cancel or renew the Term Rebate Feature. If the customer does not notify the Company, the Term Rebate Feature will be automatically renewed with the same term commitment as the Term Rebate arrangement to which the customer currently subscribes, if such arrangement is then available.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. VOLUME/TERM OPTION (Continued)

d. Term Rebate Feature (Continued)

4. Current subscribers of this Optional Call Plan can convert to the Business Flat Rate Plan without penalty. The customer must meet the minimum requirements of the alternate plan and also agree to sign a term agreement in twelve-month increments, equal to or greater than the remaining months on their existing agreement. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, then the customer must opt for the longest term currently available.

5. Term – Additional Discount Schedule

1 Year Term Plan	Percent Discount		
Monthly Eligible Usage Bill	Minimum	Maximum	Current
$200.00 - $500.00	0	50	2%
$500.01 - $1,000.00	0	50	3%
$1,000.01 - $2,000.00	0	50	4%
$2,000.01 - $3,000.00	0	50	5%
$3,000.01 - $5,000.00	0	50	6%
$5,000.01 - $10,000.00	0	50	7%
$10.000.01 +	0	50	8%

2 Year Term Plan	Percent Discount		
Monthly Eligible Usage Bill	Minimum	Maximum	Current
$200.00 - $500.00	0	50	3%
$500.01 - $1,000.00	0	50	4%
$1,000.01 - $2,000.00	0	50	6%
$2,000.01 - $3,000.00	0	50	8%
$3,000.01 - $5,000.00	0	50	9%
$5,000.01 - $10,000.00	0	50	10%
$10.000.01 +	0	50	11%

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. VOLUME/TERM OPTION (Continued)

d. Term Rebate Feature (Continued)

5. Term – Additional Discount Schedule

3 Year Term Plan	Percent Discount		
Monthly Eligible Usage Bill	Minimum	Maximum	Current
$200.00 - $500.00	0	50	5%
$500.01 - $1,000.00	0	50	6%
$1,000.01 - $2,000.00	0	50	8%
$2,000.01 - $3,000.00	0	50	9%
$3,000.01 - $5,000.00	0	50	10%
$5,000.01 - $10,000.00	0	50	11%
$10.000.01 +	0	50	13%

4 Year Term Plan	Percent Discount		
Monthly Eligible Usage Bill	Minimum	Maximum	Current
$200.00 - $500.00	0	50	5%
$500.01 - $1,000.00	0	50	6%
$1,000.01 - $2,000.00	0	50	9%
$2,000.01 - $3,000.00	0	50	10%
$3,000.01 - $5,000.00	0	50	11%
$5,000.01 - $10 ,000.00	0	50	12%
$10,000.01+	0	50	14%

5 Year Term Plan	Percent Discount		
Monthly Eligible Usage Bill	Minimum	Maximum	Current
$200.00 - $500.00	0	50	5%
$500.01 - $1,000.00	0	50	6%
$1,000.01 - $2,000.00	0	50	10%
$2,000.01 - $3,000.00	0	50	11%
$3,000.01 - $5,000.00	0	50	12%
$5,000.01 - $10,000.00	0	50	13%
$10,000.01+	0	50	15%

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

6. MUNICIPAL ACCOUNT PLAN

1. Description

a. The Municipal Account Plan consists of WATS [1] and 800 services priced as a Custom Service Arrangement. Access is not included in the billing, and must be provided under the terms and conditions set forth in the appropriate sections of this Product Guide. (C)

b. This arrangement is available to Connecticut municipalities and qualified boards, districts, or associations created by such municipalities. For the purposes of this arrangement, municipality means any political subdivision of the state having the power to make appropriations or levy taxes, and includes any town, city, or borough. Qualified boards, districts, or associations include, but are not limited to school, sewer, fire, water or lighting districts, or other metropolitan or municipal district. This arrangement is also available to any elementary or secondary nonpublic school, not conducted for profit, as well as any nonprofit college or university that has degree-granting authority in Connecticut.

c. Individual accounts who also subscribe to Centrex, CentraLink, DCOSS or future similar services qualify for a separate rate under this arrangement.

d. With respect to rate elements having minimum and maximum rates, the Company shall not charge any rate other than the rates within the minimum and maximum range until the Company notifies the Department at least fourteen (14) days prior to the effective date of any change to that rate

2. Charges/Liability

a. The rate for inbound and outbound minutes of use is based upon a commitment of twelve (12), twenty four (24), thirty-six (36), forty eight (48) or sixty (60) months.

b. Service is subject to all of the Company's Tariff and/or Product Guide regulations unless otherwise specified.

c. If a customer terminates this agreement during the initial term, the customer will be liable for the present worth of the remaining monthly charges of the unexpired portion of the term based on the average of the monthly charges incurred over the expired portion of the term.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

6. MUNICIPAL ACCOUNT PLAN (Continued)

2. Charges/Liability (Continued)

d. Per Minute Usage Rate

Term 12 mo.	24 mo.		36 mo.		48 mo.		60 mo.			
	Min.	Max.	Min.	Max.	Min.	Max.	Min.	Max	Min.	Max.
Outbound and Inbound Calls (Centrex, CentraLink and DCOSS)										
0 to 99K	*	$.095	*	$.093	*	$.090	*	$.087	*	$.085
100K and over	*	$.095	*	$.093	*	$.090	*	$.087	*	$.085
Outbound and Inbound Calls (All other accounts)										
0 to 99K	*	$.100	*	$.098	*	$.095	*	$.092	*	$.090
100K and over	*	$.100	*	$.098	*	$.095	*	$.092	*	$.090

* Imputation Standard

7. CENTRALINK HVD PLAN (GRANDFATHERED)

a. DEFINITION

The CentraLink HVD Plan is no longer available to new Centrex or CentraLink Customers who do not qualify under the Municipal Account Plan. The CentraLink HVD Plan allows subscribers who commit to a 1, 2, 3, 4 or 5 year plan to aggregate usage associated with each of their eligible services and benefit from a specialized rate and discount structure. The CentraLink HVD Plan constitutes an optional form of HVD service and distinct subscription to HVD is not required. The CentraLink HVD Plan is otherwise subject to the terms and conditions of HVD service except where specifically noted. The CentraLink HVD plan is available on a grandfathered basis to existing customers only.

b. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

1. The monthly minimum fee does not apply to the CentraLink HVD Plan.

2. The record order charge as outlined in Section 3 is applied when subscribing to the CentraLink HVD Plan.

3. The Company may periodically, upon five (5) days notice to the Department of Public Utility Control, waive the record order charge for the CentraLink HVD Plan, and non-recurring charges associated with all of the eligible services, as part of a promotional campaign.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

7. CENTRALINK HVD PLAN (GRANDFATHERED) (Continued)

b. REGULATIONS (Continued)

4. The Multilocation Option is available to CentraLink HVD Plan subscribers. The record order charge will be waived for all accounts included at the time of initial subscription.

5. Current subscribers of this Optional Call Plan can convert to the Business Flat Rate Plan without penalty. The customer must meet the minimum requirements of the plan and also agree to sign a term agreement in twelve-month increments, equal to or greater than the remaining months on their existing agreement. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, then the customer must opt for the longest term currently available.

c. MINIMUM PERIOD

The minimum period of service is one year.

d. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the CentraLink HVD Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the one approved until they have so notified the Department of Public Utility Control at least 5 days prior to the effective date of any change in the rate.

1. Outward WATS [1] (C)
Outward WATS usage is initially rated according to usage schedules and rates located in Section 18, Wide Area Telephone Service (WATS).

2) High Volume WATS [1] (C)
High Volume WATS is initially rated according to usage schedules and rates located in Section 18, Wide Area Telephone Service (WATS).

3) 800 CustomLink

All 800 CustomLink Service options except Option 1 non-dedicated local exchange line are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of (18) seconds and additional periods of one (1) second increments for usage and rating purposes.

	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.0630	$.0390
Each additional 1 second	Imputation	$.0035	$.0022

The standard time-of- day rating periods and discounts found in 2.(b) above apply to eligible 800 CustomLink calls.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

7. CENTRALINK HVD PLAN (GRANDFATHERED) (Continued)

d. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

4) MTS

MTS usage is initially rated as follows:

	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.0630	$.0380
Each additional 1 second	Imputation	$.0035	$.0022

e. CENTRALINK HVD PLAN DISCOUNT SCHEDULE

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount.

The term rebate feature described in Section 18 applies to the Centrex HVD Plan with the exception that Centrex HVD Plan discount should be substituted for HVD discount and Centrex HVD Plan service should be substituted for HVD service.

f. CENTRALINK PLAN HVD DISCOUNT SCHEDULE

	Current						
Aggregate Eligible Usage	Monthly CentraLink Plan Discounts	1 YR	2 YR	3 YR	4 YR	5 YR	Min.%	Max.%.
$ 0.00-$ 200.00	3%	27%	27%	27%	27%	27%	0	50
$ 200.01-$ 500.00	5%	2%	3%	5%	5%	5%	0	50
$ 500.01-$ 1,000.00	7%	3%	4%	6%	6%	6%	0	50
$ 1,000.01-$ 2,000.00	10%	4%	6%	8%	9%	10%	0	50
$ 2,000.01-$ 3,000.00	13%	5%	8%	9%	10%	11%	0	50
$ 3,000.01-$ 5,000.00	16%	6%	9%	10%	11%	12%	0	50
$ 5,000.01 -$10,000.00	18%	7%	10%	11%	12%	13%	0	50
$10,000.01 +	22%	8%	11%	13%	14%	15%	0	50

The combined monthly and term period discounts will not be less than the minimum discount and will not be greater than the maximum discount for each aggregate eligible usage. Discounts shown for the one to five year commitments are in addition to the monthly discounts. During the term of the discount period, customers are not subject to any billing increase due to any percentage discount decrease. Billing decreases due to any percentage discount increases will be effective concurrent with the effective date of the Product Guide.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. BUSINESS SIMPLE SOLUTIONS PLAN (GRANDFATHERED)

a. DEFINITION

The Business Simple Solutions Plan allows subscribers to aggregate usage associated with each of their eligible services and benefit from a specialized discount structure. The Business Simple Solutions Plan constitutes an optional form of HVD service and distinct subscription to HVD is not required. The Business Simple Solutions Plan is otherwise subject to the terms and conditions of HVD service except where specifically noted.

b. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

1. Business Simple Solution plan is no longer available to new Customers and is offered to existing customers on a grandfathered basis only.

2. The monthly minimum does not apply to the Business Simple Solutions Plan.

3. For the Business Simple Solutions Plan, the Company will offer an Anniversary Promotion to customers renewing their one (1) year term. The promotion will offer customers a bonus of 0% to 50% of their prior 12 month average monthly billing or $50.00 whichever is greater, or a prepaid calling card in the 13th month of the plan.

	Minimum	Maximum	Current
Anniversary Bonus	0%	50%	5%

4. The Company may periodically offer an additional 0% to 50% monthly term discount for the first three months as a sign up bonus for the Business Simple Solutions Plan as part of a promotional campaign.

	Minimum	Maximum	Current
Sign-Up Bonus	0%	50%	5%

c. MINIMUM PERIOD

There is a one (1) year minimum for the Business Simple Solutions Plan.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. BUSINESS SIMPLE SOLUTIONS PLAN (GRANDFATHERED) (Continued)

d. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Business Simple Solutions Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. Customers are not subject to any rate increase during the term of the discount period. Rate decreases will be effective concurrent with the effective date of this Product Guide.

1. Outward WATS [1] (C)

Outward WATS usage is initially rated according to usage schedules and rates located in Section 18.

2. High Volume WATS [1] (C)

High Volume WATS is initially rated according to usage schedules and rates located in Section 18.

3. 800 CustomLink

All 800 CustomLink Service options including Option 1 non-dedicated local exchange lines are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of eighteen (18) seconds and additional periods of one (1) second increments for usage and rating purposes. 800 CustomLink usage rates applicable to the Business Simple Solutions Plan are as follows:

800 CustomLink - Business Peak Usage	Monday through Friday 8AM to 5PM		
	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.0630	$.0540
Each additional 1 second	Imputation	$.0035	$.0030
800 CustomLink - Business Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays		
	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.0630	$.0330
Each additional 1 second	Imputation	$.0035	$.0018

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. BUSINESS SIMPLE SOLUTIONS PLAN (GRANDFATHERED) (Continued)

d. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

4. Business Simple Solutions Plan

MTS Usage is rated as follows:

Business	Monday through Friday 8AM to 5PM		
Peak Usage	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.1080	$.0540
Each additional 1 second	Imputation	$.0060	$.0030

Business	Monday through Friday 5PM to 8AM, weekends, holidays		
Off-Peak Usage	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.1080	$.0330
Each additional 1 second	Imputation	$.0060	$.0018

Business Calling Card and Operator Assisted Calls [1]	Monday through Friday 8AM to 5PM		
Peak Usage	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.1080	$.0540
Each additional 1 second	Imputation	$.0060	$.0030

Business Calling Card and Operator Assisted Calls [1]	Monday through Friday 5PM to 8AM, weekends, holidays		
- Off-Peak Usage	Minimum	Maximum	Current
Initial 18 seconds	Imputation	$.1080	$.0330
Each additional 1 second	Imputation	$.0060	$.0018

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

C. HIGH VOLUME DISCOUNT PLAN (GRANDFATHERED) (Continued)

8. BUSINESS SIMPLE SOLUTIONS PLAN (GRANDFATHERED) (Continued)

e. BUSINESS RATES AND CHARGES DISCOUNT SCHEDULE

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount.

Aggregate Eligible Usage	Minimum	Maximum	Current 1 Yr. Discount
$ 0.00 - $ 24.99	0%	50%	0.0%
$ 25.00 - $ 74.99	5%	50%	10.0%
$ 75.00 - $149.99	10%	50%	12.5%
$150.00 and above	15%	50%	15.0%

If the customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

During the term of the discount period, customers are not subject to any billing increase due to any percentage discount decrease. Billing decreases due to any percentage discount increases will be effective concurrent with the effective date of this Product Guide.

f. MONTHLY SUBSCRIPTION FEE

Business	$1.00

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

D. ADVANTAGE PLAN (GRANDFATHERED)

1. DEFINITION

The Advantage Plan offers one (1) minute rating with a one minute call minimum, a five (5) mileage band rate structure, with two (2) time of day rating periods and specialized discount schedules. The Advantage Plan is offered on a grandfathered basis only to existing Advantage Plan customers.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. The Advantage Plan has two time of day rating periods with the current Off-Peak discount being applied to all eligible usage and Advantage Peak period rates as described in paragraph 4.b. following :

	Minimum	Maximum	Current Discount
Off Peak Discount	0%	75%	35 %

The time of day periods are as follows:

Peak Monday through Friday 8 AM to 5 PM

Off-Peak Monday through Friday 5 PM to 8 AM, weekends and holidays

(1) In cases where a message begins in one (1) rate period and ends in another, the rate in effect in each period applies to the portion of the message occurring within that rate period. In the event that the initial one minute is split between the two (2) rate periods, the rate in effect at the start of the message applies.

b. The Company may aggregate toll service amounts with other selected services that have identical discount schedules.

c. The Company may periodically offer promotional campaigns. One offer will be a sign up bonus of an additional monthly discount for an initial period for the Advantage Plan as part of an ongoing promotional campaign.

	Minimum	Maximum	Current
Sign-Up Bonus	0%	50%	5%

3. MINIMUM PERIOD

The minimum period of service for the Advantage Plan is one (1) month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

D. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The following rates and charges will apply to the services eligible for the Advantage Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in the rate.

a. 800 CustomLink

All 800 CustomLink Service options including Option 1 non-dedicated local exchange lines are eligible for the Aggregate Volume Feature. Eligible 800 CustomLink usage is rated on an initial period of one (1) minute and additional periods in one (1) minute increments for usage and rating purposes. 800 CustomLink usage rates applicable to the Advantage Plan are as follows:

800 CustomLink Peak Usage	Monday through Friday 8AM to 5PM		
	Minimum	Maximum	Current
Initial 1 minute	Imputation	$0.21	$0.19
Each additional 1 minute	Imputation	$0.21	$0.19

800 CustomLink Off-Peak Usage	Monday through Friday 5PM to 8AM, weekends, holidays		
	Minimum	Maximum	Current
Initial 1 minute	Imputation	$0.21	$0.11
Each additional 1 minute	Imputation	$0.21	$0.11

b. Advantage Plan

Usage is rated as follows:

RATE SCHEDULES - BUSINESS

Rate Mileage Band	Rate Mileage	Each Minute		
		Minimum	Maximum	Current
1	0 - 10	Imputation	$0.150	$0.14
2	11 - 16	Imputation	$0.175	$0.16
3	17 - 22	Imputation	$0.210	$0.18
4	23 - 30	Imputation	$0.250	$0.22
5	31 – 117	Imputation	$0.290	$0.25

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

D. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

b. Advantage Plan

RATE SCHEDULES BUSINESS CALLING CARD AND OPERATOR ASSISTED CALLS - Peak RATES AND CHARGES [1]

Rate Mileage Band	Rate Mileage	Each Minute		
		Minimum	Maximum	Current
1	0 - 10	Imputation	$0.300	$0.24
2	11 - 16	Imputation	$0.325	$0.26
3	17 - 22	Imputation	$0.360	$0.28
4	23 - 30	Imputation	$0.400	$0.32
5	31 – 117	Imputation	$0.440	$0.35

RATE SCHEDULES BUSINESS CALLING CARD AND OPERATOR ASSISTED CALLS – Off Peak RATES AND CHARGES [1]

Rate Mileage Band	Rate Mileage	Each Minute		
		Minimum	Maximum	Current
1	0 - 10	Imputation	$0.300	$0.24
2	11 - 16	Imputation	$0.325	$0.26
3	17 - 22	Imputation	$0.360	$0.28
4	23 - 30	Imputation	$0.400	$0.32
5	31 – 117	Imputation	$0.440	$0.35

[1] Applicable surcharge applies

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

D. ADVANTAGE PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

c. Advantage Plan Discount Schedules

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount. Volume discounts may apply to a customer's total applicable monthly message toll telephone service charges on a Billed Telephone Number (BTN) basis. Volume discounts are calculated on an incremental basis. Only the bill amount, which is in each individual usage volume segment will be discounted.

Volume Discounts - Business

Total Monthly Usage			Minimum	Discount % Maximum	Current %
$.01	-	$5.00	0	50	0.0
$5.01	-	$10.00	0	50	0.0
$10.01	-	$15.00	0	50	10.0
$15.01	-	$20.00	0	50	10.0
$20.01	-	$25.00	0	50	10.0
$25.01	-	$30.00	0	50	12.5
$30.01	-	$35.00	0	50	12.5
$35.01	-	$40.00	0	50	12.5
$40.01	-	$45.00	0	50	12.5
$45.01	-	$50.00	0	50	12.5
$50.01	-	$55.00	0	50	12.5
$55.01	-	$60.00	0	50	12.5
$60.01	-	$65.00	0	50	12.5
$65.01	-	$70.00	0	50	12.5
$70.01	-	$75.00	0	50	12.5
$75.01	-	$80.00	0	50	12.5
$80.01	-	$85.00	0	50	12.5
$85.01	-	$90.00	0	50	12.5
$90.01	-	$95.00	0	50	12.5
$95.01	-	$100.00	0	50	12.5
$100.01	-	$125.00	0	50	15.0
$125.01	-	$150.00	0	50	15.0
$150.01	-	$175.00	0	50	15.0
$175.01	-	$200.00	0	50	15.0
$200.01	+		0	50	20.0

If the Business customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

E. PAYPHONE SERVICE PROVIDER (PSP) TOLL PLAN

1. GENERAL

The Payphone Service Provider (PSP) Toll Plan is available for sale to Payphone Service Providers (PSPs) who purchase the Company's Pay Telephone Access Line Service.

The PSP Toll plan is for PSPs for their use in furnishing toll service to their end users within the operating territory of the Company. A toll message is a communication between an end user calling station (payphone) and station bearing the designation of an exchange, any or central office outside of the
local service area of the calling station. Calls included in this service are those beginning with 1+.

The Company will bill the customer for total completed toll calls placed by the subscribers of the customer.
Rates are set forth in paragraph 2. following. The Company will not provide the customer with the toll call detail for the calls placed, unless the customer makes such a request under a separate arrangement incremental to this Product Guide.

2. RATES AND CHARGES

a. The following rates apply based on message volume:

	Minimum	Maximum	Current Rates and Charges
Rate per Minute Monthly Usage		Month to Month Plan	
0 - 300,000	Imputation	$.130	$.110
301,000 - 600,000	Imputation	$.130	$.105
600,000 and over	Imputation	$.130	$.100

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

F. AREA WIDE PLAN

1. DEFINITION

This Product Guide provides an Optional Call Plan for Commercial Mobile Radio Service (CMRS) carriers, licensed by the Federal Communications Commission under Part 22, 24, and 90 of the FCC regulations.

The Area Wide Plan rates, terms and conditions for this Optional Call Plan apply to an eligible CMRS carrier for the provision of Wireless Services. An eligible CMRS carrier is one which is not subject to the obligatory Telephone Number Portability as described in the FCC's "Second Report and Order, In the Matter of Local Portability," FCC 97-289, released on August 18, 1997. The Area Wide Plan (AWP) is an option whereby the CMRS carrier pays for the calls completed to its network. The AWP offers the interconnection of a landline call to the subscribing CMRS carrier's network without local or toll charges being billed to the calling party.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. The AWP is only available to a CMRS carrier which is not subject to obligatory Telephone Number Portability as described in the FCC's "Second Report and Order, In the Matter of Local Number Portability," FCC 97-289.

b. To maintain eligibility for the AWP the CMRS carrier must agree that no carrier telephone number shall be voluntarily ported to any other wireless carrier or telecommunications carrier.

c. CMRS carrier's subscribing to the AWP acknowledge and understand that no telephone number ported to the carrier from any other wireless carrier will be part of AWP.

d. Should a CMRS carrier subscribing to AWP become subject to obligatory Telephone Number Portability at any time the Company upon proper notice (minimum 180 day notice) shall discontinue the carriers participation in the AWP no later than the day before the carrier's obligation begins.

e. The Area Wide Plan does not apply to calls made from coin operated stations, or on Pay Telephone Access Lines. The Company may aggregate the Area Wide Plan service amounts with other Company selected services that have identical discount schedules.

f. The Company may periodically offer promotional campaigns.

g. Area wide - Is defined for the purposes of this Optional Calling Plan and this Plan only to be the geographic area within Connecticut in, which is authorized to provide this service.

3. MINIMUM PERIOD

The minimum period of service for the Area Wide Plan is one (1) month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

F. AREA WIDE PLAN (Continued)

4. RATES AND CHARGES

a. Usage Schedules

The following rates and charges will apply to the Area Wide Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until they have so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in the rate.

1. Usage is rated as follows:

Minutes of Use (MOU) and MOU per mile usage apply to calls placed to NNX codes assigned to CMRS carriers. The measurements are accumulated in seconds and second-miles for each CMRS carrier paging service trunk group during the month, totaled, divided by 60 seconds, and rounded to the next whole minute at the time of billing. Billing is calculated at the following rates with MOU per mile measured as indicated for each service.

2. Eligible Holidays:

The Weekend Rate applies to the holidays listed below for all hours:

New Year's Day	January 1
Independence Day	July 4
Labor Day	--
Thanksgiving Day	--
Christmas Day	December 25

b. Rates and Charges Schedules

MOU per mile is calculated using the airline mileage between the End Office of the calling party and the Designated Tandem Office associated with the NXX Code assigned to the CMRS carrier being called.

	Minimum Rates and Charges	Maximum Rates and Charges	Current Rates and Charges
Day Rates and Charges			
-per Minute of Use	Imputation	$0.10000	$0.05200
-per Minute of Use, per mile	Imputation	$0.00100	$0.00022
Evening Rates and Charges			
-per Minute of Use	Imputation	$0.10000	$0.05200
-per Minute of Use, per mile	Imputation	$0.00100	$0.00022
Night Rates and Charges			
-per Minute of Use	Imputation	$0.10000	$0.05200
-per Minute of Use, per mile	Imputation	$0.00100	$0.00022
Weekend Rates and Charges			
-per Minute of Use	Imputation	$0.10000	$0.05200
-per Minute of Use, per mile	Imputation	$0.00100	$0.00022

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

G. BUSINESS PLUS PLAN (GRANDFATHERED)

1. DEFINITION

The Business Plus Plan is available to all business exchange service customers via Switched or Dedicated access, who meet a minimum billing requirement of at least $75.00 in combined eligible toll usage from all locations and are willing to commit to at least a one year term period. The Business Plus Plan allows subscribers who commit to a 1, 2, 3, 4 or 5 year plan to aggregate usage associated with each of their contributory and eligible services and benefit from a specialized basic rate, volume and term discount structure. Toll Usage Rate will be in one-second increments after an eighteen (18) second minimum period. The Business Plus plan is offered on a grandfathered basis to existing customers only.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18:

a. The monthly minimum of $75.00 applies to the Business Plus Plan.
b. Times of day discounts do not apply to this plan.
c. Yearly Accrual discounts do not apply to this plan.
d. The minimum period of service for the Business Plus Plan is one (1) year.
e. For Toll Free Service, monthly charges shall be assessed, as per Section 18. Toll Free Service options available under this plan, with the exception of 800 Customlink Option 1 service, are described therein.
f. Customers can convert to this Optional Call Plan from an HVD Plan or the CentraLink HVD Plan. The Customer must meet the minimum requirements of this plan and agree to sign a term agreement in twelve-month increments, equal to or greater than the remaining months on their existing term agreement.

3. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

a. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until it has so notified the Department of Public Utility Control five (5) days prior to the effective date of any change in the rate.
b. Upon three (3) days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
c. Business Plus Plan Usage Rates for Switched Access

	- -Initial Eighteen (18) Seconds- -			- -Each Additional One (1) Second - -		
Call Type	Minimum	Maximum	Current	Minimum	Maximum	Current
Direct Dialed	Imputation	$0.0868	$0.0270	Imputation	$0.0046	$0.0015
Toll Free	Imputation	$0.0752	$0.0270	Imputation	$0.0044	$0.0015
Calling Card	Imputation	$0.0868	$0.0270	Imputation	$0.0046	$0.0015
Operator Assisted	Imputation	$0.0868	$0.0270	Imputation	$0.0046	$0.0015

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

G. BUSINESS PLUS PLAN (GRANDFATHERED) (Continued)

3. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES (Continued)

d. Business Plus Plan Usage Rates for Dedicated Access

	- -Initial Eighteen (18) Seconds-			- -Each Additional One (1) Second - -		
Call Type	Minimum	Maximum	Current	Minimum	Maximum	Current
Direct Dialed	Imputation	$0.0720	$0.0252	Imputation	$0.0040	$0.0014
Toll Free	Imputation	$0.0720	$0.0252	Imputation	$0.0040	$0.0014
Calling Card	Imputation	$0.0868	$0.0252	Imputation	$0.0046	$0.0014
Operator Assisted	Imputation	$0.0868	$0.0252	Imputation	$0.0046	$0.0014

e. Term Plan Discount Schedule

In any month, when the Customer's aggregate volume drops below $100, $100 less the discount will be charged. The following discount table, expressed in percentages, illustrates the actual discounts on the basic rates, based upon a commitment of twelve (12), twenty-four (24), thirty-six (36), forty-eight (48), or sixty (60) months.

	Current Percentage Discount						
Monthly Usage	1 Year Term %	2 Year Term %	3 Year Term %	4 Year Term %	5 Year Term %	Minimum %	Maximum %
$75.00-$200.00	2%	5%	8%	8%	8%	0%	50%
$200.01-$400.00	3%	7%	10%	10%	10%	0%	50%
$400.01-$600.00	5%	9%	13%	13%	13%	0%	50%
$600.01-$800.00	6%	11%	14%	14%	14%	0%	50%
$800.01-$1,000.00	8%	12%	16%	16%	16%	0%	50%
$1,000.01-$2,500.00	10%	14%	17%	17%	17%	0%	50%
$2,500.01 – UP	12%	16%	19%	19%	19%	0%	50%

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

G. BUSINESS PLUS PLAN (GRANDFATHERED) (Continued)

4. TERMINATION LIABILITY

a. If the customer terminates the Business Plus Plan prior to completion of the contracted term, the customer shall be charged the difference between the amount billed or credited to date and the amount the customer would have been billed or credited based upon the most recently completed commitment period or thirty five percent (35%) of the average monthly billing to date for each of the remaining months of the plan, whichever is greater.

b. Current customers of this Optional Call Plan can convert to the Business Flat Rate Plan as defined in this Product Guide, without penalty. The customer must meet the minimum requirements of the new plan and also agree to sign a term agreement in twelve-month increments, equal to or greater than the remaining months on their existing agreement.

5. CALLING CARD SURCHARGE

The following rates and charges will apply for the Calling Card service. With respect to rate elements having a minimum and maximum rates, the Company shall not charge any other rate or charge other than the one approved until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change to that rate.

1. Basic Message Toll Schedule - 800 Platform Dialed Calls

a. Rates are determined by adding the appropriate surcharge to the total Basic Message Toll rate.
The 800 Calling Card service surcharge is as follows:

Station to Station Message	Minimum	Maximum	Current
1-800 Calling Card	Imputation	$2.50	$0.50

b. All other applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

H. BUSINESS SIMPLE SOLUTIONS PLUS PLAN (GRANDFATHERED)

1. DEFINITION

The Business Simple Solutions Plus Plan is no longer available to new Frontier Long Distance business local exchange customers who bill under $200.00 of Connecticut toll in a month. The Business Simple Solutions Plus Plan allows subscribers to aggregate usage associated with each of their eligible services and benefit from a specialized discount structure. The Business Simple Solutions Plus Plan constitutes an optional form of HVD service and distinct subscription to HVD is not required. The Business Simple Solutions Plus Plan is otherwise subject to the terms and conditions of HVD service except where specifically noted. The Business Simple Solutions Plus Plan is available on a grandfathered basis to existing customers only.

2. REGULATIONS

1. The following regulations are in addition to those outlined in Section 18.

a. The monthly minimum does not apply to the Business Simple Solutions Plus Plan.

b. For the Business Simple Solutions Plus Plan, the Company will offer an Anniversary Promotion to customers renewing their one (1) year term. The promotion will offer customers a bonus of 0% to 50% of their prior 12 month average monthly billing or $50.00 whichever is greater, or a prepaid calling card in the 13th month of the plan.

	Minimum	Maximum	Current
Anniversary Bonus	0%	50%	5%

3. MINIMUM PERIOD

There is a one (1) year minimum for the Business Simple Solutions Plus Plan.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Business Simple Solutions Plus Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate. Customers are not subject to any rate increase during the term of the discount period. Rate decreases will be effective concurrent with the effective date of this Product Guide.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

H. BUSINESS SIMPLE SOLUTIONS PLUS PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

a. Outward WATS [1] (C)

Outward WATS usage is initially rated according to usage schedules and rates located in Section 18.

b. High Volume WATS [1] (C)

High Volume WATS is initially rated according to usage schedules and rates located in Section 18.

c. Frontier Long Distance Toll Free Service

All Frontier Long Distance Toll Free Service options including Option 1 non-dedicated local exchange lines are eligible for the Aggregate Volume Feature. Eligible Frontier Long Distance Toll Free Service usage is rated on an initial period of sixty (60) seconds and additional periods of six (6) second increments for usage and rating purposes. Frontier Long Distance Toll Free Service usage rates applicable to the Business Simple Solutions Plus Plan are as follows:

Frontier Long Distance Toll Free Service - Business Peak Usage	Monday through Friday 8AM to 5PM		
	Minimum	Maximum	Current
Initial 60 seconds	Imputation	$0.21	$.18
Each additional 6 seconds	Imputation	$0.021	$.018
Frontier Long Distance Toll Free Service – Business Off-Peak Usage	**Monday through Friday 5PM to 8AM, weekends, holidays**		
	Minimum	Maximum	Current
Initial 60 seconds	Imputation	$0.21	$.11
Each additional 6 seconds	Imputation	$0.021	$.011

Additionally, Frontier Long Distance Toll Free Service will be available with this plan. See Section 18.

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

H. BUSINESS SIMPLE SOLUTIONS PLUS PLAN (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES AND USAGE SCHEDULES (Continued)

Business Simple Solutions Plus Usage Schedule

Usage is rated as follows:

	Monday through Friday 8AM to 5PM		
Peak Usage	Minimum	Maximum	Current
Initial 60 seconds	Imputation	$ 0.36	$0.18
Each additional 6 seconds	Imputation	$0.036	$0.018

	Monday through Friday 5PM to 8AM, weekends, holidays		
Off-Peak Usage	Minimum	Maximum	Current
Initial 60 seconds	Imputation	$0.36	$0.11
Each additional 6 seconds	Imputation	$0.036	$0.011

Business Calling Card [1]	Monday through Friday 8AM to 5PM		
Peak Usage	Minimum	Maximum	Current
Initial 60 seconds	Imputation	$0.36	$0.18
Each additional 6 seconds	Imputation	$0.036	$0.018

Business Calling Card [1]	Monday through Friday 5PM to 8AM, weekends, holidays		
- Off-Peak Usage	Minimum	Maximum	Current
Initial 60 seconds	Imputation	$0.36	$0.11
Each additional 6 seconds	Imputation	$0.036	$0.011

[1] Applicable surcharges apply.

Business Simple Solutions Plus Discount Schedule

The Volume/Term Option billing platform performs the aggregation of all eligible usage and calculates the appropriate discount.

Aggregate Eligible Usage	Minimum	Maximum	Current 1 Yr. Discount
$ 0.00 - $ 24.99	0%	50%	25.0%
$ 25.00 - $ 74.99	5%	50%	35.0%
$ 75.00 - $149.99	10%	50%	37.5%
$150.00 and above	15%	50%	40.0%

If the customer has 800 usage, multiple locations, or multiple lines, their usage combines for one discount. Discounts are based on monthly usage, and are on a sliding discount scale. Calling card usage and surcharges will be included in the plan and will be discounted.

During the term of the discount period, customers are not subject to any billing increase due to any percentage discount decrease. Billing decreases due to any percentage discount increases will be effective concurrent with the effective date of this Product Guide.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED)

1. DEFINITION

The Business Flat Rate Plan is an Optional Calling Plan (OCP) offered only to business customers. This OCP is one-second rated after an eighteen-second minimum service usage, utilizing Switched or dedicated Access lines. Access is not included in billing, and must be provided under the terms and conditions set forth in the appropriate sections of this Product Guide. The Flat Business Rate plan is offered on a grandfathered basis to existing Business customers only.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. The Company may periodically offer promotional campaigns.

b. Business Flat Rate Plan customers can have multi location accounts that have the same account-billing name grouped together. Accounts that are added after the initial installation inherit the start date of the first account.

c. Business Flat Rate Plan customers will be required to select a Minimum Monthly Commitment (MMC) without signing a term commitment or a Minimum Annual Commitment (MAC) which requires a term commitment. A customer participating in the Business Flat Rate Plan commits to spending a predetermined dollar volume, either annually in the case of a MAC or monthly in the case of a MMC.

d. Business Flat Rate Plan customers can aggregate usage totals from inbound and outbound service usage, Monthly Recurring Charge on Frontier Long Distance Toll Free Service, Calling Card and Operator handled usage and surcharges, and multiple Billed Telephone Numbers (BTN) when they are identified under a single Master Account Number, to meet either the MMC or MAC.

e. Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account Number.

f. Customers subscribing to a MMC will be given a two (2) month grace period where there will be no shortfall penalty assessed. If a customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

g. Customers subscribing to a MAC can upgrade without penalty to a longer term and maintain the same start date of the existing plan or, to a higher MAC and maintain the same start and end date of the existing plan.

h. Customers will receive out of term rates when their initial term has expired if they have not chosen to subscribe to a new long distance plan. Minimum annual commitments and term plans do not apply to out of term customers.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

3. MINIMUM PERIOD

There is a one (1) month minimum for the Business Flat Rate Plan when a customer commits to a MMC. There is a twelve (12) month minimum for the Business Flat Rate Plan when a customer commits to a MAC.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Business Flat Rate Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

5. RATES AND CHARGES

Eligible usage is rated on an initial period of eighteen (18) seconds and additional periods of one (1) second increments for usage and rating purposes.

a. Business MTS Usage Rates:

Monthly	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$50.00	Imputation	$0.1000	0.0320	Imputation	$0.0018	0.0018
$200.00	Imputation	$0.1000	0.0320	Imputation	$0.0018	0.0018
$500.00	Imputation	$0.1000	0.0317	Imputation	$0.0018	0.0018
$1,000.00	Imputation	$0.1000	0.0310	Imputation	$0.0018	0.0017
+$2,500.00	Imputation	$0.1000	0.0302	Imputation	$0.0018	0.0017
$5,000.00	Imputation	$0.1000	0.0295	Imputation	$0.0018	0.0016
$10,000.00	Imputation	$0.1000	0.0288	Imputation	$0.0018	0.0016
$15,000.00	Imputation	$0.1000	0.0281	Imputation	$0.0018	0.0016
$20,000.00	Imputation	$0.1000	0.0274	Imputation	$0.0018	0.0015

b. Business CustomLink and CustomLink Plus Usage Rates:

Monthly	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$50.00	Imputation	$0.1000	0.0320	Imputation	$0.0018	0.0018
$200.00	Imputation	$0.1000	0.0320	Imputation	$0.0018	0.0018
$500.00	Imputation	$0.1000	0.0317	Imputation	$0.0018	0.0018
$1,000.00	Imputation	$0.1000	0.0310	Imputation	$0.0018	0.0017
$2,500.00	Imputation	$0.1000	0.0302	Imputation	$0.0018	0.0017
$5,000.00	Imputation	$0.1000	0.0295	Imputation	$0.0018	0.0016
$10,000.00	Imputation	$0.1000	0.0288	Imputation	$0.0018	0.0016
$15,000.00	Imputation	$0.1000	0.0281	Imputation	$0.0018	0.0016
$20,000.00	Imputation	$0.1000	0.0274	Imputation	$0.0018	0.0015

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Monthly Commitment Rates and Charges – Switched Access Option

c. Business Calling Card and Operator Handled Usage Rates [1]:

Monthly	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$50.00	Imputation	$0.1000	0.0320	Imputation	$0.0018	0.0018
$200.00	Imputation	$0.1000	0.0320	Imputation	$0.0018	0.0018
$500.00	Imputation	$0.1000	0.0317	Imputation	$0.0018	0.0018
$1,000.00	Imputation	$0.1000	0.0310	Imputation	$0.0018	0.0017
$2,500.00	Imputation	$0.1000	0.0302	Imputation	$0.0018	0.0017
$5,000.00	Imputation	$0.1000	0.0295	Imputation	$0.0018	0.0016
$10,000.00	Imputation	$0.1000	0.0288	Imputation	$0.0018	0.0016
$15,000.00	Imputation	$0.1000	0.0281	Imputation	$0.0018	0.0016
$20,000.00	Imputation	$0.1000	0.0274	Imputation	$0.0018	0.0015

Annual Commitment Rates and Charges – (MAC)

One Year Term Option – Switched Access

a. Business MTS Usage Rates:

Annual	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0216	Imputation	$0.0017	$.00120
$2,400.00	Imputation	$0.1000	$0.0213	Imputation	$0.0017	$.00118
$6,000.00	Imputation	$0.1000	$0.0210	Imputation	$0.0017	$.00117
$12,000.00	Imputation	$0.1000	$0.0210	Imputation	$0.0017	$.00117
$30,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$60,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$120,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$180,000.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$240,000.00	Imputation	$0.1000	$0.0198	Imputation	$0.0017	$.00110

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges – (MAC) (Continued)

One Year Term Option – Switched Access (Continued)

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0216	Imputation	$0.0017	$.00120
$2,400.00	Imputation	$0.1000	$0.0213	Imputation	$0.0017	$.00118
$6,000.00	Imputation	$0.1000	$0.0210	Imputation	$0.0017	$.00117
$12,000.00	Imputation	$0.1000	$0.0210	Imputation	$0.0017	$.00117
$30,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$60,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$120,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$180,000.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$240,000.00	Imputation	$0.1000	$0.0198	Imputation	$0.0017	$.00110

c. Business Calling Card and Operator Handled Usage Rates [1]:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0216	Imputation	$0.0017	$.00120
$2,400.00	Imputation	$0.1000	$0.0213	Imputation	$0.0017	$.00118
$6,000.00	Imputation	$0.1000	$0.0210	Imputation	$0.0017	$.00117
$12,000.00	Imputation	$0.1000	$0.0210	Imputation	$0.0017	$.00117
$30,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$60,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$120,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$180,000.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$240,000.00	Imputation	$0.1000	$0.0198	Imputation	$0.0017	$.00110

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges – (MAC) Continued)

Two Year Term Option – Switched Access

a. Business MTS Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0213	Imputation	$0.0017	$.00118
$2,400.00	Imputation	$0.1000	$0.0219	Imputation	$0.0017	$.00117
$6,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$12,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$30,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$60,000.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$120,000.00	Imputation	$0.1000	$0.0195	Imputation	$0.0017	$.00108
$180,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$240,000.00	Imputation	$0.1000	$0.0186	Imputation	$0.0017	$.00103

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0213	Imputation	$0.0017	$.00118
$2,400.00	Imputation	$0.1000	$0.0219	Imputation	$0.0017	$.00117
$6,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$12,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$30,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$60,000.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$120,000.00	Imputation	$0.1000	$0.0195	Imputation	$0.0017	$.00108
$180,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$240,000.00	Imputation	$0.1000	$0.0186	Imputation	$0.0017	$.00103

c. Business Calling Card and Operator Handled Usage Rates [1]:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0213	Imputation	$0.0017	$.00118
$2,400.00	Imputation	$0.1000	$0.0219	Imputation	$0.0017	$.00117
$6,000.00	Imputation	$0.1000	$0.0207	Imputation	$0.0017	$.00115
$12,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$30,000.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$60,000.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$120,000.00	Imputation	$0.1000	$0.0195	Imputation	$0.0017	$.00108
$180,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$240,000.00	Imputation	$0.1000	$0.0186	Imputation	$0.0017	$.00103

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges – (MAC) Continued)

Three Year Term Option – Switched Access

a. Business MTS Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$2,400.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$6,000.00	Imputation	$0.1000	$0.0198	Imputation	$0.0017	$.00110
$12,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$30,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$60,000.00	Imputation	$0.1000	$0.0186	Imputation	$0.0017	$.00103
$120,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$180,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$240,000.00	Imputation	$0.1000	$0.0174	Imputation	$0.0017	$.00097

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$2,400.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$6,000.00	Imputation	$0.1000	$0.0198	Imputation	$0.0017	$.00110
$12,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$30,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$60,000.00	Imputation	$0.1000	$0.0186	Imputation	$0.0017	$.00103
$120,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$180,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$240,000.00	Imputation	$0.1000	$0.0174	Imputation	$0.0017	$.00097

c. Business Calling Card and Operator Handled Usage Rates [1]:

Annual		Initial Period		Each Additional Second		
[1]Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0204	Imputation	$0.0017	$.00113
$2,400.00	Imputation	$0.1000	$0.0201	Imputation	$0.0017	$.00112
$6,000.00	Imputation	$0.1000	$0.0198	Imputation	$0.0017	$.00110
$12,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$30,000.00	Imputation	$0.1000	$0.0192	Imputation	$0.0017	$.00107
$60,000.00	Imputation	$0.1000	$0.0186	Imputation	$0.0017	$.00103
$120,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$180,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$240,000.00	Imputation	$0.1000	$0.0174	Imputation	$0.0017	$.00097

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Monthly Commitment Rates and Charges – Dedicated Access Option

a. Business MTS Usage Rates:

Monthly	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$50.00	Imputation	$0.1000	0.0256	Imputation	$0.0017	0.0014
$200.00	Imputation	$0.1000	0.0256	Imputation	$0.0017	0.0014
$500.00	Imputation	$0.1000	0.0252	Imputation	$0.0017	0.0014
$1,000.00	Imputation	$0.1000	0.0245	Imputation	$0.0017	0.0014
$2,500.00	Imputation	$0.1000	0.0238	Imputation	$0.0017	0.0013
$5,000.00	Imputation	$0.1000	0.0230	Imputation	$0.0017	0.0013
$10,000.00	Imputation	$0.1000	0.0223	Imputation	$0.0017	0.0012
$15,000.00	Imputation	$0.1000	0.0216	Imputation	$0.0017	0.0012
$20,000.00	Imputation	$0.1000	0.0209	Imputation	$0.0017	0.0012

b. Business CustomLink and CustomLink Plus Usage Rates:

Monthly	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$50.00	Imputation	$0.1000	0.0256	Imputation	$0.0017	0.0014
$200.00	Imputation	$0.1000	0.0256	Imputation	$0.0017	0.0014
$500.00	Imputation	$0.1000	0.0252	Imputation	$0.0017	0.0014
$1,000.00	Imputation	$0.1000	0.0245	Imputation	$0.0017	0.0014
$2,500.00	Imputation	$0.1000	0.0238	Imputation	$0.0017	0.0013
$5,000.00	Imputation	$0.1000	0.0230	Imputation	$0.0017	0.0013
$10,000.00	Imputation	$0.1000	0.0223	Imputation	$0.0017	0.0012
$15,000.00	Imputation	$0.1000	0.0216	Imputation	$0.0017	0.0012
$20,000.00	Imputation	$0.1000	0.0209	Imputation	$0.0017	0.0012

c. Business Calling Card and Operator Handled Usage Rates [1]:

Monthly	Initial Period			Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$50.00	Imputation	$0.1000	0.0256	Imputation	$0.0017	0.0014
$200.00	Imputation	$0.1000	0.0256	Imputation	$0.0017	0.0014
$500.00	Imputation	$0.1000	0.0252	Imputation	$0.0017	0.0014
$1,000.00	Imputation	$0.1000	0.0245	Imputation	$0.0017	0.0014
$2,500.00	Imputation	$0.1000	0.0238	Imputation	$0.0017	0.0013
$5,000.00	Imputation	$0.1000	0.0230	Imputation	$0.0017	0.0013
$10,000.00	Imputation	$0.1000	0.0223	Imputation	$0.0017	0.0012
$15,000.00	Imputation	$0.1000	0.0216	Imputation	$0.0017	0.0012
$20,000.00	Imputation	$0.1000	0.0209	Imputation	$0.0017	0.0012

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges

One Year Term Option – Dedicated Access Option

a. Business MTS Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$12,000.00	Imputation	$0.1000	$0.0174	Imputation	$0.0017	$.00097
$30,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0017	$.00093
$60,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0017	$.00090
$120,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0017	$.00087
$180,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0017	$.00083
$240,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0017	$.00080

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$12,000.00	Imputation	$0.1000	$0.0174	Imputation	$0.0017	$.00097
$30,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0017	$.00093
$60,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0017	$.00090
$120,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0017	$.00087
$180,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0017	$.00083
$240,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0017	$.00080

c. Business Calling Card and Operator Handled Usage Rates [1]:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0180	Imputation	$0.0017	$.00100
$12,000.00	Imputation	$0.1000	$0.0174	Imputation	$0.0017	$.00097
$30,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0017	$.00093
$60,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0017	$.00090
$120,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0017	$.00087
$180,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0017	$.00083
$240,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0017	$.00080

[1] Applicable surcharge also applies

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges (Continued)

Two Year Term Option – Dedicated Access Option

a. Business MTS Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0017	$.00092
$12,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0017	$.00088
$30,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0017	$.00085
$60,000.00	Imputation	$0.1000	$0.0147	Imputation	$0.0017	$.00082
$120,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0017	$.00080
$180,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0017	$.00078
$240,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0017	$.00078

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0017	$.00092
$12,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0017	$.00088
$30,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0017	$.00085
$60,000.00	Imputation	$0.1000	$0.0147	Imputation	$0.0017	$.00082
$120,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0017	$.00080
$180,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0017	$.00078
$240,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0017	$.00078

c. Business Calling Card and Operator Handled Usage Rates [1]:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0017	$.00092
$12,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0017	$.00088
$30,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0017	$.00085
$60,000.00	Imputation	$0.1000	$0.0147	Imputation	$0.0017	$.00082
$120,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0017	$.00080
$180,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0017	$.00078
$240,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0017	$.00078

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges (Continued)

Three Year Term Option – Dedicated Access Option

a. Business MTS Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0017	$.00083
$12,000.00	Imputation	$0.1000	$0.0140	Imputation	$0.0017	$.00080
$30,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$60,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$120,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$180,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$240,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0017	$.00083
$12,000.00	Imputation	$0.1000	$0.0140	Imputation	$0.0017	$.00080
$30,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$60,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$120,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$180,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$240,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077

c. Business Calling Card and Operator Handled Usage Rates [1]:

Annual		Initial Period		Each Additional Second		
Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
$600.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$2,400.00	Imputation	$0.1000	$0.0300	Imputation	$0.0017	$.00167
$6,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0017	$.00083
$12,000.00	Imputation	$0.1000	$0.0140	Imputation	$0.0017	$.00080
$30,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$60,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$120,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$180,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077
$240,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0017	$.00077

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

5. RATES AND CHARGES (Continued)

Calling Card Surcharge for both MMC and MAC is as follows for 800 Platform Dialed Calls

The 800 Calling Card service surcharge is as follows:

Station to Station Message	Minimum	Maximum	Current
1-800 Calling Card	Imputation	$2.50	$0.50

All other applicable surcharges are defined in Section 18.

6. TERMINATION LIABILITY

a. If the customer terminates the Business Flat Rate Plan prior to completion of the contracted term, the customer will be charged the difference between the current annual contributed amount for the current annual period and the MAC, in addition to the full MAC for all annual periods beyond the current that are part of the original commitment.

7. RATES AND CHARGES – OUT OF TERM – SWITCHED ACCESS

Eligible usage is rated on an initial period of eighteen (18) seconds and additional periods of one (1) second increments for usage and rating purposes. These rates will be applied to those customers who do not subscribe to a new plan upon expiration of their existing term plan.

a. Business MTS Usage Rates:

Annual Minimum [1]	18 Second Initial Period Current	Each Additional Second Current
$600.00	0.0803	0.0045
$2,400.00	0.0796	0.0044
$6,000.00	0.0787	0.0044
$12,000.00	0.0772	0.0043
$30,000.00	0.0772	0.0043
$60,000.00	0.0756	0.0042
$120,000.00	0.0740	0.0041
$180,000.00	0.0724	0.0040
$240,000.00	0.0701	0.0039

[1] The Annual Minimums serve as a reference only and are associated with the customer's prior term plan subscription. Annual Minimums are not offered with out of term rates.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

7. RATES AND CHARGES – OUT OF TERM – SWITCHED ACCESS (Continued)

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual Minimum [2]	Initial Period Current	Each Additional Second Current
$600.00	0.0803	0.0045
$2,400.00	0.0796	0.0044
$6,000.00	0.0787	0.0044
$12,000.00	0.0772	0.0043
$30,000.00	0.0772	0.0043
$60,000.00	0.0756	0.0042
$120,000.00	0.0740	0.0041
$180,000.00	0.0724	0.0040
$240,000.00	0.0701	0.0039

c. Business Calling Card and Operator Handled Usage Rates [1]

Annual Minimum [2]	Initial Period Current	Each Additional Second Current
$600.00	0.0803	0.0045
$2,400.00	0.0796	0.0044
$6,000.00	0.0787	0.0044
$12,000.00	0.0772	0.0043
$30,000.00	0.0772	0.0043
$60,000.00	0.0756	0.0042
$120,000.00	0.0740	0.0041
$180,000.00	0.0724	0.0040
$240,000.00	0.0701	0.0039

[1] Applicable surcharge also applies.

[2] The Annual Minimums serve as a reference only and are associated with the customer's prior term plan subscription. Annual Minimums are not offered with out of term rates.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

I. BUSINESS FLAT RATE PLAN (GRANDFATHERED) (Continued)

8. RATES AND CHARGES – OUT OF TERM – DEDICATED ACCESS

Eligible usage is rated on an initial period of eighteen (18) seconds and additional periods of one (1) second increments for usage and rating purposes. These rates will be applied to those customers who do not subscribe to a new plan upon expiration of their existing term plan.

a. Business MTS Usage Rates:

Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
$600.00	0.06998	0.00389
$2,400.00	0.06998	0.00389
$6,000.00	0.03841	0.00213
$12,000.00	0.03744	0.00208
$30,000.00	0.03550	0.00197
$60,000.00	0.03452	0.00192
$120,000.00	0.03402	0.00189
$180,000.00	0.03258	0.00181
$240,000.00	0.03258	0.00181

b. Business CustomLink and CustomLink Plus Usage Rates:

Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
$600.00	0.06998	0.00389
$2,400.00	0.06998	0.00389
$6,000.00	0.03841	0.00213
$12,000.00	0.03744	0.00208
$30,000.00	0.03550	0.00197
$60,000.00	0.03452	0.00192
$120,000.00	0.03402	0.00189
$180,000.00	0.03258	0.00181
$240,000.00	0.03258	0.00181

c. Business Calling Card and Operator Handled Usage Rates [1]

Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
$600.00	0.06998	0.00389
$2,400.00	0.06998	0.00389
$6,000.00	0.03841	0.00213
$12,000.00	0.03744	0.00208
$30,000.00	0.03550	0.00197
$60,000.00	0.03452	0.00192
$120,000.00	0.03402	0.00189
$180,000.00	0.03258	0.00181
$240,000.00	0.03258	0.00181

[1] Applicable surcharge also applies.
[2] The Annual Minimums serve as a reference only and are associated with the customer's prior term plan subscription. Annual Minimums are not offered with out of term rates.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

J. FRONTIER BUSINESS CALLING

1. DEFINITION

The Frontier Business Calling plan is an Optional Calling Plan offered only to business customers. This OCP is six-second rated after a sixty-second minimum service usage, utilizing Switched Access lines. Access is not included in billing, and must be provided under the terms and conditions set forth in the appropriate sections of this Product Guide. A monthly recurring charge as outlined in Section 18 also applies.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18. The Company may periodically offer promotional campaigns.

3. MINIMUM PERIOD

There is a one (1) month minimum for the Frontier Business Calling plan.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Frontier Business Calling plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

5. RATES AND CHARGES

	Monthly Rate
Frontier Business Calling	$3.00

Eligible usage is rated on an initial period of sixty (60) seconds and additional periods of six (6) second increments for usage and rating purposes. Usage rates applicable to the Frontier Business Calling plan are as follows:

Frontier Long Distance Toll Free Service - All Days / All Times	Current
Initial 60 seconds	$0.555
Each additional 6 seconds	$0.056
Business MTS Usage - All Days / All Times	
Initial 60 seconds	$0.555
Each additional 6 seconds	$0.056
Business Calling Card * - All Days / All Times	
Initial 60 seconds	$0.555
Each additional 6 seconds	$0.056
Business Operator Handled Usage * - All Days / All Times	
Initial 60 seconds	$0.555
Each additional 6 seconds	$0.056

* Applicable surcharge also applies

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

J. FRONTIER BUSINESS CALLING (Continued)

5. RATES AND CHARGES (Continued)

The Calling Card Surcharge for the Frontier Business Calling plan Calling Card service is as follows for 800 Platform Dialed Calls

Station to Station Message	Current
1-800 Calling Card	$0.75

All other applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

K. FRONTIER BUSINESS CALLING $5.95 (GRANDFATHERED)

1. DEFINITION

The Frontier Business Calling $5.95 plan is an Optional Calling Plan offered only to business customers. The Frontier Business Calling $5.95 usage is six-second rated after an initial sixty-second minimum call duration, for all usage utilizing Switched Access lines. Access is not included in billing and must be provided under the terms and conditions set forth in the appropriate sections of this Product Guide.

2. REGULATIONS

The following regulations apply in addition to those outlined in Section 18:

a. The Company may periodically offer promotional campaigns.

b. The Frontier Business Calling $5.95 plan customers will be required to meet a Minimum Monthly Commitment (MMC) without signing a term agreement. A customer participating in this plan commits to spending a predetermined dollar volume monthly in the case of a MMC.

c. Frontier Business Calling $5.95 plan customers can aggregate usage totals from inbound and outbound service and Calling Card usage and surcharges to meet their MMC. Any MMC shortfall will be applied to the Primary Billed Telephone Number.

d. Customers subscribing to this Optional Call Plan will be given a one (1) month grace period where there will be no shortfall penalty assessed. If a customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

3. MINIMUM PERIOD

There is a one (1) month minimum for the Frontier Business Calling $5.95 plan.

4. ELIGIBLE SERVICES, USAGE AND DISCOUNT SCHEDULES

The following rates and charges will apply to the services eligible for the Frontier Business Calling $5.95 plan.
With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the rate approved without notifying the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

K. FRONTIER BUSINESS CALLING $5.95 (GRANDFATHERED) (Continued)

5. RATES AND CHARGES

a. The Monthly Minimum Commitment (MMC)

	Minimum	Maximum	Current
Monthly Minimum Commitment	$0.00	$ 25.00	$ 5.95

b. Eligible usage is rated on an initial period of sixty (60) seconds and additional periods of six (6) second increments for usage and rating purposes. Usage rates applicable to the Frontier Business Calling $5.95 plan are as follows:

Frontier Long Distance Toll Free Service	Minimum	Maximum	Current
All Days / All Times			
Initial 60 seconds	Imputation	$0.216	$0.150
Each additional 6 seconds	Imputation	$0.036	$0.015
Business MTS Usage			
All Days / All Times			
Initial 60 seconds	Imputation	$0.216	$0.150
Each additional 6 seconds	Imputation	$0.036	$0.015
Business Calling Card [1]			
All Days / All Times			
Initial 60 seconds	Imputation	$0.216	$0.200
Each additional 6 seconds	Imputation	$0.036	$0.020

* Additional surcharge also applies

c. The Calling Card Surcharge for the Frontier Business Calling $5.95 Calling Card service is as follows for 800 Platform Dialed Calls:

Station to Station Message	Minimum	Maximum	Current
1-800 Calling Card	Imputation	$ 2.50	$ 0.75

[1] All other applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

L. FRONTIER BUSINESS CALLING $15 (GRANDFATHERED) [1]

1. DEFINITION

The Frontier Business Calling $15.00 plan is an Optional Calling Plan offered only to business customers. This OCP for month-to-month is six-second rated after a sixty-second minimum service usage, utilizing Switched Access lines. The OCP for 12 or 24 month term options is one-second rated after a thirty-second minimum service usage, utilizing Switched Access lines. Access is not included in billing and must be provided under the terms and conditions set forth in the appropriate sections of this Product Guide.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. The Company may periodically offer promotional campaigns.

b. Frontier Business Calling $15.00 plan customers will be required to meet a Minimum Monthly Commitment (MMC) for both the month to month option as well as the 12 or 24 month term options. A customer participating in this plan commits to spending a predetermined dollar volume, as defined below, monthly in the case of a MMC.

c. Frontier Business Calling $15.00 plan customers can aggregate usage totals from inbound and outbound service and Calling Card usage and surcharges to meet their MMC.

d. Any MMC shortfall will be applied to the Primary Billed Telephone Number.

e. Customers subscribing to this Optional Call Plan will be given a one (1) month grace period where there will be no shortfall penalty assessed. If a customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

f. Customers subscribing to the 12 or 24 month options of this Optional Call Plan who terminate their services prior to fulfilling the original term commitment will be assessed Termination Liability equal to the MMC times the number of months remaining in the original agreement.

g. If the customer wishes to renew the Frontier Business Calling $15.00 plan 12 or 24-month option at the end of the applicable term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Frontier Business Calling $15.00 plan will not be renewed at the customer's previous term rates. Instead, at the end of the applicable term, the customer will automatically default to a calling plan that operates on a month-to-month basis, and may include minimum monthly charges and usage rates that differ from the customer's current plan.

[1] Effective November 12, 2013, Frontier Business Calling $15 is offered on a grandfathered basis to existing customers only. Existing customers may keep the service until they move or make changes to their service.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

L. FRONTIER BUSINESS CALLING $15 (GRANDFATHERED) [1] (Continued)

3. MINIMUM PERIOD

There is a one (1) month minimum for the Frontier Business Calling $15.00 plan.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Frontier Business Calling $15.00 plan.

With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

5. RATES AND CHARGES

Eligible usage is rated on an initial period of sixty (60) seconds and additional periods of six (6) second increments for usage and rating purposes under the month to month plan. Eligible usage is rated on an initial period of thirty (30) seconds and additional periods of one (1) second increments for usage and rating purposes under the 12 month and the 24 month plans. Usage rates applicable to the Frontier Business Calling $15.00 plan are as follows:

[1] Effective November 12, 2013, Frontier Business Calling $15 is offered on a grandfathered basis to existing customers only. Existing customers may keep the service until they move or make changes to their service.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

L. FRONTIER BUSINESS CALLING $15 (GRANDFATHERED) [2] (Continued)

5. RATES AND CHARGES (Continued)

	Current	Minimum	Maximum
a.) Monthly Minimum Commitment (All Options)	$0.00	$30.00	$15.00

b.) Month to Month Option

Frontier Long Distance Toll Free Service	Minimum	Maximum	Current
All Days / All Times			
Initial 60 Seconds	Imputation	$.3600	$ 0.135
Each Additional 6 Second	Imputation	$.0360	$ 0.013
Business MTS Usage			
All Days / All Times			
Initial 60 Seconds	Imputation	$.3600	$ 0.135
Each Additional 6 Second	Imputation	$.0360	$ 0.013
Business Calling Card [1]			
All Days / All Times			
Initial 60 Seconds	Imputation	$.3600	$0.200
Each Additional 6 Second	Imputation	$.0360	$0.020

[1] Additional surcharge also applies

c.) 12 Month Option

Frontier Long Distance Toll Free Service	Minimum	Maximum	Current
All Days / All Times			
Initial 30 Seconds	Imputation	$.180	$.0410
Each Additional 1 Second	Imputation	$.006	$.00137
Business MTS Usage			
All Days / All Times			
Initial 30 Seconds	Imputation	$.180	$.0410
Each Additional 1 Second	Imputation	$.006	$.00137
Business Calling Card [1]			
All Days / All Times			
Initial 30 Seconds	Imputation	$.180	$0.075
Each Additional 1 Second	Imputation	$.006	$.0025

* Additional surcharge also applies

[1] All other applicable surcharges are defined in Section 18.
[2] Effective November 12, 2013, Frontier Business Calling $15 is offered on a grandfathered basis to existing customers only. Existing customers may keep the service until they move or make changes to their service.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

L. FRONTIER BUSINESS CALLING $15 (GRANDFATHERED) [2] (Continued)

5. RATES AND CHARGES (Continued)

d.) 24 Month Option

Frontier Long Distance Toll Free Service	Minimum	Maximum	Current
All Days / All Times			
Initial 30 Seconds	Imputation	$.180	$ 0.040
Each Additional 1 Second	Imputation	$.006	$.00133
Business MTS Usage			
All Days / All Times			
Initial 30 Seconds	Imputation	$.180	$ 0.040
Each Additional 1 Second	Imputation	$.006	$.00133
Business Calling Card [1]			
All Days / All Times			
Initial 30 Seconds	Imputation	$.180	$0.075
Each Additional 1 Second	Imputation	$.006	$.0025

[1] Additional surcharge also applies

The Calling Card Surcharge for the Frontier Business Calling $15.00 Calling Card service is as follows
for 800 Platform Dialed Calls:

Station to Station Message	Minimum	Maximum	Current
1-800 Calling Card	Imputation	$2.50	$0.75

[1] All other applicable surcharges are defined in Section 18.

[2] Effective November 12, 2013, Frontier Business Calling $15 is offered on a grandfathered basis to existing customers only. Existing customers may keep the service until they move or make changes to their service.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN

1. DEFINITION

The Frontier High Volume Calling Plan is an Optional Calling Plan (OCP) offered only to business customers.

This OCP is six-second rated after an eighteen-second minimum service usage, utilizing Switched or Dedicated Access lines. Access is not included in billing, and must be provided under the terms and conditions set forth in the appropriate sections of this Product Guide.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. The Company may periodically offer promotional campaigns.

b. Frontier High Volume Calling Plan customers can have multi location accounts that have the same account billing name grouped together. Accounts that are added after the initial installation inherit the start date of the first account.

c. Frontier High Volume Calling Plan customers will be required to select a Minimum Monthly Commitment (MMC) without signing a term commitment or a Minimum Annual Commitment (MAC) which requires a term commitment. A customer participating in the Frontier High Volume Calling Plan commits to spending a predetermined dollar volume, either annually in the case of a MAC or monthly in the case of a MMC.

d. Frontier High Volume Calling Plan customers can aggregate usage totals from inbound and outbound service usage, Monthly Recurring Charge on Frontier Long Distance Toll Free Service, Calling Card and Operator handled usage and surcharges, and multiple Billed Telephone Numbers (BTN) when they are identified under a single Master Account Number, to meet either the MMC or MAC.

e. Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account Number.

f. Customers subscribing to a MMC will be given a two (2) month grace period where there will be no shortfall penalty assessed. If a customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

g. Customers subscribing to a MAC can upgrade without penalty to a longer term and maintain the same start date of the existing plan or, to a higher MAC and maintain the same start and end date of the existing plan.

h. Customers will receive out of term rates when their initial term has expired if they have not chosen to subscribe to a new long distance plan. Minimum annual commitments and term plans do not apply to out of term customers.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

3. MINIMUM PERIOD

There is a one (1) month minimum for the Frontier High Volume Calling Plan when a customer commits to a MMC. There is a twelve (12) month minimum for the Frontier High Volume Calling Plan when a customer commits to a MAC.

4. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible for the Frontier High Volume Calling Plan. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved until they have so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

5. RATES AND CHARGES

Eligible usage is rated on an initial period of eighteen (18) seconds and additional periods of six (6) second increments for usage and rating purposes.

Monthly Commitment Rates and Charges – Switched Access Option

a. Business MTS Usage Rates:

	Monthly	Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$50.00	Imputation	$0.1000	0.0320	Imputation	$0.0107	0.0107
	$200.00	Imputation	$0.1000	0.0320	Imputation	$0.0107	0.0107
	$500.00	Imputation	$0.1000	0.0317	Imputation	$0.0107	0.0106
	$1,000.00	Imputation	$0.1000	0.0310	Imputation	$0.0107	0.0103
Grandfathered	$2,500.00	Imputation	$0.1000	0.0302	Imputation	$0.0107	0.0101
Grandfathered	$5,000.00	Imputation	$0.1000	0.0295	Imputation	$0.0107	0.0098
Grandfathered	$10,000.00	Imputation	$0.1000	0.0288	Imputation	$0.0107	0.0096
Grandfathered	$15,000.00	Imputation	$0.1000	0.0281	Imputation	$0.0107	0.0094
Grandfathered	$20,000.00	Imputation	$0.1000	0.0274	Imputation	$0.0107	0.0091

b. Business CustomLink and CustomLink Plus Usage Rates:

	Monthly	Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$50.00	Imputation	$0.1000	0.0320	Imputation	$0.0107	0.0107
	$200.00	Imputation	$0.1000	0.0320	Imputation	$0.0107	0.0107
	$500.00	Imputation	$0.1000	0.0317	Imputation	$0.0107	0.0106
	$1,000.00	Imputation	$0.1000	0.0310	Imputation	$0.0107	0.0103
Grandfathered	$2,500.00	Imputation	$0.1000	0.0302	Imputation	$0.0107	0.0101
Grandfathered	$5,000.00	Imputation	$0.1000	0.0295	Imputation	$0.0107	0.0098
Grandfathered	$10,000.00	Imputation	$0.1000	0.0288	Imputation	$0.0107	0.0096
Grandfathered	$15,000.00	Imputation	$0.1000	0.0281	Imputation	$0.0107	0.0094
Grandfathered	$20,000.00	Imputation	$0.1000	0.0274	Imputation	$0.0107	0.0091

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Monthly Commitment Rates and Charges – Switched Access Option (Continued)

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Monthly	Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$50.00	Imputation	$0.1000	0.0320	Imputation	$0.0107	0.0107
	$200.00	Imputation	$0.1000	0.0320	Imputation	$0.0107	0.0107
	$500.00	Imputation	$0.1000	0.0317	Imputation	$0.0107	0.0106
	$1,000.00	Imputation	$0.1000	0.0310	Imputation	$0.0107	0.0103
Grandfathered	$2,500.00	Imputation	$0.1000	0.0302	Imputation	$0.0107	0.0101
Grandfathered	$5,000.00	Imputation	$0.1000	0.0295	Imputation	$0.0107	0.0098
Grandfathered	$10,000.00	Imputation	$0.1000	0.0288	Imputation	$0.0107	0.0096
Grandfathered	$15,000.00	Imputation	$0.1000	0.0281	Imputation	$0.0107	0.0094
Grandfathered	$20,000.00	Imputation	$0.1000	0.0274	Imputation	$0.0107	0.0091

Annual Commitment Rates and Charges – (MAC)

One Year Term Option – Switched Access

a. Business MTS Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0177	Imputation	$0.0102	$.00588
	$2,400.00	Imputation	$0.1000	$0.0174	Imputation	$0.0102	$.00582
	$6,000.00	Imputation	$0.1000	$0.0171	Imputation	$0.0102	$.00570
	$12,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges – (MAC) (Continued)

One Year Term Option – Switched Access (Continued)

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0177	Imputation	$0.0102	$.00588
	$2,400.00	Imputation	$0.1000	$0.0174	Imputation	$0.0102	$.00582
	$6,000.00	Imputation	$0.1000	$0.0171	Imputation	$0.0102	$.00570
	$12,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0177	Imputation	$0.0102	$.00588
	$2,400.00	Imputation	$0.1000	$0.0174	Imputation	$0.0102	$.00582
	$6,000.00	Imputation	$0.1000	$0.0171	Imputation	$0.0102	$ 00570
	$12,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges – (MAC) (Continued)

Two Year Term Option – Switched Access

a. Business MTS Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0174	Imputation	$0.0102	$.00582
	$2,400.00	Imputation	$0.1000	$0.0171	Imputation	$0.0102	$.00570
	$6,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
	$12,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0102	$.00498

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0174	Imputation	$0.0102	$.00582
	$2,400.00	Imputation	$0.1000	$0.0171	Imputation	$0.0102	$.00570
	$6,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
	$12,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0102	$.00498

c. Business Calling Card and Operator Handled Usage Rates [1:]

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0174	Imputation	$0.0102	$.00582
	$2,400.00	Imputation	$0.1000	$0.0171	Imputation	$0.0102	$.00570
	$6,000.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
	$12,000.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0102	$.00498

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges – (MAC) (Continued)

Three Year Term Option – Switched Access

a. Business MTS Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
	$2,400.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
	$6,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
	$12,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0102	$.00498
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0147	Imputation	$0.0102	$.00492
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00480

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
	$2,400.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
	$6,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
	$12,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0102	$.00498
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0147	Imputation	$0.0102	$.00492
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00480

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
	$600.00	Imputation	$0.1000	$0.0168	Imputation	$0.0102	$.00558
	$2,400.00	Imputation	$0.1000	$0.0165	Imputation	$0.0102	$.00552
	$6,000.00	Imputation	$0.1000	$0.0162	Imputation	$0.0102	$.00540
	$12,000.00	Imputation	$0.1000	$0.0159	Imputation	$0.0102	$.00528
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0156	Imputation	$0.0102	$.00522
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0153	Imputation	$0.0102	$.00510
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0150	Imputation	$0.0102	$.00498
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0147	Imputation	$0.0102	$.00492
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00480

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Monthly Commitment Rates and Charges – Dedicated Access Option

a. Business MTS Usage Rates:

	Monthly	Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$50.00	Imputation	$0.1000	0.0256	Imputation	$0.0102	0.0085
Grandfathered	$200.00	Imputation	$0.1000	0.0256	Imputation	$0.0102	0.0085
Grandfathered	$500.00	Imputation	$0.1000	0.0252	Imputation	$0.0102	0.0084
Grandfathered	$1,000.00	Imputation	$0.1000	0.0245	Imputation	$0.0102	0.0082
Grandfathered	$2,500.00	Imputation	$0.1000	0.0238	Imputation	$0.0102	0.0079
Grandfathered	$5,000.00	Imputation	$0.1000	0.0230	Imputation	$0.0102	0.0077
Grandfathered	$10,000.00	Imputation	$0.1000	0.0223	Imputation	$0.0102	0.0074
Grandfathered	$15,000.00	Imputation	$0.1000	0.0216	Imputation	$0.0102	0.0072
Grandfathered	$20,000.00	Imputation	$0.1000	0.0209	Imputation	$0.0102	0.0070

b. Business CustomLink and CustomLink Plus Usage Rates:

	Monthly	Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$50.00	Imputation	$0.1000	0.0256	Imputation	$0.0102	0.0085
Grandfathered	$200.00	Imputation	$0.1000	0.0256	Imputation	$0.0102	0.0085
Grandfathered	$500.00	Imputation	$0.1000	0.0252	Imputation	$0.0102	0.0084
Grandfathered	$1,000.00	Imputation	$0.1000	0.0245	Imputation	$0.0102	0.0082
Grandfathered	$2,500.00	Imputation	$0.1000	0.0238	Imputation	$0.0102	0.0079
Grandfathered	$5,000.00	Imputation	$0.1000	0.0230	Imputation	$0.0102	0.0077
Grandfathered	$10,000.00	Imputation	$0.1000	0.0223	Imputation	$0.0102	0.0074
Grandfathered	$15,000.00	Imputation	$0.1000	0.0216	Imputation	$0.0102	0.0072
Grandfathered	$20,000.00	Imputation	$0.1000	0.0209	Imputation	$0.0102	0.0070

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Monthly	Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$50.00	Imputation	$0.1000	0.0256	Imputation	$0.0102	0.0085
Grandfathered	$200.00	Imputation	$0.1000	0.0256	Imputation	$0.0102	0.0085
Grandfathered	$500.00	Imputation	$0.1000	0.0252	Imputation	$0.0102	0.0084
Grandfathered	$1,000.00	Imputation	$0.1000	0.0245	Imputation	$0.0102	0.0082
Grandfathered	$2,500.00	Imputation	$0.1000	0.0238	Imputation	$0.0102	0.0079
Grandfathered	$5,000.00	Imputation	$0.1000	0.0230	Imputation	$0.0102	0.0077
Grandfathered	$10,000.00	Imputation	$0.1000	0.0223	Imputation	$0.0102	0.0074
Grandfathered	$15,000.00	Imputation	$0.1000	0.0216	Imputation	$0.0102	0.0072
Grandfathered	$20,000.00	Imputation	$0.1000	0.0209	Imputation	$0.0102	0.0070

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges

One Year Term Option – Dedicated Access Option

a. Business MTS Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0147	Imputation	$0.0102	$.00492
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00486
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0102	$.00468
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0147	Imputation	$0.0102	$.00492
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00486
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0102	$.00468
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0147	Imputation	$0.0102	$.00492
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00486
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0141	Imputation	$0.0102	$.00468
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges Continued)

Two Year Term Option – Dedicated Access Option

a. Business MTS Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00486
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0141	Imputation	$0.0102	$.00468
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$180,000.00	Imputation	$0.1000	$ 0.0123	Imputation	$0.0102	$.00408
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0120	Imputation	$0.0102	$.00402

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00486
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0141	Imputation	$0.0102	$.00468
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$ 00408
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0120	Imputation	$0.0102	$ 00402

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0144	Imputation	$0.0102	$.00486
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0141	Imputation	$0.0102	$.00468
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0120	Imputation	$0.0102	$.00402

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Annual Commitment Rates and Charges (Continued)

Three Year Term Option – Dedicated Access Option

a. Business MTS Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0120	Imputation	$0.0102	$.00402
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0117	Imputation	$0.0102	$.00390
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0114	Imputation	$0.0102	$.00378

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0120	Imputation	$0.0102	$.00402
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0117	Imputation	$0.0102	$.00390
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0114	Imputation	$0.0102	$.00378

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual	18 Second Initial Period			Each Additional Six Seconds		
	Minimum	Minimum	Maximum	Current	Minimum	Maximum	Current
Grandfathered	$600.00	Imputation	$0.1000	$0.0138	Imputation	$0.0102	$.00462
Grandfathered	$2,400.00	Imputation	$0.1000	$0.0135	Imputation	$0.0102	$.00450
Grandfathered	$6,000.00	Imputation	$0.1000	$0.0132	Imputation	$0.0102	$.00438
Grandfathered	$12,000.00	Imputation	$0.1000	$0.0129	Imputation	$0.0102	$.00432
Grandfathered	$30,000.00	Imputation	$0.1000	$0.0126	Imputation	$0.0102	$.00420
Grandfathered	$60,000.00	Imputation	$0.1000	$0.0123	Imputation	$0.0102	$.00408
Grandfathered	$120,000.00	Imputation	$0.1000	$0.0120	Imputation	$0.0102	$.00402
Grandfathered	$180,000.00	Imputation	$0.1000	$0.0117	Imputation	$0.0102	$.00390
Grandfathered	$240,000.00	Imputation	$0.1000	$0.0114	Imputation	$0.0102	$.00378

[1] Applicable surcharge also applies.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

5. RATES AND CHARGES (Continued)

Calling Card Surcharge for both MMC and MAC is as follows for 800 Platform Dialed Calls

The 800 Calling Card service surcharge is as follows:

Station to Station Message	Minimum	Maximum	Current
1-800 Calling Card	Imputation	$2.50	$0.50

All other applicable surcharges are defined in Section 18.

6. TERMINATION LIABILITY

a. If the customer terminates the Frontier High Volume Calling Plan prior to completion of the contracted term, the customer will be charged the difference between the current annual contributed amount for the current annual period and the MAC, in addition to the full MAC for all annual periods beyond the current period that are part of the original commitment. The total amount owed under this calculation will be reduced by 50%.

7. TERM RENEWAL

a. If the customer does not choose to renew the Frontier High Volume Calling Plan at the end of the 1, 2 or 3 year term, the customer will be automatically changed to the out of term rates in effect, upon completion of the current term.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

8. RATES AND CHARGES – OUT OF TERM – SWITCHED ACCESS

Eligible usage is rated on an initial period of eighteen (18) seconds and additional periods of one 1) second increments for usage and rating purposes. These rates will be applied to those customers who do not subscribe to a new plan upon expiration of their existing term plan.

a. Business MTS Usage Rates:

	Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
	$600.00	0.0646	0.0036
	$2,400.00	0.0630	0.0035
	$6,000.00	0.0623	0.0035
	$12,000.00	0.0607	0.0034
Grandfathered	$30,000.00	0.0598	0.0033
Grandfathered	$60,000.00	0.0583	0.0032
Grandfathered	$120,000.00	0.0575	0.0032
Grandfathered	$180,000.00	0.0567	0.0032
Grandfathered	$240,000.00	0.0551	0.0031

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
	$600.00	0.0646	0.0036
	$2,400.00	0.0630	0.0035
	$6,000.00	0.0623	0.0035
	$12,000.00	0.0607	0.0034
Grandfathered	$30,000.00	0.0598	0.0033
Grandfathered	$60,000.00	0.0583	0.0032
Grandfathered	$120,000.00	0.0575	0.0032
Grandfathered	$180,000.00	0.0567	0.0032
Grandfathered	$240,000.00	0.0551	0.0031

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
	$600.00	0.0646	0.0036
	$2,400.00	0.0630	0.0035
	$6,000.00	0.0623	0.0035
	$12,000.00	0.0607	0.0034
Grandfathered	$30,000.00	0.0598	0.0033
Grandfathered	$60,000.00	0.0583	0.0032
Grandfathered	$120,000.00	0.0575	0.0032
Grandfathered	$180,000.00	0.0567	0.0032
Grandfathered	$240,000.00	0.0551	0.0031

[1] Applicable surcharge also applies.
[2] The Annual Minimums serve as a reference only and are associated with the customer's prior term plan subscription. Annual Minimums are not offered with out of term rates.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

M. FRONTIER HIGH VOLUME CALLING PLAN (Continued)

9. RATES AND CHARGES – OUT OF TERM – DEDICATED ACCESS (Continued)

Eligible usage is rated on an initial period of eighteen (18) seconds and additional periods of one (1) second increments for usage and rating purposes. These rates will be applied to those customers who do not subscribe to a new plan upon expiration of their existing term plan.

a. Business MTS Usage Rates:

	Annual Minimum	18 Second Initial Period Current	Each Additional Second Current
Grandfathered	$600.00	0.0326	0.0018
Grandfathered	$2,400.00	0.0321	0.0018
Grandfathered	$6,000.00	0.0316	0.0018
Grandfathered	$12,000.00	0.0311	0.0017
Grandfathered	$30,000.00	0.0297	0.0016
Grandfathered	$60,000.00	0.0292	0.0016
Grandfathered	$120,000.00	0.0287	0.0016
Grandfathered	$180,000.00	0.0282	0.0016
Grandfathered	$240,000.00	0.0267	0.0015

b. Business CustomLink and CustomLink Plus Usage Rates:

	Annual Minimum [2]	18 Second Initial Period Current	Each Additional Second Current
Grandfathered	$600.00	0.0326	0.0018
Grandfathered	$2,400.00	0.0321	0.0018
Grandfathered	$6,000.00	0.0316	0.0018
Grandfathered	$12,000.00	0.0311	0.0017
Grandfathered	$30,000.00	0.0297	0.0016
Grandfathered	$60,000.00	0.0292	0.0016
Grandfathered	$120,000.00	0.0287	0.0016
Grandfathered	$180,000.00	0.0282	0.0016
Grandfathered	$240,000.00	0.0267	0.0015

c. Business Calling Card and Operator Handled Usage Rates [1]:

	Annual Minimum	18 Second Initial Period Current	Each Additional Second Current
Grandfathered	$600.00	0.0326	0.0018
Grandfathered	$2,400.00	0.0321	0.0018
Grandfathered	$6,000.00	0.0316	0.0018
Grandfathered	$12,000.00	0.0311	0.0017
Grandfathered	$30,000.00	0.0297	0.0016
Grandfathered	$60,000.00	0.0292	0.0016
Grandfathered	$120,000.00	0.0287	0.0016
Grandfathered	$180,000.00	0.0282	0.0016
Grandfathered	$240,000.00	0.0267	0.0015

[1] Applicable surcharge also applies.

[2] The Annual Minimums serve as a reference only and are associated with the customer's prior term plan subscription. Annual Minimums are not offered with out of term rates.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

N. FRONTIER BUSINESS UNLIMITED CALLING

1. DEFINITION

Frontier Business Unlimited Calling is an Optional Calling Plan offered to Connecticut business Frontier Long Distance customers at a flat rate per month for direct dialed calls 24 hours a day, 7 days a week from the customer's location. Subscribers to each Frontier Business Unlimited Calling plan are billed a monthly recurring charge per line. Frontier Long Distance Toll Free Service usage is rated under the Frontier Business Unlimited Calling plan. One, two, and three year term plans are available. Option 2 is available only for those customers who meet the eligibility criteria.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. Upon three business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

b. Frontier Business Unlimited Calling plan is available only on a single BTN (Billing Telephone Number) account per customer business service location and all working telephone numbers at the service location must be on the same BTN account

c. Only accounts with one (1) to ten (10) lines are eligible for Frontier Business Unlimited Calling and all lines on the account will be billed the monthly recurring rate.

d. Frontier Business Unlimited Calling plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. Unless otherwise specified, applicable surcharges are defined in Section 18.

g. All Operator Assisted Calls will be billed as defined in Section 18.

h. Frontier Long Distance Toll Free Service is subject to the regulations and the terms and conditions as outlined in Section 18, Wide Area Telephone Service (WATS) [1]. (C)

i. Certain restrictions apply. Frontier Business Unlimited Calling plans may not be used for non-standard purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing or in conjunction with the following: auto dialers; long distance internet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS [1] services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business Long Distance unless an alternative plan is selected by the Customer. (C)

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

N. FRONTIER BUSINESS UNLIMITED CALLING (Continued)

2. REGULATIONS (Continued)

j. Customers who meet the following eligibility requirements are eligible for rating under Option 2 in Section 18 for a twelve-month term. At the end of the twelve-month term, customers will be charged on a month-to-month basis:

i. customers formerly subscribed to local service from the Company and are now returning to the Company from another provider, or

ii. customers have previously been served by another provider and are moving dial tone to the Company, or

iii.

customers currently subscribe to local service with the Company and state their intention to change local carriers for economic reasons or in response to a competitive offer, or

iv. customers currently subscribe to the Company for long distance service and state an intention to disconnect long distance service.

3. MINIMUM PERIOD

The minimum period of service is twelve (12) months.

4. TERMINATION LIABILITY

If the customer terminates Frontier Business Unlimited Calling plan prior to completion of the minimum period, the customer shall be charged an early termination fee of 50% of the monthly recurring charge multiplied by the number of months remaining to complete the term.

5. TERM RENEWAL

If the customer wishes to renew the Frontier Business Unlimited Calling plan at the end of the applicable term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Frontier Business Unlimited Calling plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis. The customer will be charged a higher monthly recurring charge of $25 per line. The customer will continue to receive unlimited interstate and intrastate 1+ direct-dialed minutes of use. Frontier Long Distance Toll Free Service calls and calls billed to a calling card will continue to be billed on a usage sensitive basis at the rates shown below.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

N. FRONTIER BUSINESS UNLIMITED CALLING (Continued)

6. ELIGIBLE SERVICES AND USAGE SCHEDULES

The following rates and charges will apply to the services eligible with Frontier Business Unlimited Calling. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

The monthly recurring charge consists of a monthly subscription fee. The monthly subscription fee applies on a per line basis whether or not the customer makes any toll calls.

	Monthly Subscription Fee – 1 Year, 2 Year, or 3 Year Term Plan		
	Minimum	Maximum	Current
Frontier Business Unlimited Calling – Per line	Imputation	$100.00	$20.00

Eligible usage is rated on an initial period of thirty (30) seconds and additional periods of six (6) second increments for usage and rating purposes. Usage rates applicable to the Frontier Business Unlimited Calling plan are as follows:

Frontier Long Distance Toll Free Service	Minimum	Maximum	Current
All Days / All Times			
Initial 30 seconds	Imputation	$0.15	$0.040
Each additional 6 seconds	Imputation	$0.03	$0.008
Business Calling Card [1] All Days / All Times			
Initial 30 seconds	Imputation	$0.15	$0.070
Each additional 6 seconds	Imputation	$0.03	$0.014

[1] Additional surcharge also applies

The Calling Card Surcharge for the Frontier Business Unlimited Calling service is as follows for 800 Platform Dialed Calls:

Station to Station Message	Minimum	Maximum	Current
1-800 Calling Card	Imputation	$ 2.50	$ 0.75

All other applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

N. FRONTIER BUSINESS UNLIMITED CALLING (Continued)

7. ELIGIBLE SERVICES AND USAGE SCHEDULES – OPTION 2

The following rates and charges will apply to the services eligible with Frontier Business Unlimited Calling - Option 2. At the end of the twelve month term, customers will be charged on a month-to-month basis.

	Twelve Month Term		
	Minimum	Maximum	Current
Option 2-Frontier Business Unlimited Calling – Per line, Twelve Month Term	Imputation	$100.00	$10.00
Option 2-Frontier Business Unlimited Calling – Per line, Month-to-Month	Imputation	$100.00	$25.00
Frontier Long Distance Toll Free Service	Minimum	Maximum	Current
All Days / All Times			
Initial 30 seconds	Imputation	$0.15	$0.025
Each additional 6 seconds	Imputation	$0.03	$0.005
Business Calling Card* All Days / All Times			
Twelve Month Term:			
Initial 30 seconds	Imputation	$0.20	$0.090
Each additional 6 seconds	Imputation	$0.04	$0.018
Business Calling Card* All Days / All Times			
Month-To-Month:			
Initial 30 seconds	Imputation	$0.20	$0.070
Each additional 6 seconds	Imputation	$0.04	$0.014

* Additional surcharge also applies

Eligible usage is rated on an initial period of thirty (30) seconds and additional periods of six (6) second increments for usage and rating purposes.

All other applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

O. BLOCK OF TIME (GRANDFATHERED)

1. DEFINITION

The Block of Time offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA calling and may choose either the 1,000 minute per month or 2,500 minute per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three - business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of eighteen (18) seconds.

k. The Customer is required to commit to a 1, 2, or 3-Year, term agreement.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

O. BLOCK OF TIME (GRANDFATHERED) (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time	Monthly Rates and Charges	Usage in excess of Block of Time Minutes
1,000 Minutes of Use – 1 Year Term Plan	$39	$0.052
2,500 Minutes of Use 1 Year Term Plan	$90	$0.048

Block of Time Term Plans	Term Plan Rates and Charges Per Month	Usage in excess of Block of Time Minutes
1,000 Minutes of Use – 2 Year Term Plan	$39	$0.050
1,000 Minutes of Use – 3 Year Term Plan	$39	$0.048
2,500 Minutes of Use – 2 Year Term Plan	$90	$0.046
2,500 Minutes of Use – 3 Year Term Plan	$90	$0.044

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.1400 per minute. The per call charge for Fully Automated Calling Card is $0.75.

5. TERM RENEWAL

If the Company continues to offer the selected term plan, Customer may renew that Block of Time at the end of its current term, at the then current rates offered by the Company, by notifying the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time will not renew. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis at the monthly recurring charge of $45 for 1,000 minutes per month with a per minute rate of $.052 for minutes over the 1,000 block of time. The monthly recurring charge of $100 will apply for 2,500 minutes per month with a per minute rate of $.048 over the 2,500 block of time. Usage rates applicable to Calling Card calls will continue to apply. The Company may discontinue month-to-month plans upon reasonable notice to Customer.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

P. FRONTIER BUSINESS CALLING MONTHLY

1. DEFINITION

Frontier Business Calling Monthly is a bundled outbound calling and/or Switched Toll Free Service calling plan. Subscribers pay a monthly recurring charge plus a per minute rate for bundled outbound intrastate/interstate and/or inbound toll free calling. This service is available to new and existing business customers who: (1) use switched access to reach the long distance network for outbound calling and/or to receive calls from the long distance network for Switched Toll Free Service and (2) subscribe to the Company for the provision of interstate and intrastate InterLata and/or intrastate IntraLata Service.

2. REGULATIONS

The following regulations apply:

(a) Outbound and Switched Toll Free Service inbound calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute.
(b) Fully automated, operator assisted, and operator dialed calls billed to the Calling Card are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of one (1) minute.
(c) Frontier Business Calling Monthly plan has no time of day or day of the week rating periods.
(d) Upon three - business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
(e) Multiple billing telephone number aggregation is not available with this plan.

3. MINIMUM PERIOD

The minimum period of service for the Frontier Business Calling Monthly plan is one month.

4. RATES AND CHARGES

	Monthly Recurring Charge
The bundled outbound intrastate/interstate	$10.00
	Per Minute Usage Rate
The bundled outbound intrastate/interstate and/or inbound toll free calling	$0.14
	Usage Rate Per Minute
For fully automated, operator assisted, and operator dialed calls billed to calling card	$0.20
	Per Call Charges
Fully Automated	$1.25
Operator Assisted	$1.95
Operator Dialed	$2.95

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

Q. BLOCK OF TIME 200 II (GRANDFATHERED) [1]

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 200 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 200 II 1 Year Term Option	Monthly Rates and Charges	Usage in excess of Block of Time 200 II Minutes
200 Minutes of Use	$10	$.05

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute.

The per call charge for Fully Automated Calling Card is $1.25

5. TERM RENEWAL

If the customer subscribes to Block of Time 200 II and wishes to renew Block of Time 200 II at the end of the one-year term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, Block of Time 200 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $12 per month for the Block of Time 200 II with a per minute usage rate of $0.06 for minutes over the 200 block of time.

The customer will continue to receive the same Block of Time 200 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

[1] Effective November 12, 2013, Block of Time 200 II is offered on a grandfathered basis to existing customers only. Existing customers may keep the service until they move or make changes to their service.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

R. BLOCK OF TIME 700 II

1. DEFINITION

The Block of Time 700 II plan offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 700 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 700 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time 700 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 700 II plan applies only to intrastate messages outlined this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 700 II plan is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

R. BLOCK OF TIME 700 II (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 700 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 700 II	Monthly Rates and Charges	Usage in excess of Block of Time 700 II Minutes
Month-to-Month Option	$35.00	$.050
1 Year Term Option	$31.00	$.045
2 Year Term Option	$30.00	$.043

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card.

Usage rate, per minute	$0.180
Fully Automated Calling Card, per call charge	$1.25

5. TERM RENEWAL

If the customer subscribes to the Block of Time 700 II and wishes to renew the Block of Time 700 II at the end of their term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 700 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $35 per month for the Block of Time 700 II with a per minute usage rate of $0.05 for minutes over the 700 II Block of Time.

The customer will continue to receive the same Block of Time 700 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

S. BLOCK OF TIME 1200 II

1. DEFINITION

The Block of Time 1200 II plan offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 1200 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 1200 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time 1200 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 1200 II plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 1200 II plan is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

S. BLOCK OF TIME 1200 II (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 1200 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 1200 II	Monthly Rates and Charges	Usage in excess of Block of Time 1200 II Minutes
Month-to-Month Option	$55.00	$.050
1 Year Term Option	$50.00	$.042
2 Year Term Option	$48.00	$.041
3 Year Term Option	$46.00	$0.41

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute.

The per call charge for Fully Automated Calling Card is $1.50.

5. TERM RENWAL

If the customer subscribes to the Block of Time 1200 II and wishes to renew the Block of Time 1200 II at the end of their term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 1200 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $55 per month for the Block of Time 1200 II with a per minute usage rate of $0.05 for minutes over the 1200 II block of time.

The customer will continue to receive the same Block of Time 1200 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

T. BLOCK OF TIME 2500 II

1. DEFINITION

The Block of Time 2500 II plan offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 2500 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 2500 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time 2500 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 2500 II plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 2500 II plan is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

T. BLOCK OF TIME 2500 II (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 2500 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 2500 II	Monthly Rates and Charges	Usage in excess of Block of Time 2500 II Minutes
Month-to-Month Option	$110.00	$.050
1 Year Term Option	$100.00	$.041
2 Year Term Option	$97.00	$.039
3 Year Term Option	$95.00	$.039

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute. The per call charge for Fully Automated Calling Card is $1.25

5. TERM RENEWAL

If the customer subscribes to the Block of Time 2500 II and wishes to renew the Block of Time 2500 II at the end of their term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 2500 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $110 per month for the Block of Time 2500 II with a per minute usage rate of $0.05 for minutes over the 2500 II block of time.

The customer will continue to receive the same Block of Time 2500 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

U. BLOCK OF TIME 5000 II

1. DEFINITION

The Block of Time 5000 II plan offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 5000 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 5000 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e Block of Time 5000 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 5000 II plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 5000 II plan is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

U. BLOCK OF TIME 5000 II (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 5000 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 5000 II	Monthly Rates and Charges	Usage in excess of Block of Time 5000 II Minutes
Month-to-Month Option	$210.00	$.050
1 Year Term Option	$190.00	$.039
2 Year Term Option	$186.00	$.038
3 Year Term Option	$182.00	$.037

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute. The per call charge for Fully Automated Calling Card is $1.25

5. TERM RENEWAL

If the customer subscribes to the Block of Time 5000 II and wishes to renew the Block of Time 5000 II at the end of their term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 5000 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $210 per month for the Block of Time 5000 II with a per minute usage rate of $0.05 for minutes over the 5000 II block of time.

The customer will continue to receive the same Block of Time 5000 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

V. FRONTIER BUSINESS UNLIMITED CALLING II

1. DEFINITION

Frontier Business Unlimited Calling II is an Optional Calling Plan offered to Connecticut business customers for outbound calling and optional inbound Switched Toll Free Service ("TFS") long distance calling.

Subscribers to each Frontier Business Unlimited Calling II plan are billed a monthly recurring charge per line. One and two year term plans are available. The one and two year term plan prices vary according to whether a customer is a new or existing subscriber; one that is returning to the Company from another competitor; or a subscriber the Company wishes to retain.

2. REGULATIONS

The following regulations are in addition to those outlined in Section 18.

a. Upon three business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.
b. Frontier Business Unlimited Calling II plan is available only on a single BTN (Billing Telephone Number) account per customer business service location/
c. A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business access lines do not exceed ten (10) at that location
d. Only accounts with one (1) to ten (10) lines are eligible for Frontier Business Unlimited Calling II and all lines on the account will be billed the monthly recurring rate.
e. Subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;
f. Newly subscribe or currently subscribe to Frontier Business Local Calling.
g. Frontier Business Unlimited Calling II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.
h. Operator handled calling card calls will be subject to the rates found in Section 18.
i. Unless otherwise specified, applicable surcharges are defined in Section 18.
j. All Operator Assisted Calls will be billed as defined in Section 18.
k. Frontier Long Distance Toll Free Service is subject to the regulations and the terms and conditions as outlined in Section 18, Wide Area Telephone Service (WATS) [1]. (C)

Certain restrictions apply. Frontier Business Unlimited Calling II plans may not be used for non-standard purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing or in conjunction with the following: auto dialers; long distance internet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS[1] services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Basic Message Toll Service. (C)

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

V. FRONTIER BUSINESS UNLIMITED CALLING II (Continued)

2. REGULATIONS (Continued)

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forward/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. This plan may be used for fax transmissions, excluding broadcast fax applications.

Eligible customers must newly subscribe or currently subscribe to Frontier Business Local Calling.

3. MINIMUM PERIOD

The minimum period of service is twelve (12) months.

4. TERMINATION LIABILITY

If prior to the expiration date of the initial or any renewal term the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an early termination fee (“ETF”). The ETF shall be 50% of the full monthly recurring charge in effect for this plan at the time of termination multiplied by the number of months remaining in the term. If during a one or two year term agreement the customer relocates service to a new address and agrees to re-start a one or two year term agreement for this plan, the Company will adjust to zero any charged ETFs.

5. TERM RENEWAL

If the Customer wishes to renew the Frontier Business Unlimited Calling II plan at the end of the applicable term, the Customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the Customer does not notify the Company, the Frontier Business Unlimited Calling II plan will not renew at the Customer's previous term rates. Instead at the end of the applicable term, the plan will apply on a month-to-month basis, with the customer being charged a higher monthly recurring charge. The Customer will continue to receive unlimited interstate and intrastate 1+ direct-dialed minutes of use. Frontier Long Distance Toll Free Service calls and calls billed to a calling card will continue to be billed on a usage sensitive basis at the rates shown in this Product Guide.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

V. FRONTIER BUSINESS UNLIMITED CALLING II (Continued)

6. RATES AND CHARGES

The following rates and charges will apply to the services eligible with Frontier Business Unlimited Calling II. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

The price for Frontier Business Unlimited Calling II consists of a monthly recurring charge that applies on a per line basis whether or not the customer makes any toll calls.

	Monthly Subscription
Frontier Business Unlimited Calling II – Per line	
-One Year Term, new or retained	$15.00
-Two Year Term, new or retained	$15.00
-Renewal One Year Term	$20.00
-Renewal Two Year Term	$20.00
Month to Month	$25.00 [1]

Eligible usage is rated on an initial period of thirty (30) seconds and additional periods of six (6) second increments for usage and rating purposes. Usage rates applicable to the Frontier Business Unlimited Calling II plan are as follows:

The inbound Switched TFS per minute usage rates are $0.05 for interstate calls and $0.08 for intrastate calls. For fully automated, operator assisted, and operator dialed calls billed to Calling Card the usage rate is $0.18 per minute.

All other applicable surcharges are defined in Part 5, Section 2.

[1] This plan may not be ordered by the subscriber. Month-to-month rates apply after the end of the Frontier Business Unlimited Calling II term.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

W. FRONTIER BUSINESS UNLIMITED CALLING III (GRANDFATHERED)

1. DEFINITION

Frontier Business Unlimited Calling III is an Optional Calling Plan offered to Connecticut business customers for outbound calling and optional inbound Switched Toll Free Service ("TFS") long distance calling. Subscribers to each Frontier Business Unlimited Calling III plan are billed a monthly recurring charge per line. One and two year term plans are available. The one and two year term plan prices vary according to whether a customer is a new or existing subscriber; one that is returning to the Company from another competitor; or a subscriber the Company wishes to retain.

Effective May 30, 2012, Frontier Business Unlimited Calling III is offered on a grandfathered basis to existing customers only.

2. REGULATIONS

a. The following regulations are in addition to those outlined in Section 18.

b. Upon three business days' notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

c. Frontier Business Unlimited Calling III plan is available only on a single BTN (Billing Telephone Number) account per legal business entity.

d. A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business access lines do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to five (5) business access lines per legal business entity

e. Only accounts with one (1) to five (5) lines are eligible for Frontier Business Unlimited Calling III and all lines on the account will be billed the monthly recurring rate.

f. Subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling;

g. New or current customers must subscribe to a business bundle consisting of one to five local access lines subscribing to Frontier Business Local Calling Assurance; an eligible business high speed internet plan as determined by the Company; and for a minimum two year term an eligible wireless voice and/or data plan or wireless laptop card, as determined by the Company. For a customer who is returning to the Company from a competitor or is determined by the Company to be a subscriber the Company wishes to retain, the qualifying wireless requirement can be satisfied through the purchase of an Frontier Tech Support Full Advanced Service Package, along with either a qualifying web/shared hosting or technical support backup product, for a one or two year term. Though the included services may vary from time to time, as determined by the affiliate of the Company, the Frontier Tech Support Full Advanced Service Package commonly refers to a bundle of services such as web hosting, backup, and technical support.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

W. FRONTIER BUSINESS UNLIMITED CALLING III (GRANDFATHERED) (Continued)

2. REGULATIONS (Continued)

h. Operator handled calling card calls will be subject to the rates of this Product Guide.

i. Unless otherwise specified, applicable surcharges are defined in Section 18.

j. All Operator Assisted Calls will be billed as defined in Section 18.

k. Frontier Long Distance Toll Free Service is subject to the regulations and the terms and conditions as outlined in Section 18, Wide Area Telephone Service (WATS) [1]. (C)

Certain restrictions apply. Frontier Business Unlimited Calling III plans may not be used for non-standard purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet connections and autodialing or in conjunction with the following: auto dialers; long distance internet access, call center applications including but not limited to autodialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBX services, WATS[1] services, PBX/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above. If the Company determines that the Customer is in violation of above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Basic Message Toll Service unless an alternative plan is selected by the Customer. (C)

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forward/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS [1] service; PBX/PABX/EABX services; non square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such system listed above. (C)

1 Wide Area Telecommunication Service (WATS) offering is grandfathered as of August 16, 2020 and limited to existing subscribers at their existing locations. (N) (N)

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

W. FRONTIER BUSINESS UNLIMITED CALLING III (GRANDFATHERED) (Continued)

2. REGULATIONS (Continued)

This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Basic Message Toll Service unless an alternative plan is selected by the Customer. Where customer has more than 10 calls to any single number of a duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

Eligible customers must newly subscribe or currently subscribe to Frontier Business Local Calling. See Section 16.

3. MINIMUM PERIOD

The minimum period of service is twelve (12) months.

4. TERMINATION LIABILITY

If prior to the expiration date of the initial or any renewal term the Customer chooses to either: (a) terminate long distance Service with the Company; or (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an early termination fee (“ETF”). The ETF shall be 50% of the full monthly recurring charge in effect for this plan at the time of termination multiplied by the number of months remaining in the term. If during a one or two year term agreement the customer relocates service to a new address and agrees to re-start a one or two year term agreement for this plan, the Company will adjust to zero any charged ETFs.

5. TERM RENEWAL

If the Customer wishes to renew the Frontier Business Unlimited Calling III plan at the end of the applicable term, the Customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the Customer does not notify the Company, the Frontier Business Unlimited Calling III plan will not renew at the Customer's previous term rates. Instead at the end of the applicable term, the plan will apply on a month-to-month basis. The Customer will be charged a higher monthly recurring charge at the then-current month-to-month rate. The Customer will continue to receive unlimited interstate and intrastate 1+ direct-dialed minutes of use. Toll Free 800 CustomLink Plus calls and calls billed to a calling card will continue to be billed on a usage sensitive basis at the rates shown in this Product Guide.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

W. FRONTIER BUSINESS UNLIMITED CALLING III (GRANDFATHERED) (Continued)

6. RATES AND CHARGES

The following rates and charges will apply to the services eligible with Frontier Business Unlimited Calling III. With respect to elements having minimum and maximum rates, the Company shall not charge any rate other than the approved rate until its has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change in the rate.

The price for Frontier Business Unlimited Calling III consists of a monthly recurring charge that applies on a per line basis whether or not the customer makes any toll calls.

	Monthly Charge Per Access Line
Frontier Business Unlimited Calling III – Per line	
New or Existing Customer:	$10.00
-One Year Term	$10.00
-Two Year Term	
Returning Customer:	$5.00
-One Year Term, Returning Customer	$5.00
-Two Year Term, Returning Customer	

Eligible usage is rated on an initial period of thirty (30) seconds and additional periods of six (6) second increments for usage and rating purposes. Usage rates applicable to the Frontier Business Unlimited Calling III plan are as follows:

The inbound Switched TFS per minute usage rates are $0.05 for intrastate calls and $0.08 for intrastate calls. For fully automated, operator assisted, and operator dialed calls billed to Calling Card the usage rate is $0.18 per minute.

All other applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

X. BLOCK OF TIME 7500 II

1. DEFINITION

The Block of Time 7500 II plan offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 7500 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 7500 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time 7500 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 7500 II plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 7500 II plan is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

X. BLOCK OF TIME 7500 II (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 7500 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 7500 II	Monthly Rates and Charges	Usage in excess of Block of Time 7500 II Minutes
Month-to-Month Option	$300.00	$.050
1 Year Term Option	$273.00	$.037
2 Year Term Option	$268.00	$.036
3 Year Term Option	$263.00	$.036

Calling Card RATES AND CHARGESs and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute.

The per call charge for Fully Automated Calling Card is $1.50.

5. TERM RENEWAL

If the customer subscribes to the Block of Time 7500 II and wishes to renew the Block of Time 7500 II at the end of their term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 7500 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $300 per month for the Block of Time 7500 II with a per minute usage rate of $0.05 for minutes over the 7500 II Block of Time.

The customer will continue to receive the same Block of Time 7500 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

Y. BLOCK OF TIME 10000 II

1. DEFINITION

The Block of Time 10000 II plan offers All Business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 10000 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 10000 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time 10000 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 10000 II plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 10000 II plan is one month.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

Y. BLOCK OF TIME 10000 II (Continued)

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 10000 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 10000 II	Monthly Rates and Charges	Usage in excess of Block of Time 10000 II Minutes
Month-to-Month Option	$385.00	$.050
1 Year Term Option	$350.00	$.036
2 Year Term Option	$342.00	$.035
3 Year Term Option	$334.00	$.034

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute.

The per call charge for Fully Automated Calling Card is $1.50.

5. TERM RENEWAL

If the customer subscribes to the Block of Time 10000 II and wishes to renew the Block of Time 10000 II at the end of their term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 10000 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $385 per month for the Block of Time 10000 II with a per minute usage rate of $0.05 for minutes over the 10000 II Block of Time.

The customer will continue to receive the same Block of Time 10000 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

Z. BLOCK OF TIME 250 II

1. DEFINITION

The Block of Time 250 II plan offers business customers a number of minutes per month for a monthly fee. Business Customers may subscribe to this Business Optional Calling Plan for the provision of intraLATA and Toll Free calls and will receive 250 minutes per month block of time. Customers who subscribe to this plan must also be presubscribed to Frontier for IntraLATA calling services provided under this plan. Subscribers pay a per minute rate for minutes of use exceeding the monthly allotment of minutes. Unused minutes are not carried forward to the next month. The rates and charges apply to calls dialed directly from the customer's location. Minutes of use falling into the allotted time are not time of day or day of the week sensitive. Minutes of use beyond the allotted time are rated at a flat rate and are not time of day or day of the week sensitive.

2. REGULATIONS

The following regulations apply:

a. Block of Time 250 II plan has no time of day or day of the week rating periods.

b. Unused portion of allotted minutes are not carried forward to the next month.

c. Calling Card, Operator Assisted and International minutes of use are not included in the time allotment.

d. Upon three business days notice to the Department of Public Utility Control, the Company may periodically offer promotional campaigns.

e. Block of Time 250 II plan customers are not eligible for other Optional Call Plans provided for in this Product Guide.

f. The Block of Time 250 II plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

g. Operator handled calling card calls will be subject to the rates found in Section 18.

h. Unless otherwise specified, applicable surcharges are defined in Section 18.

i. Multiple billing telephone number aggregation is not available with this plan.

j. Calls are billed in increments of one (1) seconds subject to a minimum connection time (initial period) of thirty (30) seconds.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

Z. BLOCK OF TIME 250 II (Continued)

3. MINIMUM PERIOD

The minimum period of service for the Block of Time 250 II plan is one month.

4. ELIGIBLE SERVICES, RATES AND CHARGES

The Block of Time 250 II includes a monthly subscription fee and a usage rate for minutes of use beyond the specified time allotment.

Block of Time 250 II	Monthly Rates and Charges	Usage in excess of Block of Time 250 II Minutes
1 Year Term Option	$15.00	$.060
Month-to-Month Option	$17.00	$.060

Calling Card Rates and Charges and Surcharges

For fully automated, operator assisted, and operator dialed calls billed to the Calling Card, the usage rate is $0.180 per minute. The per call charge for Fully Automated Calling Card is $1.50.

5. TERM RENEWAL

If the customer subscribes to the Block of Time 250 II for a one year term and wishes to renew at the end of the term, the customer must notify the Company at least thirty (30) days prior to the term's expiration date. If the customer does not notify the Company, the Block of Time 250 II plan will not renew at the customer's previous term rates. Instead, at the end of the applicable term, the plan will apply on a month-to-month basis.

The Customer will be charged a higher monthly recurring charge of $17 per month for the Block of Time 250 II with a per minute usage rate of $0.06 for minutes over the 250 II block of time.

The customer will continue to receive the same Block of Time 250 II minutes each month for interstate and intrastate 1+ direct-dialed and Toll Free Service calls. Usage rates applicable to Calling Card calls will continue to apply.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AA. FRONTIER BUSINESS UNLIMITED CALLING V

1. DEFINITION

Frontier Business Unlimited Calling V is an Optional Calling Plan offered to Connecticut business customers for outbound calling and optional inbound Switched Toll Free Service ("TFS") long distance calling. Subscribers to the Frontier Business Unlimited Calling V plan are billed a monthly recurring charge per line. This plan is offered for a one-year term, with month-to-month pricing available at the termination of the one year plan.

2. REGULATIONS

a. Upon three business days' notice to the Public Utilities Regulatory Authority, the Company may periodically offer promotional campaigns.

b. Frontier Business Unlimited Calling V plan is available only on a single BTN (Billing Telephone Number) account per legal business entity.

c. A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of business access lines do not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines per legal business entity.

d. Only accounts with one (1) to ten (10) lines are eligible for Frontier Business Unlimited Calling V and all lines on the account will be billed the monthly recurring rate.

e. Eligibility - Customer must newly subscribe or restart a 1 year subscription to this optional calling plan only on business access lines that are part of the Frontier Business Local Calling or Business Saver Plan and meet of the following:

i. newly subscribe to a one (1) year term for a high speed business internet product, as defined by the Company; or

ii. newly subscribe to a two (2) year term: (a) Wireless Voice; (b) Wireless Data (c) Wireless Voice and Data or (d) Wireless Laptop card; and agree to combined billing, as applicable; or

iii. currently subscribe to high speed internet service and upgrade to another qualifying internet service, as determined by the Company, or

iv. be a current subscriber to: (a) Frontier Business Unlimited Calling, Frontier Business Unlimited Calling III or Frontier Business Unlimited Calling IV; and (b) Frontier Business Local Calling, Business Saver Plan or Frontier Business Local Calling Assurance and (c) internet or wireless service; or

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AA. FRONTIER BUSINESS UNLIMITED CALLING V (Continued)

2. REGULATIONS (Continued)

e. (Continued)

v. agree to:

(a) re-subscribe to this plan for a new one (1) year term agreement at the end of any term; and
(b) continue to meet all other requirements in 2.b-d, preceding; and
(c) currently or newly subscribe to the Services in 2.e.i or 2.e.ii., preceding; and
(d) currently or newly subscribe to qualifying web/shared hosting or technical support backup product.

f. Request to be provisioned under this plan.

g. Unless otherwise specified, Operator handled calling card calls and applicable surcharges will be subject to the rates found in Section 18.

h. Retention – One (1) to Five (5) Access Lines

Existing business customers may be eligible for Frontier Business Unlimited Calling V if they state an intention to change local carriers for economic reasons and/or in response to a competitive offer, provided they subscribe to the Company for interstate and intrastate toll service for outbound long distance calling on each access line for a one (1) year term, and may also subscribe to the Company's TFS for inbound long distance calling; currently subscribe to and maintain at least one (1) but no more than five (5) business access lines on a single BTN account per service location that are part of an Frontier Business Local Calling or Business Saver Plan package with a new or restart of an existing 1-Year term agreement; and currently subscribe to high speed internet service or wireless service as defined and offered by the Company.

i. Other Restrictions

This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, internet access, or Intranet access (including access to corporate LANs). Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. The plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forward/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non-square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AA. FRONTIER BUSINESS UNLIMITED CALLING V (Continued)

2. REGULATIONS (Continued)

i. Other Restrictions (Continued)

This plan may be used for fax transmissions, excluding broadcast fax applications (which are prohibited). Where customer has more than 10 calls to any single number of duration of more than 3 hours each during a billing cycle or any single call of greater than 10 hours of duration, Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

j. This plan will remain in effect until:

i. cancelled or changed by the customer or,
ii. until the Company no longer offers the plan to new customers or existing subscribers moving to new locations, whichever occurs first, or
iii. the Company notifies the customer this plan is no longer available.

3. EARLY TERMINATION FEE (ETF)

If, prior to the expiration date of the initial or any renewal term, the Customer chooses to (a) disconnect this plan and does not select another Small Business plan; or (b) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to, or thirty (30) calendar days after, the automatic renewal of the term, the Company will adjust to zero any charged ETFs.

4. RATES AND CHARGES

a.	Monthly recurring charge: Initial 1-Year Term:	$10.00 per access line
b.	Month to Month (only available after customer fulfills initial one year term):	$10.00 per access line
c.	Inbound toll free service per minute usage rate:	$0.055
d.	Fully automated, operator assisted, and operator dialed calls billed to Calling Card:	$0.18 per minute.
e.	Fully automated calls billed to a calling card, the per call charge is:	$1.50

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AB. FRONTIER BUSINESS CALLING CONNECTICUT INTRASTATE PLAN

1. DEFINITION

The Frontier Business Calling Connecticut Intrastate Plan offers business customers a per minute rate without a monthly subscription fee or a minimum usage charge. The per minute rate applies to calls directly dialed from the customer's location. The per minute rate is not time of day or day of week sensitive.

2. REGULATIONS

The following regulations apply:

a. The Frontier Business Calling Connecticut Intrastate Plan has no time of day or day of the week rating periods.

b. Calling Card, Operator Assisted and International minutes of use are not eligible for this plan. Calling Card and Operator Assisted calls will be subject to the rates found in Section 18.

c. Frontier Business Calling Connecticut Intrastate Plan customers are not eligible for other Optional Calling Plans provided for in this Product Guide.

d. Frontier Business Calling Connecticut Intrastate Plan applies only to intrastate messages outlined in this Product Guide with the exclusion of coin sent paid and Operator handled calls originating from Greenwich and Byram.

e. Unless otherwise specified, applicable surcharges are defined in Section 18.

f. Upon three business days notice to the Public Utilities Regulatory Authority, the Company may periodically offer promotional campaigns.

g. This Service will remain in effect until either: (a) cancelled or changed by the customer or, (b) until the Company no longer offers this service to new customers or existing subscribers moving to new locations, whichever occurs first. Changes to this service will be effective on the day the customer's order is processed.

3. MINIMUM PERIOD

The Frontier Business Calling Connecticut Intrastate Plan is a per minute plan and has no monthly minimum period.

4. RATES AND CHARGES

a. Monthly Subscription Fee N/A

b. Per Minute Rate $0.45

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AC. FRONTIER BUSINESS UNLIMITED CALLING IV

1. DEFINITION

Frontier Business Unlimited Calling IV is an Optional Calling Plan offered to Connecticut business customers for outbound calling and optional inbound Switched Toll Free Service (TFS) long distance calling. Subscribers to each Frontier Business Unlimited Calling IV plans are billed a monthly recurring charge per line for outbound calling. Subscribers to the optional inbound TFS are charged a per minute rate for inbound calls. The plan is offered for a one (1) year term with month- to- month pricing available at the termination of the one (1) year term.

Frontier Business Unlimited Calling IV is available to existing customers who previously subscribed to Frontier (the Company), and now wish to reestablish local service with the Company; are returning to Frontier from another local service provider; or state an intention to discontinue local service with Frontier for economic reasons or in response to a competitive offer.

2. REGULATIONS

a. Upon three business days' notice to the Public Utilities Regulatory Authority, the Company may periodically offer promotional campaigns.

b. This plan is established at the billed telephone number level.

c. The Customer must subscribe to the Company for the provision of interstate and intrastate (interLATA and/or intraLATA) service for outbound long distance calling, and may also subscribe to the Company for the provision of TFS for inbound long distance calling.

d. A single business entity with more than one BTN at that business entity's physical service location is eligible for this plan on one (1) BTN only, provided the total number of Frontier business access lines does not exceed ten (10) at that location. Additionally, service under this plan is limited to one BTN with one (1) to ten (10) business access lines per legal business entity.

e. The customer must newly subscribe to or restart a one (1) year term agreement to Frontier Business Local
Calling, Business Saver Plan or Frontier Business Local Calling Assurance on at least one (1), but no more than ten (10) business access lines on a single BTN.

f. Customer must currently subscribe to a wireless service (Wireless Voice, Wireless Data, Wireless Voice and Data or Wireless Laptop card) or currently subscribe to a one (1) year term for a high speed business internet service product as defined by the Company, or

g. Newly subscribe to a one (1) year term for a high speed business internet product, as defined by the Company or subscribe (for a minimum two (2) year term) to (a) Wireless Voice; (b) Wireless Data (c) Wireless Voice and Data or (d) Wireless Laptop card; and agree to combined billing, as applicable.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AC. FRONTIER BUSINESS UNLIMITED CALLING IV (Continued)

2. REGULATIONS (Continued)

h. Customer must commit to subscribe to this plan for a one (1) year term.

i. Inbound switched toll free calls and fully automated, operator assisted, and operator dialed calls billed to the Calling Card are not included in the unlimited MOUs. Toll free calls and calling card calls are billed in increments of six (6) seconds subject to a minimum connect time (initial period) of thirty (30) seconds. Toll free calls and calling card per minute rates and per call charges associated with this plan are subject to change with prior notification to the customer.

j. Certain restrictions apply. This plan is provided for standard voice calling involving live dialog between individuals. This plan is not intended for use as a substitute for dedicated or open circuits, or similar applications. This plan may not be used for data connections, including but not limited to, modem to modem calls, remote access applications, internet access, or Intranet access, including access to corporate LANs. Additionally, this plan may not be used for dedicated point-to-point connections between equipment that leaves a circuit connected without a contemporary, continuous voice communication. This plan may not be used for auto dialers; PBX trunks; ground start line or trunks; ISDN service, including PRI; foreign exchange services; Remote Call Forward/Telebranch Service; public telephone service; public access smart-pay phones; analog to digital conversion digital PBX service, including local access provisioned via T-1 facilities; WATS service; PBX/PABX/EABX services; non square electronic key telephone systems; hybrid key telephone systems; predictive calling/dialing systems; automatic outbound dialing systems; any type of automatic call distribution system; or the functional equivalent of any such systems listed above. This plan may be used for fax transmissions, excluding broadcast fax applications. If the Company determines that the Customer is in violation of the above listed restrictions, the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. Where the customer has more than 10 calls to any single number of durations of more than 3 hours each during a billing cycle of any single call of greater than 10 hours of duration, the Customer will be presumed to be in violation of these restrictions. In such case, Customer may be asked to provide reasonable proof to the Company that it is not using the Service for a prohibited purpose. Failure to provide such proof to the Company shall be treated as a violation of the terms and conditions of this Plan.

k. If the Company determines that the Customer is in violation of any of the restrictions listed above and/or the total number of access lines exceeds the maximum of ten (10), the Customer shall forfeit eligibility for rates under this plan and will be moved to Business MTS unless an alternative plan is selected by the Customer. If moved to Business MTS, the rates associated with Business MTS will apply in lieu of the rates specified in 5. following.

l. Unless otherwise specified, applicable surcharges are defined in Section 18.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AC. FRONTIER BUSINESS UNLIMITED CALLING IV (Continued)

3. TERM AGREEMENTS

a. One (1) year term agreements are oral agreements and do not require a signed agreement.
b. Customers who continue to subscribe to this service at the end of their term will be billed on a month-to-month basis at the rates defined below.

c. The Customer is under no obligation to re-subscribe to this plan after the completion of any term agreement.

4. EARLY TERMINATION FEE (ETF)

a. If prior to the expiration date of their term the Customer chooses to either: (a) terminate long distance service with the Company; (b) disconnect this plan and does not select another Small Business plan; or (c) downgrade to another Service without a term plan agreement, the Customer may be charged an ETF. The ETF shall be 50% of the full MRC rate in effect for this plan at the time of termination multiplied by the number of months remaining in the term.

b. If during a one year term agreement the Customer relocates Service to a new address and agrees to re-start a one year term agreement for this plan, the Company will adjust to zero any charged ETFs.

c. If the Customer provides notice to the Company of its intent to terminate this plan within thirty (30) calendar days prior to or thirty (30) calendar days after the expiration of their plan, the Company will adjust to zero any charged ETFs.

5. RATES AND CHARGES

a. The MRC for outbound long distance calling is as follows:

	Per Access Line
One Year Term	$5.00
Month-to-Month	$10.00

b. The inbound toll free service per minute usage rate $0.055

c. Fully automated, operator assisted, and operator dialed calls billed to Calling Card the;

Usage Rate, per minute	$0.18
Fully automated calls billed to a calling card, per call	$1.50

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AD. BLOCK OF TIME 500 II

1. DEFINITION

Block of Time II is an Optional Calling Plan offered to Connecticut business customers meeting the requirements in 2.b or 2.c., following. For a monthly recurring charge, the customer receives a block of 500 minutes for placing direct dialed domestic outbound long distance calling or for both direct dialed domestic outbound long distance calling and inbound toll free service calls. Business customers must subscribe to the company for local service and long distance service and request to be provisioned under the Block of Time 500 II plan. The plan is available under a one year term or under month-to-month pricing at rates shown in 3., following.

2. REGULATIONS

a. Upon three business days' notice to the Public Utilities Regulatory Authority, the Company may periodically offer promotional campaigns.

b. New or Existing business customers must:

i. select the Company for both local (intralata), direct dialed domestic outbound long distance calling intrastate and interstate and may also subscribe to the Company for the provision of toll free service for inbound long distance calling, and

ii. newly subscribe to or restart a minimum one-year term agreement for one the following services:
(a) Frontier Business Local Calling or (b) Business Saver Plan, and

iii. meet one of the following:

(a) Option 1: newly subscribe to a one-year term of a qualifying high speed internet service, as determined by the Company, or
(b) Option 2: newly subscribe to a two-year term for one of the following and agree to combine billing of wireless service with the Company's wireline billing: (1) wireless voice service, (2) wireless data service, (3) wireless voice and wireless data service, or (4) wireless laptop card, or
(c) Option 3: currently subscribe to high speed internet service and upgrade to another qualifying internet service, as determined by the Company, or
(d) Option 4: (1) agree to re-subscribe to this plan for a new one (1) year term agreement at the end of any term; and (2) continue to meet all other requirements in Section 2.b.i-ii; and (3) currently or newly subscribe to either Option 1 or Option 2 services and currently or newly subscribe to qualifying web/shared hosting or technical support backup product.

iv. specify at the time of ordering if the minutes of use (MOU) are to be used for inbound calling, or both outbound calling and inbound toll free calling, and

v. commit to subscribe to this rate option for a one-year term agreement in order to receive the one-year per minute usage pricing.

TOLL SERVICES

OPTIONAL CALLING PLANS (OCP) (Continued)

AD. BLOCK OF TIME 500 II (Continued)

2. REGULATIONS (Continued)

c. Customers currently subscribed to the Company for local service and state an intention to change local carriers for economic reasons and/or in response to a competitive offer may qualify for this plan by meeting the following requirements:

i. Subscribe to the Company for intraLATA (local toll and interstate) and interLATA service for outbound long distance calling on each access line for a one-year term and may also subscribe to the Company for toll free service for inbound long distance calling, and
ii. currently subscribe to and maintains at least three (3) access lines on a single billed telephone number (BTN) account per service location, and
iii. subscribe to this plan on business access lines that are part of the Frontier Business Local Calling or Business Saver Plan package with a new or restart of an existing one-year term agreement, and
iv. currently subscribe to internet or wireless service.

d. This plan will remain in effect until:

i. cancelled or changed by the customer or,
ii. until the Company no longer offers the plan to new customers or existing subscribers moving to new locations, whichever occurs first, or
iii. the Company notifies the customer this plan is no longer available.

3. RATES AND CHARGES [1]

a. Calling Card – All Rate Options

For fully automated, operator assisted, and operator dialed calls billed to a calling card:

Usage, per minute	$0.18
Fully Automated, per call	$1.50

b. Monthly Recurring Charges and Per Minute Usage Outside of Block of Time Plan:

Block of Time 500 II Plans

Block of Time Rates and Charges Plan Options	Monthly Recurring Charge	MOUs included in Block	Per Minute Usage – Outside Block of Time Plan
500 MOUs - Month-to-Month	$28	Domestic Direct dialed outbound and domestic toll free	$0.067
500 MOUs - 1 Year Term	$25	Domestic Direct dialed outbound and domestic toll free	$0.057

[1] Call Rounding – Initial Period is 30 seconds and Subsequent Period is 1 second.

TOLL SERVICES

REMOTE CALL FORWARD (RCF) (T)

1. Description

Remote Call Forward (RCF) is an automatic reverse charge service that allows a subscriber in one exchange to receive calls made by his patrons located in a different local calling area without the patron incurring a message toll charge between the RCF exchange and the subscriber's location. The message toll charge between the RCF exchange and the subscriber's location is incurred by the Remote Call Forward subscriber. (T)

2. Regulations

a. Remote Call Forward is offered only in central office areas where adequate and suitable facilities are available. (T)

b. Remote Call Forward calls can terminate in: (T)

(1) a subscriber's Local Exchange Service, or
(2) 800-type services, or
(3) a Foreign Exchange Service (FX). Remote Call Forward may also be used with Foreign Exchange Service to forward calls when the Foreign Exchange line is busy. (T)

c. Each Remote Call Forward feature allows for forwarding one call at a given time. An additional feature is necessary for an additional call to be forwarded simultaneously. (T)

d. Remote Call Forward is not offered where the terminating station is a coin telephone nor for connection to other services beyond the premises of the terminating station except when the terminating station has an Off Premises Extension as provided in Section 18. (T)

e. Remote Call Forward is not represented as suitable for satisfactory transmission of data. (T)

f. The Telephone Company will not provide identification of the originating telephone number of the Remote Call Forward subscriber's patrons. (T)

g. Transmission quality cannot be guaranteed for Remote Call Forward service.

h. The minimum service period for Remote Call Forward is two months.

i. Remote Call Forward is not subject to temporary suspension.

j. Remote Call Forward calls must be forwarded to the same class of service. (T)

k. Restrictions

RCF is not allowed to call forward calls to the following services:
Cellular Service,
Pager Service,
900, 976, 950, Access Feature Group A, B, or D services,
700 numbers listed and billed to an interexchange carrier,
International Numbers,
411, 611, or 911 services,
To another RCF number

TOLL SERVICES

REMOTE CALL FORWARD (RCF) (Continued)

3. Rates and Charges

a. The following rates are for the Remote Call Forward Service only and are in addition to applicable rates and charges for service and equipment with which it is used.

	Monthly Rate		
	Residential	Commercial	(N)
First RCF Feature	$16.00	$26.00	
Each Additional RCF Feature	$16.00	$26.00	(N)

b. The Non-Recurring Charge for the provision of a business or Home Office access line, as specified in Section 3 applies for the installation of each Remote Call Forward feature. Subsequent to the initial establishment of Remote Call Forward service, the appropriate Non-Recurring Charges also apply to add or change one or more RCF number or the numbers to which calls are forwarded, when requested by the subscriber.

c. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (A) a charge for that portion of the call from the originating station to the Remote Call Forward location which may be a local message or toll message and (B) a charge for that portion of the call from the Remote Call Forward location to the terminating station. The respective charge for each such portion shall be as follows:

(1) The Remote Call Forward subscriber's patron is responsible for the applicable message charge, if any, between the originating station and the Remote Call Forward location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Product Guide or the FCC/DPUC Tariff of the interexchange carrier for the type of call involved.

(2) Between the Remote Call Forward location and the terminating station.

The Remote Call Forward subscriber is responsible for the applicable unassisted customer calling sent-paid station-to-station Message Toll Telephone rates as specified in this Section or the FCC/DPUC Tariff of the interexchange carrier. These rates apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

TOLL SERVICES

DIRECTORY LISTINGS

1. A listing in the directory, covering the exchange in which the Remote Call Forward central office is located, is provided without additional charge for each RCF feature. (T)

2. Additional listings may be provided at rates and charges as specified in the Section 6 for business additional listings.

3. Remote Call Forward listings will include the address of the subscriber's actual location. (T)

4. When utilized as an FX overflow, the Remote Call Forward number will not be listed in either the Telephone Company's directories or available from directory assistance records. (T)

ORIGINATING LINE SCREENING

1. GENERAL

   Originating Line Screening (OLS) prevents the caller from billing operator assisted sent paid calls to the originating number. Any such call will only be completed by alternate billing methods.

2. REGULATIONS

   a. The subscriber must provide the Company with the telephone number of each line to be screened.

   b. OLS will be available only where facilities permit.

   c. Business customers will be charged one access line charge per account, as found in Section 3, for each initial and subsequent request to add OLS.

   d. SNET cannot guarantee proper treatment by other operator service providers.

TOLL SERVICES

TOLL RESTRICTION SERVICE

1. GENERAL

Toll Restriction denies outgoing access to the toll network by both directly dialed calls and calls through an operator. Toll Restriction is considered local only service. Telephone lines equipped with toll restriction will not be able to process any toll calls. Access to the SNET operator will not be available.

Emergency calls can be completed by dialing "9-1-1". Calls to Directory Assistance "4-1-1", "800" numbers, to the telephone company "8-1-1", telephone repair service "6-1-1" and "420-3131" will be allowed. Calls to "900" numbers, collect and bill to third will be blocked.

2. REGULATIONS

Toll Restriction Service is available to customers who wish to control their long distance calling.

Toll Restriction is available to individual line business customers where facilities permit.

3. RATES AND CHARGES

Toll Restriction is furnished, installed, and maintained at the following rates and charges.

Toll Restriction	- - - Monthly Rate - - -			Service Establishment
	Minimum	Maximum	Current	Charge
Each Business Access Line Equipped	$0.00	$10.00	$9.50	[1]

The Non-Recurring Charges specified in Section 3 provide for the new installation of telephone service. When Toll Restriction is included as part of that service, the Service Establishment Charge does not apply.

With respect to the rate elements having minimum and maximum rates, the Company shall not charge any rate other than the one listed as "current" until the Company has notified the Department of Public Utility Control fourteen (14) days prior to the effective date of any change in that rate.

[1] Section 3, Service Order Charge – Subsequent applies.

TOLL SERVICES

PRE-PAID PHONE CARD

1. GENERAL

The Pre-Paid Phone Card allows card users to make prepaid phone calls anywhere in the country. The value of the Pre-Paid Card is expressed either in dollars or in timed usage units. The card may be used until such dollars or timed usage units are depleted or until the expiration date printed on the card. The Pre-Paid Phone Card is provisioned through the services of an independent card vendor. Calls made using the card are carried on the network selected by the card vendor.

To make a prepaid phone call, the card user must dial the 800 telephone number printed on the card and provide the authorization number also printed on the card. After validation, the card user dials the destination telephone number to complete the call. The caller is warned when there is one (1) minute remaining and when 30 seconds are left in the car's account balance. Calls in progress will automatically be terminated when the card balance reaches zero. At the conclusion of each call, the card user is informed of the balance remaining on the card. The authorization number will block fraudulent use of the card and the card can be deactivated if lost or stolen. The Company is not responsible for lost or stolen Pre-Paid Phone Cards and makes no refunds for unused balances. The Pre-Paid Phone Card may be used twenty-four hours a day, seven days a week.

The Pre-Paid Phone card will be issued in two forms: refreshable and disposable. A refreshable card allows additional value to be added to the card by major credit card purchase. Value is added at the rate in effect for cards sold by the Company at the time the addition in value is made. A toll free 800 telephone number printed on each card provides access to a twenty-four hour a day Customer Service operation with live coverage, where the card balance can be refreshed. The customer service operation will also provide information and assistance to the card user. No value can be added to disposable cards.

2. REGULATIONS

a. The Pre-Paid Phone Card may be used twenty-four hours a day, seven days a week. Each card indicates atoll free 800 telephone number for access to the service platform and provides instructions and voice prompts in English and other selected languages

The Pre-Paid Phone Card will be blocked from completing calls to the following services:

900 Directory Assistance

b. The Pre-Paid Phone Card sold by the Company will always have the SNET logo printed on it.

c. The Company, its agents and distributors, may from time to time, offer special promotions to customers, including but not limited to, complimentary Pre-Paid Phone Cards. The Company shall notify the Department of Public Utility Control of any such promotion that it will sponsor fourteen (14) days in advance of the promotion.

TOLL SERVICES

PRE-PAID PHONE CARD (Continued)

2. REGULATIONS (Continued)

d. Credit allowances for the Pre-Paid Phone Card use are applicable to that portion of a call that is interrupted due to poor transmission, one-way transmission, or involuntary disconnection of the call. A card user may also be granted credit for reaching a wrong number. To receive the proper credit, the card user must immediately notify customer service by calling the designated 800 number printed on the card and furnish the called number, the trouble experienced (e.g., involuntary disconnection, noisy connection, reached wrong number, etc.), and the approximate time the call was placed.

(1) Interruption to established calls

When a call charged to the Pre-Paid Phone Card is interrupted due to involuntary disconnection, one-way Transmission, or poor transmission quality, the customer will receive a credit equivalent to a one minute.

(2) Wrong numbers

When a wrong number is reached, the customer will receive a credit equivalent to one minute if the customer reports the situation immediately to customer service by calling the designated 800 number.

(3) Credit allowance for calls associated with the Pre-Paid Phone Card do not apply for:

Interruptions not immediately reported to customer service,

Interruptions that are due to the failure of powered equipment, or loss of power,

Interruptions caused by the failure of other services provided by the Company, which are not connected to the Pre-Paid Phone Card service.

e. For billing purposes, all calls are rounded to the nearest minute.

f. Card user rates are inclusive of all applicable taxes.

g. The Pre-Paid Phone Card cannot be used for credit on any SNET customer bill.

3. RATES AND CHARGES

a. The Company will sell the Pre-Paid Phone Card to card users at the following rate schedule:

	Minimum	Maximum	Current
Card User Rate per minute	$0.20	$0.90	$0.40

TOLL SERVICES

PRE-PAID PHONE CARD (Continued)

3. RATES AND CHARGES (Continued)

b. Bulk Purchases

The Company will sell Pre-Paid Phone Cards at a discount to entities at a bulk rate. Pre-Paid Phone Cards will be valued using either dollar denominations or time usage units.

Bulk discounts will be determined based on the volume of minutes represented by the cards.

Minute Volume	Percent Discount Range Minimum	Maximum	Current	Rate
0 - 1,000	0		75 30.00%	$.280
1,001 - 3,000	0		75 37.50%	$.250
3,001 - 100,000	0		75 40.00%	$.240
100,001 - 250,000	0		75 43.75%	$.225
250,001 - 500,000	0		75 47.50%	$.210
500,001 - 1,000,000	0		75 52.50%	$.190
1,000,001 - 1,250,000	0		75 56.25%	$.175
1,250,001 +	0		75 60.00%	$.160

c. Any entity purchasing the Pre-Paid Phone Card under bulk purchases is subject to the general provisions and regulations set forth above.

d. For rates having a minimum and maximum range, the Company shall not charge any rate to the card user other than the current effective rate. The Company shall notify the Department of Public Utility Control in writing prior to the effective date of any change in the current rate or discount so long as such change is within the existing band. Such written notice will comply with regulations in effect at the time of the change.

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TOLL CHARGE REPORTING

A. TOLL ACCESS LINES

1. GENERAL

Toll access lines are central office lines that provide direct access from a subscriber's premises to the toll network with assistance from an operator. Intrastate outward toll calls are processed by a Southern New England Telephone Company operator and interstate outward toll calls processed by an interstate carrier operator services selected by the subscriber. Toll access lines allow the station users of a subscriber to place only outward toll calls; they are not in accord with the general plan for furnishing telephone service. Toll access lines are provided only to: hotels, motels, colleges, universities or hospitals subscribing to Centrex service, or such subscribers served by customer-provided PBX systems. Type A lines allow station users to place sent-paid calls whereas Type B lines limit sent-paid calls. Type C lines are terminated in customer provided call rating systems and allow station users to place directly dialed toll calls or sent-paid calls.

2. RATES AND CHARGES

Toll access lines are furnished, installed and maintained at the following rates and charges:

Toll Access Lines, each	Monthly Rate
- Type A	$16.75
- Type B	$19.02
- Type C	$55.00

Toll access lines are subject to the application of Non-Recurring Charges as provided in Section 3.

For changes in the operation of toll access lines subsequent to initial installation, a Non-Recurring Charge applies for each line changed.

B. AUTOMATIC TIME AND CHARGE REPORTING SERVICE

1. GENERAL

Automatic time and charge reporting service is available to subscribers requiring a record copy of time and charge information on paid toll messages routed through Traffic Service Position System (TSPS) facilities. This service will only be provided to customers who subscribe to a toll access line.

2. RATES AND CHARGES

Automatic time and charge reporting service is furnished, installed and maintained at the following rates and charges:

	Monthly Rate	Installation or Move Charge
- Automatic time and charge reporting service	$37.86	$47.32
- Optional portability feature	$3.97	-

TOLL CHARGE REPORTING

C. UNDERTAKING OF THE TELEPHONE COMPANY WITH RESPECT TO HOTELS AND MOTELS

The Telephone Company will supply hotels and motels information regarding billing inquiries and credit procedures on toll calls placed from the subscriber's premises in behalf of guests. The terms under which this information regarding the furnishing of billing inquiries and credit procedures is supplied are fully covered in the Overview, which is filed with the Department of Public Utility Control, and is hereby incorporated by reference as part of this Product Guide.

D. SPECIAL PRIVATE BRANCH EXCHANGE STATION TOLL BILLING

1. Private branch exchange customers with private branch exchange trunks terminated in customer provided PBX systems, may obtain details of originating toll calls and calls received collect in order to associate such calls with specific stations, departments or projects by means of special station numbers or codes which are given to the Telephone Company operator when establishing toll calls.

2. Special Private Branch Exchange Station toll billing will not be available to Local Measured Service customers. Station-to-Station calls completed under this arrangement will be classified and billed as operator assisted toll calls.

3. The Telephone Company reserves the right to discontinue offering this service to both new and existing customers at such time as depletion of the number or code resource is deemed by the Company to be a serious problem.

4. Rates

Customer-Provided PBX Systems

	Non-Recurring Charge
Per group of 20 station toll billing numbers, or fraction thereof	$9.46

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

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USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

A. GENERAL

This Product Guide applies to the offering of Telephone Company public right-of-way structures by The Southern New England Telephone Company within its operating territory in the State of Connecticut for use in providing community antenna television (CATV) service pursuant to the General Statutes of Connecticut.

B. DEFINITIONS

1. The term "community antenna television" means any system operated along any street or highway for the purpose of providing antenna television service for hire pursuant to certificate of public convenience and necessity issued by the Public Utilities Commission.

2. The term "antenna television service" means the pickup by remote antenna and transmission by cables, wire and associated equipment of signals from standard broadcast stations, and any other lawful transmissions, to the television receiving sets of subscribers to CATV service.

3. The term "Community Antenna Television Operator" means the individual, partner-ship, or corporation providing CATV service pursuant to a certificate of public convenience and necessity granted by the Public Utilities Commission.

4. The term "facilities" means the cables, wires and appliances leased or owned by the CATV operator and used by such operator to provide CATV service.

5. The term "pole attachment" means the location, to be designated in each instance by the Telephone Company, where facilities to provide CATV service may be placed on poles owned by the Telephone Company or in which the Telephone Company has an ownership interest or to which the Telephone Company has been authorized by the owner of the pole to offer an attachment of facilities.

6. The term "duct occupancy" means the accommodation in underground right-of-way structures of the Telephone Company, to be designated in each instance by the Telephone Company and provided to the extent that is practical to do so, within and through which the Community Antenna Television Operator may place its CATV cables.

7. The term "joint user" means any public service company, municipality or other company, other than a CATV operator, who has acquired an ownership interest in poles or ducts on or through which the Telephone Company has placed its cable and wiring.

8. The term "make ready costs" means the costs incurred by the Telephone Company or joint users for the accommodation of the CATV operator's facilities. Such costs include, but are not limited to, replacing particular poles with taller or stronger poles where required, the cost of rearranging the Telephone Company's or joint users' existing plant on the pole or within the conduit structure; also the costs of engineering, necessary tree trimming, inspection, and the cost of bonding and grounding the Community Antenna Television Operators' facilities to plant of the Telephone Company or of joint users.

9. The term "license(s)" means the document or documents signed by the CATV operator and the Telephone Company, and specifying the pole(s) or duct(s) made ready for accommodation of the CATV operator's facilities as requested by him.

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

C. REGULATIONS

1. Undertaking of the Telephone Company

The Telephone Company will enter into standard contracts, to be filed with the Public Utilities Commission, to provide available pole or duct accommodations for facilities used solely to provide antenna television service by a CATV operator authorized to provide such service by the Public Utilities Commission pursuant to the General Statutes of Connecticut.

Since the poles and ducts of the Telephone Company are and will continue to be used primarily for the purposes of the Telephone Company and its joint users, the provision of pole or duct accommodations for CATV facilities is expressly limited to circumstances where, in the opinion of the Telephone Company, such accommodations can be made or kept available. Where the Telephone Company requires the full use of an existing underground right-of-way structure and no additional construction is planned for Telephone Company service, accommodations will not be made available for CATV facilities.

2. Obligations of Community Antenna Television Operator

a. The CATV operator shall own, construct, maintain, replace and reconstruct its facilities; all such construction and reconstruction to be in accordance with standards approved by the Public Utilities Commission and with the National Electrical Safety Code.

b. The CATV operator shall conduct entirely and exclusively all negotiations and arrangements with his customers who will receive community antenna television service.

c. The CATV operator shall pay all rentals as provided in this Product Guide, and in addition to such rentals shall pay all make-ready costs as defined in this Product Guide and in contracts between such operator and the Telephone Company. The decision as to the necessity for make-ready work and as to the estimate of cost shall be the Telephone Company's.

3. Liability of the Telephone Company

The Telephone Company shall not be liable to the CATV operator or to such opera-tor's subscribers or customers (and the CATV operator shall indemnify, protect and save harmless the Telephone Company against any claim by such operator's subscribers or customers) for any interruption to the service of the CATV opera-tor, or for interference with the operation of the facilities of such operator arising in any manner whatsoever.

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

C. REGULATIONS (Continued)

4. Liability and Insurance of Community Antenna Television Operator

The CATV operator shall indemnify, protect and save harmless the Telephone Company from and against any and all loss, liability, damages and expense arising out of any demand, claim, suit or judgment for damages to property or injury to or death of persons, including the officers, agents and employees of either the Telephone Company or the CATV operator, including payment made under any Workmen's Compensation Law or under any plan for employees' disability and death benefits, which may arise out of or be caused by the erection, maintenance presence, use or removal of the community antenna television facilities or by the proximity of such facilities to the respective cables, wires, apparatus and appliances of the Telephone Company or any joint user of the right-of-way structure.

The CATV operator shall carry insurance at its own expense to protect the Telephone Company in respect to the operator's responsibility for indemnification under 3. and 4. above. All such insurance shall contain provisions that the insurance is issued to insure the Telephone Company and joint users under the provisions of this Product Guide and that the policy may not be cancelled or changed except after thirty days' notice to the Telephone Company.

5. Security

The CATV operator shall furnish security for performance of its obligations to pay rental charges in accordance with this Product Guide and to pay make-ready costs. This security may be either l) a deposit of money or bond issued by a surety company satisfactory to the Telephone Company and in a form satisfactory to the Telephone Company, or 2) other evidence of security satisfactory to the Telephone Company. The amounts and details of the security shall be covered by the contract between the parties.

6. The Contracts

The terms under which pole or duct accommodations are provided are more fully covered in contracts to be signed by the CATV operator and the Telephone Company. The contract forms, which are to be standard forms filed with the Department of Public Utility Control, are hereby incorporated by reference as part of this Product Guide.

7. Default

If the CATV operator should default in any respect in performing any action required under this Product Guide or the pole attachment or conduit occupancy contracts, the Telephone Company may terminate the contracts or cancel any particular licenses affected upon the expiration of thirty days after written notice of the default has been given to the CATV operator, provided that the default has not been cleared within that time. If the CATV operator fails to remove any facilities upon cancellation of any license or upon termination of the contracts, the Telephone Company or its joint users may make such removals and the CATV operator shall pay all the costs of such work performed, and the Telephone Company may hold any removed equipment as security for any sums due under the contracts or may sell such equipment at a public or private sale. In the event the Telephone Company sells any such equipment, it shall apply the proceeds to the payment of sums due under the contracts and shall turn over the balance, if any, to the CATV operator.

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

D. RENTAL CHARGES

1. Pole Attachments

a. The amount of the semi-annual rental for each full semi-annual period (see c. (2) below) is determined by the number of poles included in licenses as of December l5 or June l5, as the case may be, next preceding the semi-annual bill. The bill for each semi-annual period shall be payable in advance on or before January 3l or July 3l, as the case may be.

b. Rentals accrue for that portion of the initial semi-annual period starting on the first of the month (see c. (1) and (2) below) following the date attachments begin in connection with a license, with respect to every pole included in that license.

c. Rental charges apply as follows for attachments of facilities to poles which are owned by the Telephone Company or in which the Telephone Company has an ownership interest.

Per Pole, Annually billed as follows;	$7.55

(1) Per pole, from the first of the month following the date attachments begin in connection with a license to the beginning of the first full semi-annual period (see (2) following), which amounts will be included in the first semi-annual bill, per month
(Per pole: $7.55 divided by 12 for each month) [1]

(2) Per pole, semi-annually for the periods January l - June 30 and July 1 - December 3l of each year during which the contract remains in effect.
(Per pole: $7.55 divided by 2) [1]

d. The CATV operator may give up his license as to any pole or poles by removing his facilities therefrom and thereafter giving the Telephone Company notice of such removal. Rentals in respect of the license on such pole or poles shall terminate as of the end of the month in which such notice is given, and the CATV operator shall be entitled to a prorated refund or credit of rentals already paid.

e. Rental charges for attachments of facilities to poles licensed under the contract which are not owned by the Telephone Company and in which the Telephone Company has no ownership interest shall be the charges provided for in this Product Guide of the party owning said pole or poles.

f. The Telephone Company shall be due penalty compensation per pole attachment for each CATV attachment found to have been placed without license from the Telephone Company. Coincident with the initial effective date of this penalty clause, there shall be a 60-day grace period during which the Telephone Company shall not enforce the penalty clause. CATV attachments reported by CATV operators during this time shall be billed as new attachments.

Penalty, per pole attachment for each CATV	$50.00

[1] Rounded to the nearest cent.

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

D. RENTAL CHARGES (Continued)

2. Duct Occupancy

a. Rental charges apply as set forth below for duct occupancy. License numbers are those assigned in contracts entered into with CATV operators under the provisions of C.1. preceding. The individual rates indicated are determined by the current circumstances in each case.

b. Rentals accrue for that portion of the initial semi-annual period starting on the first of the month following the date duct occupancy begins in connection with a license, to the beginning of the first full semi-annual period. Such rentals will include all duct occupancy covered by the license and will be included in the first semi-annual bill.

c. The Community Antenna Television Operator may give up his license as to any duct occupancy by removing his cable therefrom in accordance with work rules set forth in the contract, and thereafter giving the Telephone Company notice of such removal. Rental in respect of the license for such duct occupancy shall terminate as of the end of the month in which such notice is given, and the CATV operator shall be entitled to a pro rata refund or credit of rentals already paid.

License	Semi-Annual Rate	Non-Recurring Charge
No. 37C-001 Valley Cablevision, Inc. Mainline and lateral ducts - Oliva to Fifth Sts., Derby	$553.70	$3,550.00
No. 09C-001 Northwest Cablevision, Inc. Mainline duct - Torringford St. To South Main St., Winchester	$179.84	-
No. 40C-001 United Cable Television Corp. of Conn. Mainline and lateral ducts, Ellis Street, New Britain, lateral pole 2780 to lateral pole 51136	$397.53	-
No. 18-0042 Greater Hartford CATV, Inc. Duct space to bridge abutments on Gilbert Avenue, Rocky Hill	$82.82	-
No. 15-001C Laurel Cablevision, Inc. Duct space under Route 8 on East Main Street, Thomaston	$1,336.93	-

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

D. RENTAL CHARGES (Continued)

2. Duct Occupancy (Continued)

License	Semi-Annual Rate	Non-Recurring Charge
No. 70-002C Cablevision of Conn. Duct space under R.R. tracks at Broad Street, Norwalk	$155.23	-
No. 70-003C Cablevision of Conn. Duct space under Route 7 at Maple Street, Norwalk	$298.15	-
No. 27-001C So. CT. Cablevision Mainline and Lateral Pequonnock, Harrison and Golden Hill St. Bridgeport	$915.11	-
No. 40-003C United Cable Television Mainline and Lateral Grove Hill Road and Bridge Over Rt. 72 New Britain	$333.13	-
No. 70-007C Cablevision of Conn. Glenbrook Road under R.R. tracks Stamford	$437.28	-
No. 85-001C United Cable East Conduit in Bolton Road and Bridge over I 86 Vernon	$1,122.62	-
No. 85-002C United Cable - East Conduit in Bamforth Rd. and Bridge over I 86 Vernon	$569.26	-
No. 85-003C United Cable East Conduit in Bolton Center Rd. and Bridge over I 84 Bolton	$752.92	-

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

D. RENTAL CHARGES (Continued)

2. Duct Occupancy (Continued)

License	Semi-Annual Rate	Non-Recurring Charge
No. 90-001C Tele-Media of Northeastern Ct. Rte. 195, Mansfield in I 84 overpass	$1,159.99	-
No. 90-003C Tele-Media of Northeastern Ct. Scott Rd., Lebanon in Route 2 overpass	$1,073.33	-
No. 57-001C Storer Communications of Groton Mainline and Laterial Mechanic St. and West Broad St. Pawcatuck	$590.73	-
No. 27-003C Southern Connecticut Cablevision of Bridgeport Across Beardsley Park and under Rt. 8 Connector Bridgeport	$1,672.81	-
No. 12-002C Storer Cable TV of Connecticut Church Street, New Haven	$872.38	-
No. 70-019C Cablevision of Connecticut Fairfield Avenue, Stamford	$427.68	-
No. 40-05C United Cable Television Corporation Market Street, Hartford	$694.98	-
No. 70-008C Cablevision of Connecticut Sherwood Island Connector, Stamford	$600.93	-
No. 70-020C Cablevision of Connecticut Greenwich Avenue, Stamford	$186.12	-
No. 40-006C United Cable Television Corporation Ellis Street, New Britain	$480.00	-

USE OF TELEPHONE COMPANY PUBLIC RIGHT-OF-WAY STRUCTURES
FOR COMMUNITY ANTENNA TELEVISION SERVICE – CATV

D. RENTAL CHARGES (Continued)

2. Duct Occupancy (Continued)

License	Semi-Annual Rate	Non-Recurring Charge
No. 01-001C Heritage Cablevision Water Street, Guilford	$1,127.16	-
No. 40-07C TCI Cablevision Hopmeadow Street, Simsbury	$198.09	-
No. 70-021C Cablevision of Connecticut Route 57, Westport	$688.20	-

INTERNATIONAL – PAYPHONE SERVICES (PS)

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INTERNATIONAL – PAYPHONE SERVICES (PS)

A. GENERAL

1. Definition

Payphone Service (PS) is provided to the public at the request of a business customer who desires the use of a coin collection or coinless device. Public telephone service is installed at locations, where in the opinion of the Company, payphone service is being provided to meet the needs of the general and traveling public. PS payphones include access to all services.

PS payphones operate on individual voice grade exchange lines, which provide customers calling to the local service area and beyond. Local, intrastate toll, interstate toll and international calls can be paid for by depositing money in the box or by use of a calling card or other operator assisted billing arrangements.

2. Technical Specifications

Landowner will provide a mutually agreed upon suitable, safe location for the payphone/enclosure with convenient access, electrical power for lighting and adequate lighting necessary for the safe use of the payphones.

The landowner will display all mutually agreeable signs, which will be provided by the Company.

All applicable ADA (Americans with Disabilities Act) rules and regulations will be adhered to at PS payphone locations.

3. Requests For Refunds, Information Or Consumer Complaints

Consumer information and/or consumer complaints can be addressed by calling the toll free number which appears on the payphone, 7 days a week, 24 hours a day.

4. Performance Criteria & Standards

The payphone is subject to immediate removal by SPS due to robbery, excessive vandalism, fraudulent usage or insufficient usage as determined by SPS. No payphone shall be moved from the location at which it is installed, without prior written consent of SPS.

5. Maintenance & Repair

SPS payphones are maintained 7 days a week, 24 hours a day. Trouble conditions on a payphone can be called into Repair Bureau by calling the telephone number which appears on the payphone, 7 days a week, 24 hours a day.

6. Enclosures And Shelves

The choice and applicability of either an indoor or outdoor booth is at the discretion of SPS for all locations.

A coin telephone shelf is available to provide space which will accommodate portable telecommunications devices, lap top computers, etc.

INTERNATIONAL – PAYPHONE SERVICES (PS)

B. RATES AND CHARGES

1. Payphone Convenience Line Rate

Payphone Convenience line rates are subject to the exchange classifications found in the General Exchange Tariff, Section 2 and are provided at the following rates and charges. Directory listings are available.

Exchange Class	Monthly Rate [1]	Installation Charge	Move Charge
Class 1	$41.00	$135.98	$70.98
Class 2	$41.00	$135.98	$70.98
Class 3	$41.00	$135.98	$70.98
Class 4	$41.00	$135.98	$70.98
Class 5	$41.00	$135.98	$70.98
Thimble Islands	$93.05	$135.98	$70.98

2. Local Coin Calls

All local coin call messages within the local service area are subject to the following charge.

	Per Call
Local Coin calls	$0.50

[1] In addition to the line rate above, an FCC mandated monthly Business Subscriber Line Charge also applies.